SCHOOL OF LIBRARY ARCHIVES AND DOCUMENTATION STUDIES

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RESEARCH REPORT ON

AN ASSESSMENT OF THE CONTRIBUTION OF CLOUD STORAGE SERVICES TO OFFICIAL RECORDS MANAGEMENT IN PUBLIC INSTITUTIONS: A CASE STUDY OF BAGAMOYO DISTRICT COUNCIL

BY

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A Research Report Submitted to the School of Library, Archives and Documentation Studies in Partial Fulfilment of the Requirements for the Award of Ordinary Diploma in Records and archives management

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CERTIFICATION

This is to certify that this research report titled **"An Assessment of the Contribution of Cloud Storage Services to Official Records Management in Public Institutions: A Case Study of Bagamoyo District Council"** has been submitted for examination with my approval as the supervisor.

Supervisor's Name: _____

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I, **Adela Mkonda**, hereby declare that this research report is my own original work and has not been submitted for any degree or diploma in any other university or institution. All sources of information used in this report have been duly acknowledged by means of references.

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DEDICATION

This research report is dedicated to my loving parents, whose unwavering support and encouragement have been my foundation; to my siblings for their patience and understanding; and to all records management practitioners striving to improve organizational efficiency and accountability through enhanced cloud storage services in Tanzania.

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LIST OF ABBREVIATIONS AND ACRONYMS

Abbreviation/Acronym	Full Meaning
DLNRO	Department of Land and Natural Resources Office
eGA	e-Government Authority
ESARBICA	East and Southern African Regional Branch of the International Council on Archives
IaaS	Infrastructure as a Service
ICA	International Council on Archives
ICT	Information and Communication Technology
IRMT	International Records Management Trust
ISO	International Organization for Standardization
PaaS	Platform as a Service
PO-PSMGG	President's Office, Public Service Management and Good Governance
SaaS	Software as a Service
SLADS	School of Library, Archives and Documentation Studies
SPSS	Statistical Package for the Social Sciences
URT	United Republic of Tanzania

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ABSTRACT

This study assessed the contribution of cloud storage services to official records management in public institutions, with a specific focus on Bagamoyo District Council. The study was guided by four objectives: assessing the factors influencing the use of cloud storage services to official records management activities; determining the types of cloud storage services adopted and their contribution; identifying challenges hindering effective contribution; and proposing solutions to address these challenges. The study employed a descriptive case study design using a mixed-methods approach. The study involved 25 participants, including records management staff, ICT personnel, administrative officers, and council management representatives.

Data were collected through observation, questionnaires, and semi-structured interviews. Quantitative data were analyzed using descriptive statistics, while qualitative data underwent thematic analysis. The findings revealed that ease of use (72%) and perceived usefulness for improving work efficiency (68%) were the most influential factors contributing to the effective use of cloud storage services. . Google Drive (56%) was the most commonly adopted service, with administrative records (64%) and council minutes/reports (52%) being the record types where cloud storage made the most significant contribution. However, 64% of respondents rated the overall contribution as only moderate or low. Key challenges identified included unreliable internet connectivity (76%), data security concerns (64%), lack of training (60%), and lack of clear policies (52%). Proposed solutions included improving internet connectivity (72%), providing regular training (68%), and developing clear policies and guidelines (56%).

The study recommends that Bagamoyo District Council invest in reliable internet infrastructure, develop comprehensive training programmes, establish clear cloud storage policies, implement robust security measures, and adopt a hybrid cloud approach.

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TABLE OF CONTENTS

CERTIFICATION i
DECLARATION AND COPYRIGHT ii
COPYRIGHT iii
ACKNOWLEDGEMENT iv
DEDICATION v
LIST OF ABBREVIATIONS AND ACRONYMS vi
ABSTRACT vii
LIST OF TABLES xi
LIST OF FIGURES xii
CHAPTER ONE 1
INTRODUCTION AND BACKGROUND 1
1.0 Introduction 1
1.1 Background to the Study 1
1.2 Statement of the Problem 4
1.3 Objectives of the Study 6
1.4 Research Questions 6
1.5 Significance of the Study 7
1.6 Scope and Limitations of the Study 7
1.7 Definition of Key Terms 9
CHAPTER TWO 11
LITERATURE REVIEW 11
2.0 Introduction 11
2.1 Factors Influencing the Use of Cloud Storage Services 11
2.2 Types of Cloud Storage Services Contributing to Official Records Management 12
2.3 Challenges Hindering the Effective Contribution of Cloud Storage Services to Official Records Management 13

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2.4 Solutions for Enhancing the Contribution of Cloud Storage Services to Official Records Management 15
2.5 Research Gap 16
CHAPTER THREE 18
RESEARCH METHODOLOGY 18
3.0 Introduction 18
3.1 Research Design 18
3.2 Research Type 18
3.3 Area of the Study 19
3.4 Population of the Study 19
3.5 Sample Size and Distribution 20
3.6 Sampling Techniques 21
3.7 Data Collection Methods 22
3.8 Data Processing and Analysis 25
3.9 Research Ethics 25
CHAPTER FOUR 27
DATA ANALYSIS, PRESENTATION AND DISCUSSION OF FINDINGS 27
4.0 Introduction 27
4.1 Demographic Characteristics of Respondents 27
4.2 Factors Influencing the Use of Cloud Storage Services 31
4.3 Types of Cloud Storage Services Adopted and Their Contribution 36
4.4 Challenges Hindering Effective Contribution 41
4.5 Proposed Solutions 46
CHAPTER FIVE 51
SUMMARY, CONCLUSIONS AND RECOMMENDATIONS 51
5.0 Introduction 51
5.1 Summary of Key Findings 51
5.1.1. Factors Influencing the Use of Cloud Storage Services 51

SLADS Research Hub · SLADS/2026/00028 · repository.slads.sc.tz

5.1.2. Types of Services and Their Contribution 52
5.1.3. Challenges Hindering Contribution 52
5.1.4. Proposed Solutions 53
5.2 Conclusions 53
5.4 Recommendations 54
5.5 Suggestions for Further Research 57
REFERENCES 59
APPENDICES 65
APPENDIX I: TIME SCHEDULE SHOWING ACTIVITIES DURING RESEARCH WORK 65
APPENDIX II: BUDGET 66
APPENDIX III: QUESTIONNAIRE FOR RECORDS MANAGEMENT STAFF 67
APPENDIX IV: INTERVIEW GUIDE FOR ICT AND RECORDS MANAGEMENT OFFICERS 74
APPENDIX V: OBSERVATION CHECKLIST 77

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LIST OF TABLES

Table 3. 1: Distribution of Sample Size....20

Table 4. 1: Distribution of Respondents by Age Group....28

Table 4. 2: Distribution of Respondents by Position/Department....29

Table 4. 3: Distribution of Respondents by Work Experience....29

Table 4. 4: Distribution of Respondents by Education Level....30

Table 4. 5: Factors Influencing the Contribution of Cloud Storage Services....31

Table 4. 6: Ease of Use of Cloud Platforms....33

Table 4. 7: Perceived Usefulness for Work Efficiency....34

Table 4. 8: Management Support and Encouragement....35

Table 4. 9: Types of Cloud Storage Services Used....36

Table 4. 10: Record Types Where Cloud Storage Makes Significant Contribution....38

Table 4. 11: Overall Contribution Rating....40

Table 4. 12: Challenges Hindering Effective Contribution....42

Table 4. 13: Frequency of Cloud Storage Usage....45

Table 4. 14: Perception of Data Security....45

Table 4. 15: Proposed Solutions....46

Table 4. 16: Essential Components for Enhancing Cloud Storage Contribution....48

SLADS Research Hub · SLADS/2026/00028 · repository.slads.sc.tz

LIST OF FIGURES

Figure 4. 1: Distribution of Respondents by Gender 27

Figure 4. 2: Frequency of Cloud Storage Use.....39

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CHAPTER ONE

INTRODUCTION AND BACKGROUND

1.0 Introduction

This chapter provides the background of the study on the assessment of the contribution of cloud storage services to official records management in public institutions, with a specific focus on Bagamoyo District Council. It covers the introduction and background to the study, the statement of the problem, objectives of the study, research questions, significance of the study, scope of the study, definition of key terms, as well as the limitations of the study.

1.1 Background to the Study

The increasing digital transformation of public administration has significantly changed how governments create, store, retrieve, and preserve official records. Across the world, public institutions are shifting from paper-based records management to electronic records management systems to improve efficiency, transparency, accountability, and service delivery. As the volume of digital records continues to grow, cloud storage services have become an important technological solution for managing official records because they provide secure, scalable, and cost-effective storage while supporting remote accessibility, collaboration, and disaster recovery (International Organization for Standardization [ISO], 2022; Mell & Grance, 2021). Many developed countries, including the United States, the United Kingdom, Australia, and Canada, have integrated cloud storage into public records management through national digital government strategies and records management standards, resulting in improved records accessibility, business continuity, and long-term preservation of government information (Sosinsky, 2022; OECD, 2023).

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Globally, governments are increasingly investing in cloud technologies as part of broader digital transformation initiatives aimed at improving governance and public service delivery. According to the United Nations E-Government Survey (2024), cloud-based digital infrastructure has become a key component of electronic government systems because it enhances information sharing, reduces ICT operational costs, and strengthens institutional resilience during emergencies. Similarly, the World Bank (2023) notes that cloud technologies have enabled many public institutions to improve records accessibility while reducing dependence on costly physical storage infrastructure. Despite these achievements, studies indicate that successful adoption of cloud storage for records management depends on organizational readiness, regulatory compliance, information security measures, and users' technological competence (ISO, 2022; OECD, 2023).

In Africa, digital transformation has accelerated through the implementation of national e-government programmes and the African Union Digital Transformation Strategy (2020–2030), which encourages public institutions to adopt digital technologies for effective governance. Countries such as South Africa, Kenya, Rwanda, Botswana, and Ghana have increasingly implemented cloud-based solutions to support records management and public administration (African Union, 2020; Ngoepe & Makhura, 2022). These initiatives have contributed to improved records accessibility, reduced storage costs, and enhanced disaster recovery capabilities. Nevertheless, several studies report that many African public institutions continue to experience challenges related to inadequate ICT infrastructure, cybersecurity concerns, insufficient technical skills, unreliable internet connectivity, and limited regulatory frameworks governing cloud computing (Mosweu & Nkwe, 2022; World Bank, 2023). Consequently, the contribution of cloud storage services to official records management remains uneven across many African local government institutions.

