BANK OF TANZANIA ACADEMY

**RESEARCH AGENDA
2024/25 - 2026/27**

April, 2024

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1.   Introduction

Bank of Tanzania Academy is a fully registered and accredited technical training institution, required to discharge its mandate in teaching, research, consultancy, and public service. The Academy was established in 1991 as an operational unit of the Bank of Tanzania, mandated to support capacity building to staff of the Bank, banks and financial institutions through short-term courses.

In recent years, challenges related to deficiency of skills, professional and ethical malpractices in the financial sector called upon the Bank to expand its roles through the Academy. Effectively, in May 2020, the Academy was fully registered and later was granted a full accreditation status by National Council for Technical and Vocational Education and Training (NACTVET) to qualify offering long- term programmes. The Academy being training institution under NACTVET is required to execute research and consultancy activities, hence has the responsibility of developing and put in place a research agenda for three years which establish conceptual and empirical database for various purpose to internal and external stakeholders.

Thus, the three years research agenda from Academic Year 2024/25 to 2026/27 is formulated in consideration to various issues in relation to stability of financial sector and system. The Academy, among other, is responsible for coordinating and undertaking research to feed the minds of scholars, facilitate informed decision making and overseeing innovations in the Tanzanian financial sector and economy at large.

2.   Objectives

The research agenda is a tool meant to provide focus and direction on research undertakings at the Academy. The agenda serve as a guide and a basis to optimize resource utilization, minimize duplication of research undertakings, provide evidence-based solutions and encourage collaboration within the wider research community and partner institutions. The agenda will be operational in the period of three (3) years.

3.   Research Focal Areas of the Research Agenda

The Academy research agenda, 2024/2025 to 2026/27 aims to generate research works in seven (7) key areas: Digital Transformation; Customer Experience and Satisfaction, Regulatory Compliance; Financial Inclusion; Climate-Related Risk Management; Ethical Practices in Financial Sector; and Market Trends and Contemporary Issues. These research areas have

been cascaded from the training needs analysis survey and strategic plan of the Bank. Details on the selected areas are highlighted in **Table 1**.

Table 1: Details of the Research Focal Areas

No.	Research Area	Justification
1.	Digital Transformation	This research area aims to investigate the effects of digital transformation on banking operations, customer experience, risk management and other national strategic areas, with a focus on emerging technologies including but not limited to blockchain, fintech collaboration, artificial intelligence, cyber security resilience and machine learning.
2.	Customer Experience and Satisfaction	This research area aims to examine factors influencing customer experience, satisfaction and consumer protection in the banking sector and other national strategic areas. The area will explore the impact of technology, personalized services, and communication channels on customer relationships management among others.
3.	Regulatory Compliance	This research area aims to investigate the challenges and opportunities associated with regulatory compliance, particularly in the context of changing regulations, global financial standards, and explore innovative strategies for compliance management including but not limited to data integrity and security.
4.	Financial Inclusion	This research area aims to analyze initiatives and policies focused on promoting financial inclusion, investigating the effectiveness of digital banking solutions and outreach programs in reaching underserved and unbanked populations.
5.	Climate-Related Risk Management	This research area aims to assess the impact of climate change on financial institutions and other national strategic areas with a view to develop strategies for effective climate risk management, considering both physical and transition risks.
6.	Ethical Practices in Financial Sector	This research area aims to investigate the role of ethical practices in maintaining public trust, examining the impact of socially responsible investing, ethical lending, and sustainable financial products on institutional reputation.
7.	Market Trends and Contemporary Issues	This research area aims to monitor and analyze current market trends and the contemporary issues focusing on potential impacts on financial institutions and economy at large.

4. Approval

The Research Agenda shall come into effect on the date of approval by the Advisory Board.

5. Review and Implementation of the Research Agenda

The implementation of the Research Agenda shall be guided by the Bank of Tanzania Academy Research and Consultancy Policy and its Guidelines. The research agenda shall be reviewed annually or earlier as and when need arises.