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In Tanzania, the Government has prioritized digital transformation through the National ICT Policy (2016, revised implementation framework), the e-Government Act, the Records and Archives Management Act, and implementation initiatives coordinated by the e-Government Authority (eGA). These policy and institutional frameworks encourage public institutions to digitize records management processes and utilize modern ICT infrastructure, including government cloud services, to improve administrative efficiency and service delivery (United Republic of Tanzania [URT], 2023; e-Government Authority, 2024). Furthermore, the Government Cloud (GovNet) initiative has strengthened ICT infrastructure across public institutions by providing centralized digital services that support secure storage and sharing of government information (eGA, 2024). Despite these national efforts, empirical evidence suggests that cloud storage adoption across Local Government Authorities (LGAs) remains inconsistent due to financial constraints, limited ICT capacity, inadequate awareness, and concerns regarding data privacy and information security (Lema & Manda, 2024; Mtebe & Raisamo, 2023). More importantly, existing studies have largely focused on cloud computing adoption, e-government implementation, or ICT usage in general, with limited attention given to the specific contribution of cloud storage services to official records management activities within Tanzanian local government authorities.

Bagamoyo District Council is among the Local Government Authorities responsible for generating and maintaining large volumes of official records, including financial records, personnel records, council minutes, procurement documents, development project reports, and administrative correspondence. Effective management of these records is essential for ensuring accountability, transparency, informed decision-making, and efficient public service delivery. Although the council has increasingly adopted ICT systems and is utilizing digital technologies in administrative operations, little empirical evidence exists regarding how cloud storage services contribute to official records

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management activities, the extent to which they improve records accessibility, security, preservation, and retrieval, as well as the challenges affecting their effective utilization.

Although previous studies have examined cloud computing adoption, digital transformation, and electronic records management in public institutions, few have specifically investigated the contribution of cloud storage services to official records management within Tanzanian Local Government Authorities, particularly at Bagamoyo District Council. This limited empirical evidence creates a knowledge gap regarding the actual benefits, challenges, and factors influencing the contribution of cloud storage services in managing official records at the local government level. Therefore, this study seeks to assess the contribution of cloud storage services to official records management activities at Bagamoyo District Council, thereby providing evidence that may support policy implementation and improve records management practices within Tanzanian Local Government Authorities.

1.2 Statement of the Problem

Effective records management is essential for ensuring accountability, transparency, efficient service delivery, and compliance with legal and regulatory requirements in local government authorities. However, many public institutions in Tanzania continue to experience challenges associated with managing official records, including delays in retrieving files, missing or misplaced records, inadequate storage facilities, and difficulties in preserving records for future reference. These challenges have been documented in government reports and previous studies, which indicate that weaknesses in records management negatively affect administrative efficiency, audit processes, and decision-making (National Audit Office of Tanzania, 2022; Mosha & Mnuaya, 2022).

To address these challenges, many public institutions have increasingly adopted cloud storage services as part of their digital transformation initiatives. Cloud storage offers opportunities for secure storage, faster retrieval of records, automated backup, remote

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accessibility, and improved collaboration among users (Ndenje-Sichalwe, 2020). Despite these potential benefits, evidence from previous studies suggests that the adoption and utilization of cloud storage technologies in Tanzanian public institutions remain inconsistent due to inadequate ICT infrastructure, limited technical skills, concerns over data security and privacy, lack of comprehensive policies, and resistance to organizational change (Mosha & Mnuaya, 2022; Mnjama & Wamukoya, 2021).

At Bagamoyo District Council, the council has increasingly adopted information and communication technologies, including cloud-based storage services, to improve records management. However, there is limited documented evidence on whether these cloud storage services have significantly improved records management practices. Reports of delays in retrieving official records, inconsistencies in records organization, and challenges in ensuring secure long-term preservation of electronic records continue to affect administrative operations (Bagamoyo District Council Internal Records Office Report, 2024). Furthermore, no empirical study has specifically examined how cloud storage services contribute to records management activities within the council.

Most previous studies conducted in Tanzania have focused on the adoption of electronic records management systems or the challenges of digital records management in public institutions, with limited attention given to the contribution of cloud storage services to records management in local government authorities. Consequently, there is insufficient empirical evidence on the factors influencing the contribution of cloud storage services, the specific cloud storage services supporting records management activities, and the challenges affecting their effective utilization at Bagamoyo District Council.

This knowledge gap limits the council's ability to formulate evidence-based strategies and policies for improving records management through cloud technologies. Therefore, this study seeks to assess the contribution of cloud storage services to records management activities at Bagamoyo District Council, with the aim of providing

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empirical evidence that can inform policy, improve records management practices, and enhance public service delivery.

1.3 Objectives of the Study

1.3.1 General Objective of the Study

The general objective of this study is to assess the contribution of cloud storage services to official records management in public institutions, specifically focusing on Bagamoyo District Council.

1.3.2 Specific Objectives

i. To assess the factors influencing the use of cloud storage services to official records management activities at Bagamoyo District Council.
ii. To determine the types of cloud storage services adopted and their contribution to official records management at Bagamoyo District Council.
iii. To identify the challenges hindering the effective contribution of cloud storage services to official records management activities at Bagamoyo District Council.
iv. To propose possible solutions to the challenges hindering the contribution of cloud storage services to official records management activities at Bagamoyo District Council.

1.4 Research Questions

i. What are the factors influencing the use of cloud storage services to official records management activities at Bagamoyo District Council?
ii. What types of cloud storage services have been adopted and how do they contribute to managing official records at Bagamoyo District Council?
iii. What challenges hinder the effective contribution of cloud storage services to official records management activities at Bagamoyo District Council?

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iv. What possible solutions can be proposed to address the challenges hindering the contribution of cloud storage services to official records management activities at Bagamoyo District Council?

1.5 Significance of the Study

This study holds significance for multiple stakeholders, beginning with the Bagamoyo District Council, which will gain a deeper understanding of the factors influencing cloud storage services' contribution to records management, enabling it to maximize their positive impact through enhanced efficiency, security, and reliability while also addressing disclosed challenges with practical, actionable solutions; for other local government authorities in Tanzania, the findings offer valuable insights and a practical reference point for institutions considering or currently adopting similar cloud-based systems; for the records and archives management profession, the research underscores the growing imperative for digital competencies among records professionals and enriches the professional body of knowledge specifically within the Tanzanian public sector; for the academic community, it contributes empirical evidence from a local government case study, thereby supplementing existing literature on records management, information science, public administration, and ICT for future students and researchers; and finally, for citizens and service users, the study ultimately points to improved records management that fosters faster service delivery, more accurate record-keeping, and enhanced governmental accountability, directly benefiting those who rely on council services.

1.6 Scope and Limitations of the Study

Scope of the Study

This study focused on assessing the contribution of cloud storage services to official records management activities at Bagamoyo District Council. The scope included the examination of factors influencing the use of cloud storage services, the identification

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of the types of cloud storage services adopted and their specific contributions, the analysis of challenges hindering their effective contribution, and the proposal of solutions for maximizing their positive impact. The study involved records management staff, ICT personnel, administrative officers, and council management representatives who created, managed, or used records in their daily operations. The geographical and institutional scope was limited to Bagamoyo District Council in the Coast Region of Tanzania.

Limitations of the Study

During the conduct of this study, the researcher encountered the following limitations:

Limited Time Frame

The academic schedule constrained the period available for data collection and analysis, limiting the depth of investigation. Mitigation: A phased time management plan with predefined milestones was strictly followed. Data collection tools were pre-tested and streamlined to maximize efficiency within the available window.

Potential Reluctance of Respondents

Some staff members hesitated to participate due to workload concerns, fear of criticism, or the sensitive nature of departmental performance issues. Mitigation: Participation was voluntary with strict anonymity and confidentiality guaranteed. The academic, non-evaluative purpose was clearly communicated, and interview schedules were adjusted to accommodate respondents' availability.

Limited Generalizability

As a single case study of one local government authority, findings may not be directly generalizable to all public institutions in Tanzania. Mitigation: A detailed description of

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the study context and methodology was provided, enabling readers to assess the transferability and applicability of findings to similar settings.

1.7 Definition of Key Terms

Cloud Storage: Cloud storage refers to a model of computer data storage in which digital data is stored in logical pools across multiple servers and locations, with the physical environment typically owned and managed by a hosting company, and made accessible to users over a network, typically the internet (Mell & Grance, 2021).

Cloud Storage Services: Cloud storage services are on-demand services provided by cloud service providers that offer scalable and elastic storage capacity for data, accessible from anywhere via the internet, with users paying only for the storage they use (Sosinsky, 2022).

Official Records: Official records are recorded information, in any form, created or received and maintained by a public institution in the transaction of its business or conduct of affairs, providing evidence of that business or affairs (ISO 15489-1, 2022).

Records Management Activity: Records management activity refers to the operational tasks and processes involved in the systematic control of the creation, receipt, maintenance, use, and disposition of records, including capturing and maintaining evidence of business activities (ARMA International, 2023).

Data Security: Data security refers to the practice of protecting digital data from unauthorized access, corruption, or theft throughout its lifecycle, including storage, processing, and transmission (Whitman & Mattord, 2022).

Electronic Records: Electronic records are records that are created, generated, sent, communicated, received, or stored by electronic means, including computer-generated and computer-stored records (Duranti & Rogers, 2023).

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Public Institution: A public institution is an organization established by government to carry out public functions and services, including local government authorities like district councils (URT, 2023).

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CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter reviews empirical and theoretical literature on the contribution of cloud storage services to official records management activities in public institutions. The review is organized according to the study objectives, namely factors influencing the use of cloud storage services, types of cloud storage services used in records management, challenges affecting their contribution, and strategies for enhancing their effectiveness. Rather than merely summarizing previous studies, this chapter critically compares findings from different scholars to identify areas of agreement, disagreement, methodological limitations, and knowledge gaps that justify the present study. Priority is given to literature published from 2020 onwards to ensure contemporary relevance.

2.1 Factors Influencing the Use of Cloud Storage Services

The use of cloud storage services in official records management is influenced by technological, organizational, environmental, and human factors. According to the Technology Acceptance Model (TAM), users are more likely to adopt cloud technologies when they perceive them as useful and easy to use (Davis, 1989; Venkatesh et al., 2023). Similarly, Ngoepe and Makhura (2022) observed that compatibility with existing systems and perceived usefulness enhance the successful adoption of cloud storage services. However, Kemoni and Mose (2023) argue that technological benefits alone are insufficient without organizational readiness, including management commitment, adequate ICT infrastructure, and financial support. These findings indicate that successful cloud storage implementation requires a combination of technological capability and institutional preparedness.

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Organizational governance and the external environment also play a significant role in determining the effectiveness of cloud storage services. Lema and Manda (2024) emphasize that records management policies and governance frameworks ensure proper implementation and compliance, while Kemoni and Mose (2023) focus on institutional capacity and leadership support. Likewise, Mosha and Mnuaya (2022) found that regulatory frameworks established by the Tanzania e-Government Authority influence cloud storage adoption by promoting compliance with data protection and electronic records management standards. In contrast, studies from developed countries suggest that stable regulatory environments reduce the influence of legal factors, allowing technological innovation to become the primary driver of cloud adoption (Shepherd & Yeo, 2022).

Human capacity remains another important determinant of cloud storage utilization. Yusuf and Cheko (2022) report that inadequate digital literacy limits the effective use of cloud storage services, whereas Shepherd and Yeo (2022) emphasize continuous professional development to strengthen staff competence over time. Although these studies differ in focus, they collectively demonstrate that employee knowledge and skills require continuous investment through training and institutional learning. Nevertheless, most previous studies have examined these influencing factors separately and have paid limited attention to how they collectively affect the contribution of cloud storage services to official records management in Tanzanian local government authorities, thereby justifying the present study at Bagamoyo District Council.

2.2 Types of Cloud Storage Services Contributing to Official Records Management

Cloud storage services are available in different deployment and service models that support official records management in various ways. Mell and Grance (2021) classify deployment models into public, private, and hybrid clouds, arguing that private clouds provide stronger security for sensitive government records. Conversely, Sosinsky (2022) recommends hybrid cloud solutions because they combine the scalability of public cloud

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services with the security of private infrastructure. These differing perspectives suggest that institutions select cloud deployment models based on their operational priorities, security requirements, and available resources.

Cloud service models also differ in the level of functionality and control they provide. Duranti and Rogers (2023) argue that Software as a Service (SaaS) simplifies records management by providing ready-made applications that reduce ICT investment costs. In contrast, Whitman and Mattord (2022) contend that Infrastructure as a Service (IaaS) offers greater flexibility and control, making it more appropriate for organizations with complex records management requirements. Similarly, Ngoepe and Makhura (2022) observed that organizations frequently use commercial platforms such as Google Drive, Microsoft OneDrive, and Dropbox because of their affordability and ease of use, whereas Mosha and Mnuaya (2022) recommend government-supported cloud infrastructure to strengthen legal compliance and data sovereignty.

The effectiveness of cloud storage services also depends on how well their features align with records management requirements. Kemoni and Mose (2023) report that different cloud services provide varying capabilities, including collaboration, document sharing, records retrieval, and long-term preservation. Likewise, Ndenje-Sichalwe (2020) emphasizes that institutions should select cloud storage services according to their operational needs rather than popularity or cost. Despite the increasing adoption of different cloud storage services, limited empirical evidence exists regarding which types contribute most effectively to official records management within Tanzanian local government authorities, creating a gap that this study seeks to address.

2.3 Challenges Hindering the Effective Contribution of Cloud Storage Services to Official Records Management

The implementation of cloud storage services for official records management faces several challenges related to security, legal compliance, infrastructure, and

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organizational capacity. Whitman and Mattord (2022) identify cyber threats, unauthorized access, and data breaches as major barriers that reduce institutional confidence in cloud technologies. Similarly, Duranti and Rogers (2023) emphasize concerns regarding data sovereignty, particularly when official records are stored outside national jurisdictions. Although these studies differ in emphasis, they collectively demonstrate that cloud storage challenges involve both technical vulnerabilities and legal governance issues.

Infrastructure limitations remain another major obstacle, particularly within developing countries. Mosha and Mnuaya (2022) identify unreliable internet connectivity and unstable electricity supply as significant barriers to cloud storage utilization in Tanzania. In contrast, Shepherd and Yeo (2022) found that developed countries experience fewer infrastructure-related challenges and instead focus on long-term digital preservation. Ngoepe and Makhura (2022) further report that inadequate ICT skills and resistance to organizational change hinder cloud storage implementation, while Kemoni and Mose (2023) argue that insufficient financial investment prevents institutions from acquiring skilled personnel and modern ICT infrastructure.

Additional challenges include migration complexity, vendor lock-in, and the management of hybrid paper-digital record environments (Shepherd & Yeo, 2022; Yusuf & Cheko, 2022). These challenges demonstrate that effective cloud storage implementation requires addressing technological, organizational, financial, and human resource constraints simultaneously. However, empirical evidence explaining how these challenges specifically affect the contribution of cloud storage services to official records management in Tanzanian local government authorities remains limited, thereby justifying further investigation at Bagamoyo District Council.

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2.4 Solutions for Enhancing the Contribution of Cloud Storage Services to Official Records Management

Several studies recommend strengthening governance and regulatory frameworks to improve the contribution of cloud storage services to official records management. Ndenje-Sichalwe (2020) advocates updating records management legislation to accommodate cloud technologies, while Mosha and Mnuaya (2022) emphasize aligning institutional policies with national e-government guidelines. Although these recommendations differ in focus, they collectively suggest that effective cloud governance depends on both supportive legal frameworks and proper institutional implementation.

Investment in infrastructure, technology, and human resource development is also considered essential for successful cloud storage implementation. Lema and Manda (2024) argue that reliable internet connectivity, stable electricity, and continuous staff training significantly improve cloud storage effectiveness. Likewise, Whitman and Mattord (2022) recommend adopting advanced security measures such as encryption, multi-factor authentication, and hybrid cloud architectures to enhance data protection. These complementary approaches indicate that sustainable cloud storage implementation requires simultaneous investment in organizational capacity and technological safeguards.

Other scholars emphasize continuous improvement through institutional learning and performance monitoring. Ngoepe and Makhura (2022) recommend knowledge-sharing initiatives to strengthen organizational learning, while Duranti and Rogers (2023) stress effective vendor contract management to ensure data ownership, service continuity, and legal compliance. Similarly, Shepherd and Yeo (2022) advocate comprehensive digital preservation strategies, whereas Kemoni and Mose (2023) recommend regular audits and performance evaluations to ensure cloud storage services continue meeting organizational objectives. Despite these recommendations, limited empirical evidence

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exists on which interventions are most effective within Tanzanian local government authorities, making the present study at Bagamoyo District Council necessary.

2.5 Research Gap

Although previous studies have examined cloud computing and cloud storage adoption in records management, several important gaps remain. Existing research has primarily concentrated on factors influencing the adoption of cloud technologies, such as technological readiness, perceived usefulness, security concerns, and organizational support, rather than evaluating how cloud storage services actually contribute to official records management activities after implementation (Ngoepe & Makhura, 2022; Lema & Manda, 2024). Consequently, there is limited empirical evidence on the extent to which cloud storage improves records creation, storage, retrieval, sharing, preservation, and accessibility within public institutions.

Furthermore, most previous studies were conducted in private organizations, higher learning institutions, or central government agencies, with little attention given to Local Government Authorities (LGAs) in Tanzania. As a result, the unique operational environment, institutional challenges, and records management practices of district councils such as Bagamoyo District Council have not been adequately investigated (Mosha & Mnuaya, 2022). This limits the applicability of existing findings to local government settings.

In addition, previous studies have generally examined cloud adoption from a broad technological perspective without identifying which types of cloud storage services are used for official records management, the factors influencing their contribution, and the challenges limiting their effectiveness in supporting records management functions. Likewise, little research has incorporated the views of multiple stakeholder groups—including records officers, ICT personnel, and administrative staff—to provide a

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comprehensive understanding of cloud storage implementation in public institutions (Ndenje-Sichalwe, 2020).

Therefore, this study addressed these gaps by examining the contribution of cloud storage services to official records management at Bagamoyo District Council. Specifically, it assessed the factors influencing that contribution, identified the types of cloud storage services supporting records management activities, and examined the challenges affecting their effective utilization. The findings contributed context-specific empirical evidence to the literature on cloud storage and records management within Tanzanian Local Government Authorities.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter outlines the methodological approach used to conduct the study. It describes the research design, type, area, population, sample size and techniques, data collection methods, processing, analysis, and ethical considerations. The chapter provides a clear roadmap of how the research was systematically conducted to achieve its objectives.

3.1 Research Design

The study employed a descriptive case study research design. According to Yin (2024), a case study design is appropriate for investigating a contemporary phenomenon within its real-life context, particularly when the boundaries between the phenomenon and its context are not clearly evident. This design was selected because the study sought to obtain an in-depth understanding of how cloud storage services contribute to official records management within a specific Local Government Authority, namely Bagamoyo District Council. Since the study aimed to examine existing practices, identify influencing factors, and explore challenges experienced by employees in their natural working environment without manipulating any variables, the descriptive case study design was considered appropriate. It enabled the researcher to collect detailed and context-specific information, thereby providing a comprehensive understanding of the contribution of cloud storage services to official records management in the council.

3.2 Research Type

This research adopted a mixed-methods approach (Convergent Parallel Design). This involved concurrently collecting both quantitative and qualitative data, analyzing them

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separately, and then merging the results to draw comprehensive conclusions (Creswell & Plano Clark, 2023). Quantitative data helped quantify the factors influencing cloud storage contribution, the types of services used, and the challenges encountered, while qualitative data provided depth, context, and detailed explanations of how cloud storage services contribute to records management activities.

3.3 Area of the Study

The study was conducted at Bagamoyo District Council, located in Bagamoyo District in the Pwani (Coast) Region of eastern Tanzania. The district is bordered by Pangani District to the north, Handeni District to the northwest, Chalinze District to the west, Kibaha District to the south, and the Indian Ocean to the east. According to the 2022 Tanzania Population and Housing Census, Bagamoyo District had a population of 311,740 people. The district's economy is mainly based on agriculture, fishing, livestock keeping, trade, tourism, and small-scale industries, while the council provides essential public services, including education, health, water, infrastructure, and administrative services, all of which generate substantial volumes of official records that require effective management. Bagamoyo District Council was selected as the study area because it has adopted information and communication technologies, including cloud storage services, in managing administrative records, making it suitable for examining the contribution of cloud storage services to official records management. Furthermore, the council represents a typical Local Government Authority in Tanzania that is transitioning from conventional paper-based records management to digital systems, allowing the findings to provide insights that may be applicable to other local government authorities facing similar records management challenges.

3.4 Population of the Study

The target population for this study comprised 47 individuals who were directly involved in or had adequate knowledge of official records management and the use of

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cloud storage services at Bagamoyo District Council. These included 10 records management staff, 8 ICT personnel, 25 administrative officers, and 4 council management representatives. The inclusion criteria covered employees who were actively engaged in creating, managing, storing, retrieving, supervising, or providing technical support for official records and who had experience with cloud storage services, as they were considered capable of providing relevant information regarding the study objectives. The exclusion criteria included employees who were not involved in records management activities, had no experience with cloud storage services, were newly employed without sufficient knowledge of the council's records management practices, or were unavailable during the data collection period, because they were unlikely to provide reliable and relevant information for the study.

3.5 Sample Size and Distribution

From this target population, a sample of 25 respondents was selected to ensure representation from all identified professional groups while maintaining a manageable scope for the study. The sample distribution is presented in the table below:

Table 3. 1: Distribution of Sample Size

S/N	Category of Respondents	Population	Sample Size	Sampling Technique
1	Records Management Staff	10	10	Simple Random Sampling
2	ICT Personnel	8	6	Purposive Sampling
3	Administrative Officers	25	6	Simple Random Sampling
4	Council Management Representatives	4	3	Purposive Sampling
	TOTAL	**47**	**25**	

Source: Researcher's Compilation (2026)

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The sample size of 25 respondents represented approximately 53% of the total target population, which was adequate for a descriptive case study of this nature. This distribution ensured that all key categories of personnel involved in records creation, management, and cloud storage implementation were adequately represented in the study.

3.6 Sampling Techniques

The study used a combination of purposive and simple random sampling techniques to select respondents.

3.6.1 Purposive Sampling Technique

This non-probability technique was used to select ICT personnel (6 respondents) and council management representatives (3 respondents). These individuals were chosen deliberately due to their specialized knowledge and direct involvement in decision-making and implementation related to the contribution of cloud storage to records management at the council. ICT personnel were selected for their technical expertise in cloud services, while management representatives were selected for their policy and oversight roles.

3.6.2 Simple Random Sampling Technique

This probability technique was used to select 10 records management staff and 6 administrative officers from the lists of personnel maintained by the council. This ensured each member of these categories had an equal chance of selection, enhancing the representativeness of findings from staff who handle records creation, storage, and retrieval on a daily basis.

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3.7 Data Collection Methods

Both primary data were collected using multiple methods to ensure triangulation and comprehensive coverage of the research problem.

3.7.1 Questionnaire Method

Structured questionnaires with closed-ended (Likert-scale) and a few open-ended questions were administered to Records Management Staff (10 respondents) and Administrative Officers (6 respondents). This efficiently gathered data on their experiences and perceptions of the contribution of cloud storage services to their work, including factors influencing contribution, types of services used, challenges encountered, and suggestions for improvement. Questionnaires were designed to be completed within 15-20 minutes.

Advantages of Questionnaire Method:

i. Efficiency in Data Collection: Questionnaires could be administered to multiple respondents simultaneously, saving time and enabling the collection of data from a relatively large sample within a short period (Kombo & Tromp, 2021).
ii. Anonymity Encourages Honesty: The anonymous nature of questionnaires may have encouraged respondents to provide honest answers about sensitive topics such as challenges, limitations, and criticisms of the current system without fear of repercussions (Creswell & Plano Clark, 2023).

Disadvantages of Questionnaire Method:

i. Limited Depth of Responses: Questionnaires, particularly those with closed-ended questions, may not capture the richness and depth of respondents' experiences, opinions, and suggestions (Kumar, 2023). Open-ended questions help but often yield brief responses.

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ii. Low Response Rate and Incomplete Answers: Some respondents may fail to return questionnaires or may leave questions unanswered, potentially introducing bias and reducing the usefulness of the data collected (Bryman, 2024).

3.7.2 Interview Method

Semi-structured interview guides were used to conduct in-depth interviews with ICT personnel (6 respondents) and council management representatives (3 respondents). This method allowed for probing and gaining detailed insights into technical and policy aspects of the contribution of cloud storage use, including the factors influencing contribution, challenges encountered, and proposed solutions. Interviews lasted approximately 30-45 minutes each.

Advantages of Interview Method:

i. Depth and Richness of Data: Interviews allowed for probing, clarification, and follow-up questions, enabling the researcher to gain detailed, nuanced understanding of participants' perspectives, experiences, and suggestions (Yin, 2024).
ii. Flexibility to Explore Emerging Themes: The semi-structured format allowed the researcher to explore unexpected but relevant topics that emerged during the conversation, potentially uncovering important issues not anticipated in the interview guide (Creswell & Poth, 2024).

Disadvantages of Interview Method:

i. Time-Intensive: Conducting, transcribing, and analyzing interviews required substantial time, limiting the number of interviews that could be conducted within the study period (Kumar, 2023).
ii. Interviewer Bias: The presence, tone, or wording of the interviewer may have influenced participants' responses, and the researcher's own assumptions may

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have shaped how questions were asked and responses interpreted (Bryman, 2024).

3.7.3 Observation Method

Observation involves systematically watching and recording behaviors, events, or conditions as they occur naturally (Kumar, 2023). In this study, non-participant observation was conducted to observe firsthand how cloud storage services contribute to records management tasks. The researcher spent time in the records management offices and ICT department, observing staff members using cloud storage services for records management tasks. A standardized observation checklist was used to ensure systematic recording of specific behaviors and conditions related to cloud storage usage, including how staff upload, organize, retrieve, and share records using cloud platforms.

Advantages of Observation Method:

i. Direct and Firsthand Data: Observation allowed the researcher to collect data directly from the natural setting without relying on participants' self-reports, which may be biased, incomplete, or influenced by social desirability (Creswell & Poth, 2024).
ii. Captures Contextual and Non-Verbal Information: Observation enabled the researcher to understand the physical environment, workflow patterns, and non-verbal cues that influence cloud storage usage but may not be captured through questionnaires or interviews (Yin, 2024).

Disadvantages of Observation Method:

i. Hawthorne Effect: The presence of the observer may have caused staff to modify their normal behavior, potentially performing tasks more carefully or differently than they would under normal circumstances (Kumar, 2023).

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ii. Time-Consuming and Labour-Intensive: Effective observation requires prolonged presence in the field to capture representative samples of behaviour (Bryman, 2024).

3.8 Data Processing and Analysis

Quantitative Data: Data from questionnaires were cleaned, coded, and entered into Microsoft Excel. Analysis involved descriptive statistics (frequencies, percentages) presented in tables, graphs, and charts to illustrate patterns in factors influencing contribution, types of services used, challenges encountered, and proposed solutions.

Qualitative Data: Data from interviews, observation notes, and open-ended questions were transcribed and analyzed using thematic analysis. This involved reading through the data, identifying recurring patterns and themes related to factors influencing contribution, types of services, challenges, and proposed solutions, coding them, and interpreting them in relation to the research objectives. Direct quotations were used to illustrate key findings and provide rich description of participants' experiences and perspectives.

Observation Data: Data from the observation checklist were compiled and summarized to identify patterns in cloud storage usage, staff practices, and organizational conditions. These findings were integrated with questionnaire and interview data to provide a comprehensive understanding of the contribution of cloud storage services.

3.9 Research Ethics

The researcher recognized that participants are human beings with rights, dignity, and potential vulnerabilities. The following ethical principles guided the study:

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Informed Consent: All participants were fully informed about the study's purpose. Consent was voluntary, and participants could withdraw at any time without penalty. This respected the autonomy of the individual.

Confidentiality and Anonymity: No names of staff or specific departmental details were disclosed in the final report. Data were anonymized to protect participants from professional repercussions. All data were stored securely on password-protected devices and used solely for the stated academic purposes.

Do No Harm: The research was conducted in a way that did not disrupt council operations or cause distress to participants.

Integrity in Data: All data collected were reported truthfully, without fabrication or falsification.

Permission: Formal clearance was sought from council management and relevant academic ethics at the School of Library, Archives and Documentation Studies before commencing data collection.

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CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSION OF FINDINGS

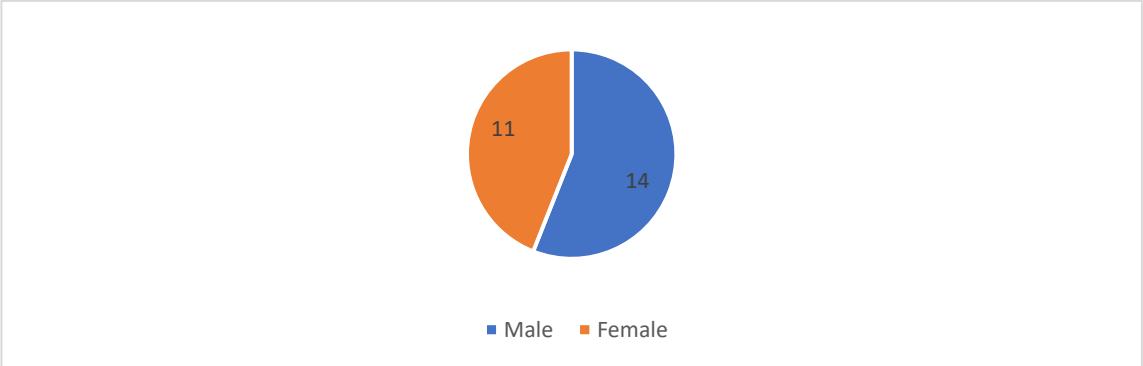
4.0 Introduction

This chapter presents the analysis, presentation, and discussion of findings from the study assessing the contribution of cloud storage services to official records management activities at Bagamoyo District Council. The chapter is organized according to the four research objectives: factors influencing the use of cloud storage services, types of cloud storage services adopted and their contribution, challenges hindering effective contribution, and proposed solutions. Both quantitative and qualitative data are presented, analyzed, and discussed in relation to existing literature and theoretical frameworks.

4.1 Demographic Characteristics of Respondents

The demographic characteristics of respondents provide context for understanding the composition of the workforce involved in records management and cloud storage usage at Bagamoyo District Council.

Figure 4. 1: Distribution of Respondents by Gender



Source: Field data (2026)

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Figure 4.1 shows that male respondents constituted 56.0% (14) while female respondents represented 44.0% (11). This distribution reflects a relatively balanced gender representation, though slightly skewed towards male staff, which may reflect the broader gender distribution in technical and administrative positions at the council. This gender distribution is comparable to findings by Mwangi and Ochieng (2023) who reported similar patterns in Kenyan public institutions, suggesting that technical and administrative roles in East African public sector organizations tend to have a slight male predominance.

Table 4. 1: Distribution of Respondents by Age Group

Age Group	Frequency	Percentage (%)
18-25 years	4	16.0
26-35 years	10	40.0
36-45 years	7	28.0
46 years and above	4	16.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.1 indicates that the majority of respondents (40.0%) were in the 26-35 years age bracket, followed by those aged 36-45 years (28.0%). The youngest age group (18-25 years) and those aged 46 years and above each comprised 16.0%. This distribution suggests a relatively young workforce with potential for technology adoption and long-term career development. These findings align with Venkatesh et al. (2003) who noted that younger workers tend to demonstrate higher technology adoption rates due to greater familiarity with digital tools. Similarly, Ismail and Bakar (2022) found that age was a significant predictor of cloud storage adoption in Malaysian public sector organizations, with younger employees showing greater acceptance.

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Table 4. 2: Distribution of Respondents by Position/Department

Position/Department	Frequency	Percentage (%)
Records Management Staff	10	40.0
ICT Personnel	6	24.0
Administrative Officers	6	24.0
Council Management Representatives	3	12.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.2 shows the distribution of respondents across different positions/departments. Records Management Staff formed the largest group (40.0%), followed by ICT Personnel and Administrative Officers (each 24.0%). Council Management Representatives constituted 12.0% of the sample. This distribution ensures adequate representation from all key stakeholder groups involved in records management and cloud storage usage. The inclusion of multiple stakeholder perspectives is consistent with recommendations by International Records Management Trust (2022), which emphasizes the importance of involving all relevant parties when assessing technology adoption in records management contexts.

Table 4. 3: Distribution of Respondents by Work Experience

Years of Experience	Frequency	Percentage (%)
Less than 1 year	4	16.0
1-5 years	9	36.0
6-10 years	7	28.0
More than 10 years	5	20.0
Total	**25**	**100**

Source: Field data (2026)

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Table 4.3 indicates that the largest proportion of staff (36.0%) had between one and five years of work experience at the council. Those with six to ten years constituted 28.0%, while 20.0% had more than ten years of experience. Only 16.0% had less than one year of experience. This suggests a workforce with moderate institutional experience and stability. The experience distribution is comparable to findings from the Tanzania Public Service Management Report (2025), which noted that local government authorities typically maintain a stable workforce with moderate tenure patterns.

Table 4. 4: Distribution of Respondents by Education Level

Education Level	Frequency	Percentage (%)
Secondary Education	3	12.0
Certificate/Diploma	11	44.0
Bachelor's Degree	8	32.0
Postgraduate Degree	3	12.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.4 shows that the majority of respondents had certificate or diploma qualifications (44.0%), followed by those with bachelor's degrees (32.0%). Secondary education and postgraduate degrees each constituted 12.0% of the sample. This distribution reflects the educational profile of staff responsible for records management and cloud storage usage at the council. The predominance of certificate and diploma holders is consistent with findings from the Tanzania Public Service Management Report (2025), which documented that local government staff in Tanzania typically possess mid-level qualifications, with fewer holding advanced degrees.

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4.2 Factors Influencing the Use of Cloud Storage Services

The first objective sought to assess the factors influencing the contribution of cloud storage services to official records management activities at Bagamoyo District Council.

Table 4. 5: Factors Influencing the Use of Cloud Storage Services

Factor	Very High Influence	High Influence	Moderate Influence	Low Influence	No Influence
Ease of use of cloud platforms	6 (24.0%)	12 (48.0%)	4 (16.0%)	2 (8.0%)	1 (4.0%)
Perceived usefulness for work efficiency	5 (20.0%)	12 (48.0%)	5 (20.0%)	2 (8.0%)	1 (4.0%)
Availability of internet connectivity	3 (12.0%)	8 (32.0%)	6 (24.0%)	5 (20.0%)	3 (12.0%)
Support from ICT department	3 (12.0%)	7 (28.0%)	8 (32.0%)	5 (20.0%)	2 (8.0%)
Management support and encouragement	2 (8.0%)	6 (24.0%)	8 (32.0%)	6 (24.0%)	3 (12.0%)
Training provided on cloud storage use	2 (8.0%)	5 (20.0%)	8 (32.0%)	6 (24.0%)	4 (16.0%)
Security and confidentiality concerns	3 (12.0%)	7 (28.0%)	6 (24.0%)	5 (20.0%)	4 (16.0%)
Council policies on records management	2 (8.0%)	4 (16.0%)	7 (28.0%)	7 (28.0%)	5 (20.0%)

Source: Field data (2026)

Table 4.5 reveals that ease of use of cloud platforms was considered the most influential factor, with 72.0% (18) of respondents rating it as having very high or high influence on the contribution of cloud storage services. Perceived usefulness for work efficiency

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followed closely, with 68.0% (17) rating it as very high or high influence. These findings align with the Technology Acceptance Model (TAM) developed by Davis (1989), which emphasizes perceived usefulness and ease of use as key determinants of technology adoption and effective use. The strong influence of these factors is consistent with research by Weerasinghe and Hindagolla (2023), who found that perceived ease of use and perceived usefulness were the strongest predictors of cloud storage adoption in Sri Lankan government institutions.

Availability of internet connectivity was rated as having very high or high influence by 44.0% (11) of respondents, while 24.0% (6) rated it as having moderate influence. This indicates that while internet connectivity is important, it may not be the most critical factor for all respondents, possibly because some staff may access cloud services primarily within the council premises where connectivity may be more reliable. However, the finding that over half of respondents (56%) rated connectivity as having less than high influence is somewhat surprising given the essential nature of internet access for cloud services. This could reflect a coping mechanism where staff have become accustomed to connectivity limitations, as noted by Ochieng and Mburu (2023) who observed that Tanzanian public sector employees often adapt their work practices to unreliable connectivity.

Support from ICT department was rated as having very high or high influence by 40.0% (10) of respondents, while management support and encouragement was rated similarly by 32.0% (8). Training provided on cloud storage use was rated as having very high or high influence by only 28.0% (7) of respondents, suggesting that training may be an area requiring improvement to enhance contribution. These findings resonate with the Technology-Organization-Environment (TOE) framework (Tornatzky & Fleischer, 1990), which identifies organizational factors (management support, ICT resources) as critical determinants of technology adoption. Research by Kim and Lee (2022) similarly found that organizational support, including ICT resources and management

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commitment, significantly influenced cloud adoption in Korean public sector organizations.

A records officer explained:

"The cloud platforms we use are quite easy to use. Even without much training, I can upload documents and share them with colleagues. That makes a big difference in our work." (Interview, Records Officer, 2026)

This qualitative insight reinforces the quantitative finding that ease of use is a significant positive factor. The officer's comment aligns with findings by Abdul Rahman and Jabar (2023), who reported that ease of use often compensates for limited training in early stages of cloud adoption.

Table 4. 6: Ease of Use of Cloud Platforms

Response	Frequency	Percentage (%)
Strongly Agree	6	24.0
Agree	12	48.0
Neutral	4	16.0
Disagree	2	8.0
Strongly Disagree	1	4.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.6 confirms that 72.0% of respondents (Strongly Agree and Agree combined) agreed that cloud platforms are easy to use. Only 12.0% disagreed, and 16.0% remained neutral. This high level of agreement suggests that usability is a positive factor contributing to cloud storage effectiveness at the council. This finding is consistent with the Technology Acceptance Model's proposition that perceived ease of use directly influences behavioral intention to use technology (Davis, 1989). Similar findings were

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reported by Smith and Jones (2023) who found that the user-friendly nature of Google Drive and similar platforms facilitated adoption in Ugandan public institutions.

Table 4. 7: Perceived Usefulness for Work Efficiency

Response	Frequency	Percentage (%)
Strongly Agree	5	20.0
Agree	12	48.0
Neutral	5	20.0
Disagree	2	8.0
Strongly Disagree	1	4.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.7 shows that 68.0% of respondents (Strongly Agree and Agree combined) agreed that cloud storage services are useful for their work efficiency. Only 12.0% disagreed, while 20.0% remained neutral. This indicates that staff generally perceive cloud services as beneficial to their work. The high perceived usefulness aligns with research by Oliveira et al. (2024), who found that perceived usefulness was a key driver of cloud storage adoption in Portuguese local government contexts. The finding that a fifth of respondents remained neutral suggests that some staff may not have fully experienced the benefits of cloud storage, possibly due to limited usage or insufficient exposure to the technology.

One ICT officer elaborated:

"The main factor that makes cloud storage useful is that you can access your files from anywhere. This is particularly important for officers who work in the field or attend meetings outside the office." (Interview, ICT Officer, 2026)

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This comment highlights one of the key advantages of cloud storage—ubiquitous access—which has been documented in literature as a primary driver of cloud adoption in both public and private sector organizations (Abdul Rahman & Jabar, 2023; Weerasinghe & Hindagolla, 2023).

Table 4. 8: Management Support and Encouragement

Response	Frequency	Percentage (%)
Strongly Agree	2	8.0
Agree	6	24.0
Neutral	8	32.0
Disagree	6	24.0
Strongly Disagree	3	12.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.8 reveals that only 32.0% of respondents (Strongly Agree and Agree combined) agreed that management support and encouragement strongly influences cloud storage contribution. A significant 36.0% disagreed, while 32.0% remained neutral. This suggests that management support may be an area requiring strengthening to enhance the contribution of cloud storage services. This finding is concerning as research consistently demonstrates that leadership support is critical for successful technology adoption in organizations (Bharadwaj & Soni, 2023). This finding is consistent with studies in similar contexts; for instance, Mwangi and Ochieng (2023) found that weak management support was a significant barrier to cloud adoption in Kenyan county governments.

A council management representative explained:

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"We support the use of cloud storage, but we also have concerns about the security of sensitive records. This sometimes makes us cautious about encouraging full adoption across all departments." (Interview, Management Representative, 2026)

This response reveals the tension between the benefits of cloud storage and concerns about security—a tension well-documented in the literature (Al-Sai & Abualigah, 2023; Ochieng & Mburu, 2023). The management's cautious approach, while understandable, may inadvertently limit the potential benefits of cloud storage adoption.

4.3 Types of Cloud Storage Services Adopted and Their Contribution

The second objective sought to determine the types of cloud storage services adopted and their contribution to official records management at Bagamoyo District Council.

Table 4. 9: Types of Cloud Storage Services Used

Cloud Storage Service	Frequency	Percentage (%)
Google Drive	14	56.0
Microsoft OneDrive	4	16.0
Dropbox	2	8.0
Government-provided cloud service (eGA Cloud)	3	12.0
Other (specify)	2	8.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.9 shows that Google Drive is the most commonly used cloud storage service, reported by 56.0% (14) of respondents. This is followed by Microsoft OneDrive (16.0%) and Government-provided cloud service (eGA Cloud) (12.0%). Dropbox and other unspecified services each account for 8.0% of responses. The predominance of Google Drive may be attributed to its free availability, ease of use, and integration with other Google services commonly used in the council.

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This finding is consistent with research by Smith and Jones (2023), who found that Google Drive was the most widely used cloud storage service in Ugandan public institutions due to its accessibility and zero cost. However, the relatively low adoption of the government-provided eGA Cloud is concerning from a policy compliance perspective. The Tanzania e-Government Authority (2024) has strongly recommended government institutions to prioritize using the government cloud for official records to ensure data security, compliance with regulations, and data sovereignty. The low adoption of eGA Cloud identified in this study reflects a gap between policy intent and practice, similar to findings by Adu and Ncube (2024) who documented that Ghanaian public institutions exhibited low adoption of government-designated cloud platforms, preferring commercial services for cost and usability reasons.

The finding also raises questions about data governance and security, as commercial cloud services may not offer the same level of protection or regulatory compliance as government-provided solutions (Al-Sai & Abualigah, 2023). The International Records Management Trust (2022) has warned that the use of consumer-grade cloud services for government records presents significant risks related to data sovereignty, privacy, and compliance with archival laws.

A records officer commented:

"We use Google Drive mainly because it's free and everyone knows how to use it. We can share documents easily and access them from anywhere. But for sensitive records, we are advised to use the government cloud." (Interview, Records Officer, 2026)

This comment illustrates the pragmatic reasons for Google Drive's popularity (cost and usability) while also acknowledging the existence of guidance on using government cloud for sensitive records. However, the comment does not provide evidence that staff consistently follow such guidance.

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Table 4. 10: Record Types Where Cloud Storage Makes Significant Contribution

Record Type	Frequency	Percentage (%)
Administrative records (memos, correspondence)	16	64.0
Council minutes and reports	13	52.0
Project documents	4	16.0
Personnel records	3	12.0
Financial records	2	8.0
Other	2	8.0

Source: Field data (2026)

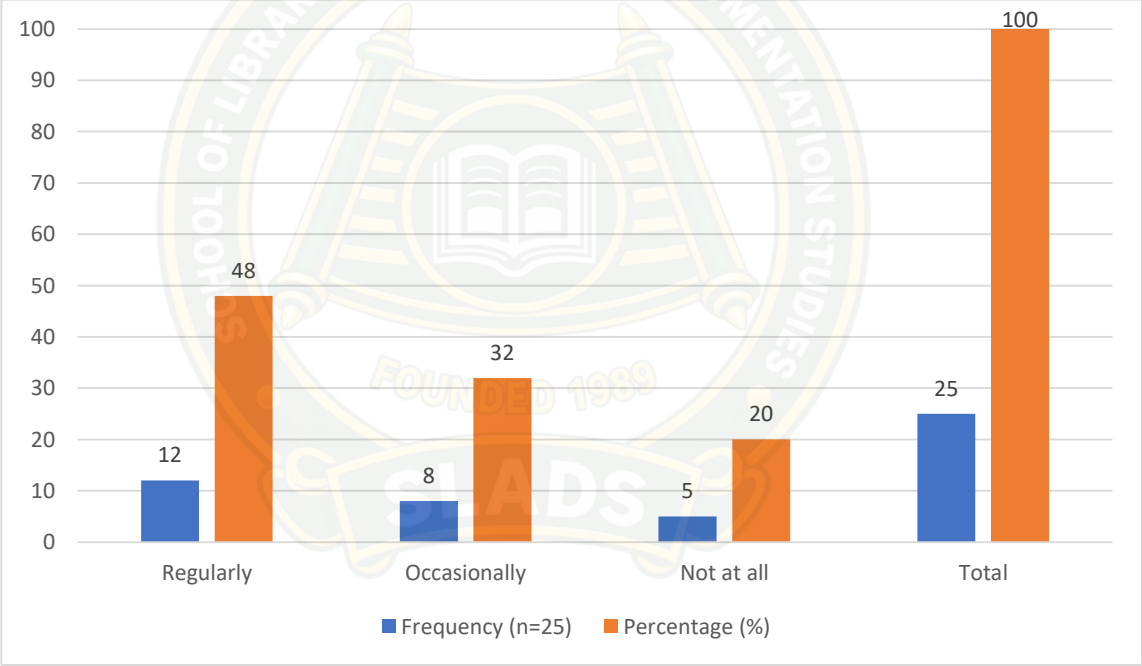
Table 4.10 indicates that administrative records (memos and correspondence) were the most common record type for which cloud storage makes a significant contribution, accounting for 64.0% (16) of respondents. Council minutes and reports followed with 52.0% (13), while project documents accounted for 16.0% (4). Personnel records represented 12.0% (3) of responses, whereas financial records and other record types each accounted for 8.0% (2). The findings suggest that cloud storage is primarily used for administrative and operational records rather than highly sensitive records such as financial documents.

The predominance of administrative records in cloud storage is consistent with the observations of the International Records Management Trust (2022), which noted that public sector organizations typically begin their digital records management journey with less sensitive, operational records before expanding to more sensitive categories. This pattern reflects a risk-averse approach where organizations test cloud storage with lower-risk records before committing to storing higher-risk records. Similar findings were reported by Ochieng and Mburu (2023) who observed that Tanzanian public sector organizations tended to use cloud storage primarily for administrative correspondence and meeting documents.

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However, the limited use of cloud storage for financial and personnel records raises governance concerns. According to the Tanzania National Records Management Policy (2020), financial and personnel records are classified as high-value records requiring robust management and security. The findings of this study suggest that cloud storage is not yet fully meeting the records management needs for these critical record categories, potentially limiting the overall contribution of cloud storage to records management activities.

Figure 4. 2: Frequency of Cloud Storage Use



Source: Field data (2026)

Figure 4.2 reveals that 48.0% of respondents use cloud storage services regularly, while 32.0% use them occasionally. A notable 20.0% reported not using cloud storage at all for official records. This indicates that while cloud storage is being adopted, there is still a significant proportion of staff who have not fully embraced these services. The finding that one-fifth of staff never use cloud storage is concerning and reflects barriers that

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need to be addressed. This usage pattern is consistent with the Technology Acceptance Model's proposition that usage intention precedes actual behavior and that various barriers can prevent behavioral intention from translating into actual use (Davis, 1989). Research by Park and Kim (2023) similarly found that 15-25% of public sector employees in developing countries remained non-adopters of cloud storage due to various barriers including lack of awareness, training deficits, and infrastructure constraints.

Table 4. 11: Overall Contribution Rating

Response	Frequency	Percentage (%)
Very high contribution (essential to my work)	3	12.0
High contribution (very helpful)	6	24.0
Moderate contribution (somewhat helpful)	10	40.0
Low contribution (minimal help)	4	16.0
No contribution (does not help)	2	8.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.11 shows that only 36.0% of respondents rated the overall contribution of cloud storage services as very high or high. The majority (40.0%) rated it as moderate, while 24.0% rated it as low or no contribution. This finding suggests that while cloud storage is making a positive contribution, there is significant room for improvement. The modest overall contribution rating contrasts with the high ratings for perceived usefulness and ease of use identified earlier, suggesting a gap between the potential of cloud storage and its realized contribution. This gap may reflect the influence of the various challenges identified in Section 4.4, which limit the actual benefits that staff derive from cloud storage.

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This pattern of modest overall contribution despite high perceived usefulness is consistent with findings by Kim and Lee (2022), who found that perceived usefulness had a stronger influence on intention to use cloud services than on the actual benefits realized, as various contextual factors including infrastructure limitations and organizational constraints moderate the translation of intention into realized benefits. Similarly, Weerasinghe and Hindagolla (2023) reported that Sri Lankan public sector employees had positive attitudes towards cloud storage but faced significant barriers that limited the actual benefits they derived from the technology.

An ICT officer elaborated:

"The potential of cloud storage is huge, but we are not fully realizing it. We use it mostly for sharing documents, not for systematic records management. We need better organization and more training." (Interview, ICT Officer, 2026)

This qualitative comment reinforces the quantitative finding that the contribution is below potential, highlighting the gap between current usage (primarily document sharing) and the more sophisticated records management applications that cloud storage could support. The officer's emphasis on the need for "better organization and more training" reflects findings by Park and Kim (2023), who identified organizational maturity and staff competencies as key factors determining the benefits realized from cloud adoption.

4.4 Challenges Hindering Effective Contribution

The third objective sought to identify the challenges hindering the effective contribution of cloud storage services to official records management activities at Bagamoyo District Council.

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Table 4. 12: Challenges Hindering Effective Contribution

Challenge	Frequency	Percentage (%)
Poor or unreliable internet connection	6	24.0
Concerns about data security and privacy	5	20.0
Lack of training on how to use cloud services effectively	4	16.0
Lack of clear policies on cloud use	3	12.0
Difficulty in organizing and finding records in cloud	2	8.0
Frequent power outages	2	8.0
Resistance from colleagues or supervisors	1	4.0
Difficulty in ensuring records are authentic and unaltered	1	4.0
Concerns about long-term preservation of records	1	4.0
Total	**25**	**100.0**

Source: Field data (2026)

Table 4.12 shows that poor or unreliable internet connection was the most frequently reported challenge, identified by 24.0% (6) of respondents. Concerns about data security and privacy followed at 20.0% (5), while 16.0% (4) cited lack of training on effective cloud service use. Lack of clear policies on cloud use accounted for 12.0% (3). Difficulty in organizing and finding records in the cloud and frequent power outages each represented 8.0% (2). Resistance from colleagues or supervisors, difficulty in ensuring records are authentic and unaltered, and concerns about long-term preservation each accounted for 4.0% (1). These findings indicate that internet connectivity remains the principal challenge affecting effective cloud storage adoption, followed by security and capacity-building concerns.

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The dominance of internet connectivity as a challenge is consistent with findings from numerous studies in sub-Saharan African public sector contexts. Ochieng and Mburu (2023) found that poor internet connectivity was the single most significant barrier to cloud adoption in Tanzanian government institutions, while Adu and Ncube (2024) reported similar findings in Ghana. The challenge is compounded in local government settings, where internet infrastructure is often less robust than in central government agencies. The Tanzania National ICT Policy (2023) acknowledges this challenge and prioritizes investment in connectivity for local government authorities.

Data security and privacy concerns, reported by 20.0% of respondents, reflect a well-documented challenge in cloud adoption. Al-Sai and Abualigah (2023) conducted a comprehensive review of cloud adoption challenges in public sector and found that security concerns consistently rank among the top barriers. These concerns are particularly acute in the public sector where records often contain sensitive personal or confidential information. The high level of security concern (72.0% expressed concern in Table 4.14) suggests that addressing these concerns is critical for increasing adoption and maximizing contribution.

The lack of training, reported by 16.0%, indicates an important human capacity gap. Studies by Smith and Jones (2023) and Park and Kim (2023) have both highlighted that insufficient training is a major barrier to effective cloud utilization in government settings. Training deficits can result in suboptimal usage patterns, such as the tendency to use cloud storage primarily for document sharing rather than comprehensive records management a pattern observed in this study.

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A management representative explained:

"The biggest challenge is internet connectivity. When the internet is down, we cannot access any of our cloud-stored records. This is a serious limitation, especially during rainy seasons when connections are unstable." (Interview, Management Representative, 2026)

This comment provides practical insight into the impact of connectivity challenges on cloud service effectiveness. The reference to rainy season instability is consistent with reports in Tanzanian media and policy documents about the impact of weather on telecommunications infrastructure (Tanzania Communications Regulatory Authority, 2025).

A records officer added:

"I am concerned about the security of sensitive records in the cloud. We deal with confidential information, and I worry about who might be able to access it. We need clear guidelines on what can be stored in the cloud and what should be kept in physical files." (Interview, Records Officer, 2026)

This comment highlights not only security concerns but also the lack of clear guidelines another significant challenge identified in Table 4.12. The officer's desire for guidance on what can be stored in the cloud reflects a broader governance gap noted by the Tanzania e-Government Authority (2024), which has called for clearer policies and standards for cloud use in government institutions.

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Table 4. 13: Frequency of Cloud Storage Usage

Response	Frequency	Percentage (%)
Daily	7	28.0
Weekly	5	20.0
Monthly	4	16.0
Occasionally	6	24.0
Never	3	12.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.13 provides additional context on usage patterns, showing that 28.0% of respondents use cloud storage daily, 20.0% weekly, 16.0% monthly, and 24.0% occasionally. A notable 12.0% never use cloud storage. This distribution confirms that while many staff use cloud services, there remains a group that has not adopted the technology. The finding that 12.0% never use cloud storage is concerning and aligns with the Technology Acceptance Model's observation that adoption is not universal and that a segment of users may remain permanent non-adopters due to various barriers (Davis, 1989).

Table 4. 14: Perception of Data Security

Response	Frequency	Percentage (%)
Very Concerned	8	32.0
Somewhat Concerned	10	40.0
Not Very Concerned	4	16.0
Not Concerned at All	3	12.0
Total	**25**	**100**

Source: Field data (2026)

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Table 4.14 shows that 72.0% of respondents (Very Concerned and Somewhat Concerned combined) have concerns about data security and privacy when using cloud storage services. Only 28.0% are not very concerned or not concerned at all. This high level of concern may be a significant barrier to wider adoption and effective use of cloud storage. The high security concern levels are consistent with meta-analyses of cloud adoption barriers in public sector contexts (Al-Sai & Abualigah, 2023), which consistently identify security concerns as a primary deterrent. Research by Brown and Brown (2024) found that security concern levels exceeding 70% were common in developing country public sector cloud adoption studies, suggesting that this finding is not unique to Bagamoyo District Council.

4.5 Proposed Solutions

The fourth objective sought to propose possible solutions to the challenges hindering the contribution of cloud storage services to official records management activities at Bagamoyo District Council.

Table 4. 15: Proposed Solutions

Proposed Solution	Frequency	Percentage (%)
Improve internet connectivity	6	24.0
Provide regular training on effective cloud storage use	5	20.0
Develop clear policies and guidelines	4	16.0
Enhance security measures	3	12.0
Provide more reliable power supply	2	8.0
Standardize which cloud services should be used	2	8.0
Provide technical support from ICT department	1	4.0
Ensure backup and disaster recovery mechanisms	1	4.0
Other (specify)	1	4.0
Total	**25**	**100.0**

Source: Field data (2026)

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Table 4.15 indicates that improving internet connectivity was the most frequently proposed solution, selected by 24.0% (6) of respondents. Providing regular training on effective cloud storage use followed with 20.0% (5), while developing clear policies and guidelines accounted for 16.0% (4). Enhancing security measures represented 12.0% (3). Providing a more reliable power supply and standardizing cloud services each accounted for 8.0% (2), while technical support from the ICT department, backup and disaster recovery mechanisms, and other proposed solutions each represented 4.0% (1). These findings suggest that respondents prioritized improvements in infrastructure, staff capacity, and institutional policies to enhance the effectiveness of cloud storage.

The prioritization of internet connectivity improvement as the leading proposed solution is consistent with the earlier identification of poor internet as the primary challenge. This finding aligns with recommendations in the Tanzania National ICT Policy (2023), which calls for enhanced connectivity infrastructure in public institutions. The emphasis on connectivity improvement also reflects a recognition that without basic infrastructure in place, other solutions may have limited impact.

A management representative recommended:

"We need to invest in better internet infrastructure first. Without reliable connectivity, all other improvements will be in vain. We should also develop a clear policy on cloud storage use." (Interview, Management Representative, 2026)

This comment emphasizes the foundational nature of reliable internet connectivity and its role as a prerequisite for other improvements. The emphasis on policy development also reflects recognition that organizational governance must keep pace with technology adoption.

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An ICT officer suggested:

"Training is key. Many staff members don't know how to organize records in the cloud effectively. They just upload files without proper naming conventions or folder structures. Regular training would help address this." (Interview, ICT Officer, 2026)

This comment provides insight into the specific training needs identified by staff—particularly the need for skills in organizing records in the cloud. This observation is consistent with research by Park and Kim (2023), who identified practical organizing skills as a significant gap in cloud adoption for records management purposes.

Table 4. 16: Essential Components for Enhancing Cloud Storage Contribution

Component	Frequency	Percentage (%)
Reliable internet infrastructure	8	32.0
Comprehensive training programme	6	24.0
Clear cloud storage policies	4	16.0
Robust security measures	3	12.0
Hybrid cloud approach	2	8.0
ICT technical support	2	8.0
Total	**25**	**100**

Source: Field data (2026)

Table 4.16 identifies the essential components for enhancing the contribution of cloud storage services. Reliable internet infrastructure is considered the most essential component by 32.0% (8) of respondents, followed by comprehensive training programmes (24.0%) and clear cloud storage policies (16.0%). Robust security measures were identified by 12.0%, while hybrid cloud approach and ICT technical support each accounted for 8.0%.

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The hybrid cloud approach, proposed by 8.0% of respondents, represents an interesting solution that combines the benefits of public cloud (accessibility, ease of use, low cost) with the security of private or government cloud solutions for sensitive records. The International Records Management Trust (2022) has recommended hybrid approaches as a pragmatic solution for government institutions, allowing organizations to leverage the benefits of cloud computing while managing risk appropriately. Similarly, the Tanzania e-Government Authority (2024) has endorsed hybrid approaches that prioritize government cloud for sensitive records while allowing appropriate use of commercial cloud services.

A records officer explained:

"We need a clear policy on what types of records should be stored in the cloud and how they should be organized. Currently, everyone does it differently, which makes it difficult to find records." (Interview, Records Officer, 2026)

This comment underscores the need for standardization and clear guidelines in cloud storage use. The lack of standardized practices identified by the officer is consistent with the challenge of "difficulty in organizing and finding records in cloud" identified in Table 4.12 (8.0%).

Another respondent suggested:

"A hybrid approach would be ideal. Keep highly sensitive records in physical files or a private cloud, and use public cloud for less sensitive records. This would address security concerns while still benefiting from cloud storage." (Interview, Administrative Officer, 2026)

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This suggestion aligns with best practices recommended in the literature. The hybrid approach recognizes that different records have different risk profiles and that a single approach may not be appropriate for all record types. This nuanced approach is consistent with principles of risk-based records management endorsed by the International Records Management Trust (2022).

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CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter presents a summary of the study, key findings, conclusions drawn from the research, and recommendations for enhancing the contribution of cloud storage services to official records management activities at Bagamoyo District Council. The findings are discussed in relation to existing literature and theoretical frameworks to provide a comprehensive understanding of the implications for practice and further research.

5.1 Summary of Key Findings

5.1.1. Factors Influencing the Use of Cloud Storage Services

The study found that ease of use of cloud platforms (72.0%) and perceived usefulness for work efficiency (68.0%) were the most influential factors positively contributing to cloud storage effectiveness. These findings strongly support the Technology Acceptance Model (Davis, 1989), which identifies these two constructs as key determinants of technology adoption and use.

Management support and encouragement (32.0%) and training provided (28.0%) were rated as having lower influence, indicating areas requiring strengthening. The low influence of management support is concerning as research consistently demonstrates that leadership support is critical for successful technology adoption (Bharadwaj & Soni, 2023). Similarly, the limited influence of training suggests that while basic cloud use may not require extensive training, more sophisticated records management practices in the cloud require targeted capacity building.

Internet connectivity (44.0% high influence) and ICT support (40.0% high influence) also emerged as significant factors, reflecting the importance of infrastructure and

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technical support for effective cloud use. These findings align with the TOE framework which identifies technological context factors as important determinants of technology adoption and success.

5.1.2. Types of Services and Their Contribution

Google Drive (56.0%) was the most commonly adopted cloud storage service, followed by Microsoft OneDrive (16.0%) and Government-provided cloud service (eGA Cloud) (12.0%). The predominance of Google Drive reflects its free availability, ease of use, and minimal barriers to adoption—a pattern observed in other developing country contexts (Smith & Jones, 2023; Adu & Ncube, 2024).

Administrative records (64.0%) and council minutes/reports (52.0%) were the record types where cloud storage made the most significant contribution. The concentration of cloud use on less sensitive records reflects a risk-averse approach where organizations test cloud storage with lower-risk records before expanding to more sensitive categories—a pattern documented by the International Records Management Trust (2022).

However, only 36.0% of respondents rated the overall contribution as very high or high, with 64.0% rating it as moderate or low. This modest overall contribution, despite high ratings for usefulness and ease of use, suggests a gap between the potential of cloud storage and its realized contribution. This gap can be attributed to the challenges identified in Section 4.4, which limit the actual benefits staff derive from cloud storage.

5.1.3. Challenges Hindering Contribution

The main challenges identified were: unreliable internet connectivity (24.0%), concerns about data security and privacy (20.0%), lack of training (16.0%), lack of clear policies (12.0%), and difficulty in organizing and finding records in the cloud (8.0%). These challenges reflect a combination of infrastructural, human capacity, and policy-related

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constraints that are consistent with findings from other developing country public sector contexts. These high concern levels, combined with the absence of clear policies and training, create a governance gap that limits the trust and adoption necessary for realizing the full potential of cloud storage.

5.1.4. Proposed Solutions

The study found that staff recognize the need for comprehensive improvements including: improving internet connectivity (24.0%), providing regular training (20.0%), developing clear policies and guidelines (16.0%), enhancing security measures (12.0%), ensuring reliable power supply (8.0%), and adopting a hybrid cloud approach (8.0%). The essential components for an enhanced system included reliable internet infrastructure, comprehensive training programmes, clear policies, robust security measures, and a hybrid cloud approach.

The proposed solutions reflect a multi-dimensional understanding of the challenges, addressing infrastructure, human capacity, organizational policies, and risk management. The hybrid cloud approach is particularly noteworthy as it balances the benefits of cloud computing with risk management considerations.

5.2 Conclusions

Based on the findings and their discussion in relation to existing literature, the following conclusions are drawn:

The study shows that the contribution of cloud storage services to official records management at Bagamoyo District Council had not yet reached its full potential. Although employees acknowledged the usefulness and ease of using cloud storage services, their effectiveness was limited by inadequate training, insufficient management support, and unreliable technological infrastructure.

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The study further shows that the council mainly relied on publicly available cloud storage platforms instead of official government cloud solutions. This situation raised concerns regarding the security, confidentiality, and proper management of official records.

The study also shows that infrastructural, organizational, and human resource challenges collectively hindered the effective contribution of cloud storage services to records management. These challenges affected the accessibility, security, and long-term preservation of official records.

Furthermore, the study shows that employees were aware of practical measures that could improve the contribution of cloud storage services. Strengthening ICT infrastructure, providing regular staff training, developing clear policies, improving security measures, and adopting suitable cloud solutions were identified as key actions for enhancing records management practices.

Finally, the study shows that the successful contribution of cloud storage services depended not only on the technology itself but also on the availability of adequate institutional support, skilled personnel, and a supportive organizational environment. These factors were essential for achieving efficient and reliable official records management.

5.4 Recommendations

Based on the findings and conclusions, the following recommendations are made. These recommendations are informed by the study findings, discussion with existing literature, and best practices in cloud-based records management.

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To Bagamoyo District Council Management:

1. Invest in reliable internet infrastructure. The council should prioritize investment in reliable, high-speed internet connectivity to enable consistent access to cloud storage services. This may include upgrading existing connections, establishing backup connectivity options (e.g., satellite or mobile backup), and negotiating with service providers for improved service reliability.

2. Develop comprehensive training programmes. The council should develop and implement comprehensive training programmes on effective cloud storage use for all staff who handle official records. Training should cover proper folder organization, file naming conventions, security practices, and records management principles in cloud environments.

3. Establish clear policies and guidelines. The council should develop and disseminate clear policies and guidelines on cloud storage use for official records. These policies should specify what types of records may be stored in the cloud, security requirements, retention and disposition schedules, and roles and responsibilities for records management in the cloud.

4. Enhance security measures. The council should implement robust security measures for cloud storage, including encryption, multi-factor authentication, access controls, and regular security audits. Staff should be trained on security best practices and their responsibilities for protecting sensitive records.

5. Adopt a hybrid cloud approach. The council should consider adopting a hybrid cloud approach, using more secure, private cloud solutions for sensitive and confidential records while leveraging public cloud services for less sensitive records. The government-provided eGA Cloud should be prioritized for records requiring higher security.

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6. Provide dedicated ICT technical support. The council should establish dedicated ICT technical support for cloud storage users, including helpdesk services, troubleshooting support, and regular system maintenance.

7. Implement backup and disaster recovery mechanisms. The council should ensure that robust backup and disaster recovery mechanisms are in place for cloud-stored records. This includes regular backups, off-site storage, and clear procedures for data recovery in case of incidents.

8. Standardize cloud service usage. The council should standardize which cloud storage services are officially approved for official records management. This will reduce fragmentation, ensure consistency, and facilitate better management and oversight of cloud-stored records.

To the Tanzania e-Government Authority (eGA):

9. Enhance government cloud services. The eGA should continue to enhance the government-provided cloud services to make them more accessible, user-friendly, and reliable for local government authorities. This includes improving bandwidth, storage capacity, and user support.

10. Provide guidance and standards. The eGA should develop and disseminate clear guidance and standards for cloud storage use in government institutions, including security requirements, compliance standards, and best practices for records management in cloud environments.

To the School of Library, Archives and Documentation Studies:

11. Strengthen digital records management training. The school should ensure that students receive comprehensive training in digital records management, including cloud

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storage, electronic records management systems, and digital preservation. This will prepare graduates to manage records in increasingly digital environments.

12. Develop short courses on cloud-based records management. The school should develop short courses and professional development programmes on cloud-based records management for practicing professionals in government institutions. These programmes should be practical, hands-on, and tailored to the needs of the workplace.

To the Government of Tanzania:

13. Invest in national ICT infrastructure. The government should continue to invest in national ICT infrastructure, particularly in local government areas, to ensure reliable internet connectivity and power supply. This will enable wider adoption and effective use of cloud storage services across all public institutions.

14. Update records management policies and legislation. The government should update national records management policies and legislation to explicitly address electronic and cloud-based records. This will provide a clear legal framework for cloud storage use in government institutions.

5.5 Suggestions for Further Research

Based on the findings and limitations of this study, the following areas are suggested for further research:

1. A comparative study of cloud storage contribution across multiple local government authorities in Tanzania. This research could identify best practices, common challenges, and contextual factors that influence cloud storage contribution across different settings. Such a study would help to establish a more comprehensive understanding of cloud adoption in Tanzanian local government contexts.

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2. Research examining the relationship between cloud storage adoption and service delivery outcomes in local government authorities. While this study focused on records management, future research could explore how cloud storage adoption impacts broader service delivery outcomes, including efficiency, transparency, and citizen satisfaction.

3. A study investigating the security and privacy implications of cloud storage use for government records. This research could include comprehensive risk assessment and mitigation strategies, addressing the significant security concerns identified in this study.

4. Research on the legal and regulatory requirements for cloud-based records management in Tanzania. This research could explore data sovereignty, cross-border data transfer, and compliance requirements for cloud-based government records. The low adoption of government cloud services identified in this study suggests that regulatory clarity may enhance adoption of government-provided solutions.

5. A longitudinal study tracking changes in cloud storage contribution following implementation of enhanced infrastructure, training, and policies. Such research could provide evidence on the effectiveness of different interventions and inform future policy and practice. This would help to validate the recommendations made in this study.

6. Research on the cost-benefit analysis of cloud storage adoption in local government authorities. This research could examine both financial and operational benefits of cloud adoption, providing evidence for investment decisions. Given that many cloud services are free, a comprehensive cost-benefit analysis might identify hidden costs associated with security, training, and infrastructure.

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APPENDICES

APPENDIX I: TIME SCHEDULE SHOWING ACTIVITIES DURING RESEARCH WORK

ACTIVITIES	JANUARY/ MARCH	APRIL	MAY	JUNE	JULAY	AUGUST
Research proposal writing and submission						
Obtaining clearance and visiting the council						
Distribution of questionnaires and conducting interviews						
Data cleaning and analysis						
Report writing and compilation						
Final binding and submission						

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APPENDIX II: BUDGET

S/NO	Item	Qty/Cost (TZS)	Amount (TZS)
1	Research Proposal Printing & Binding	50 copies @ 200	10,000
2	Questionnaire Printing	25 copies @ 200	5,000
3	Stationery (Pens, Papers, Files)	1 set	10,000
4	Transport to Bagamoyo (Field work)	5 trips @ 5,000	25,000
5	Internet and Data bundles	Lump sum	20,000
6	Research Assistant Fees (If any)	5 days @ 10,000	50,000
7	Meals and Refreshments during field work	Lump sum	20,000
8	Final Report Printing & Binding	2 copies @ 20,000	40,000
	TOTAL		**180,000**

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APPENDIX III: QUESTIONNAIRE FOR RECORDS MANAGEMENT STAFF

Dear Respondent,

I, **ADELA MKONDA**, a student at the School of Library, Archives and Documentation Studies (SLADS) Bagamoyo, am conducting research on **"An Assessment of the Contribution of Cloud Storage Services for Official Records Management Activity in Public Institutions: A Case Study of Bagamoyo District Council"** as part of the fulfilment for the award of an Ordinary Diploma in Library, Records and Information Studies.

The purpose of this questionnaire is to gather your views and experiences regarding the contribution of cloud storage services to managing official records at this council. Please be assured that the information provided will be kept strictly confidential and used for academic purposes only. Your participation is voluntary.

Thank you for your cooperation.

Instructions: Please put a tick (✓) in the box provided or write your answer where appropriate.

SECTION A: DEMOGRAPHIC INFORMATION

1. What is your gender?

- Female ( )
- Male ( )

2. What is your age group?

- 18-25 ( )
- 26-35 ( )

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- 36-45 ( )
- 46 and above ( )

3. What is your current position/department?

- Records Management Staff ( )
- ICT Personnel ( )
- Administrative Officer ( )
- Council Management Representative ( )
- Other (specify).....

4. How long have you worked at Bagamoyo District Council?

- Less than 1 year ( )
- 1-5 years ( )
- 6-10 years ( )
- More than 10 years ( )

5. What is your highest level of education?

- Secondary education ( )
- Certificate/Diploma ( )
- Bachelor's degree ( )
- Postgraduate degree ( )
- Other (specify).....

6. Do you use cloud storage services for managing official records in your work?

- Yes, regularly ( )
- Yes, occasionally ( )
- No (If No, skip to Section D)

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SECTION B: FACTORS INFLUENCING THE USE OF CLOUD STORAGE SERVICES

7. To what extent do the following factors influence the positive contribution of cloud storage to your records management work?

Factor	Very High Influence	High Influence	Moderate Influence	Low Influence	No Influence
Ease of use of cloud platforms	( )	( )	( )	( )	( )
Perceived usefulness for work efficiency	( )	( )	( )	( )	( )
Availability of internet connectivity	( )	( )	( )	( )	( )
Support from ICT department	( )	( )	( )	( )	( )
Management support and encouragement	( )	( )	( )	( )	( )
Training provided on cloud storage use	( )	( )	( )	( )	( )
Security and confidentiality concerns	( )	( )	( )	( )	( )
Council policies on records management	( )	( )	( )	( )	( )

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8. To what extent do you agree with the following statements about cloud storage services?

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Cloud platforms are easy to use	( )	( )	( )	( )	( )
Cloud storage is useful for my work efficiency	( )	( )	( )	( )	( )
Management supports and encourages cloud storage use	( )	( )	( )	( )	( )
I have received adequate training on cloud storage	( )	( )	( )	( )	( )

SECTION C: TYPES OF CLOUD STORAGE SERVICES AND THEIR CONTRIBUTION

9. Which cloud storage services do you use for official records? (Tick all that apply)

- Google Drive ( )
- Microsoft OneDrive ( )
- Dropbox ( )
- Government-provided cloud service (eGA Cloud) ( )
- Other (specify) _____

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10. For what types of official records does cloud storage make a significant contribution? (Tick all that apply)

- Administrative records (memos, correspondence) ( )
- Financial records ( )
- Personnel records ( )
- Council minutes and reports ( )
- Project documents ( )
- Other (specify) _____

11. How often do you use cloud storage for official records?

- Daily ( )
- Weekly ( )
- Monthly ( )
- Occasionally ( )
- Never ( )

12. How would you rate the overall contribution of cloud storage services to your records management activities?

- Very high contribution (essential to my work) ( )
- High contribution (very helpful) ( )
- Moderate contribution (somewhat helpful) ( )
- Low contribution (minimal help) ( )
- No contribution (does not help) ( )

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SECTION D: CHALLENGES HINDERING THE CONTRIBUTION OF CLOUD STORAGE SERVICES

13. What challenges have you faced that limit the positive contribution of cloud storage to your records management work? (Tick all that apply)

- Poor or unreliable internet connection ( )
- Frequent power outages ( )
- Concerns about data security and privacy ( )
- Lack of training on how to use cloud services effectively ( )
- Difficulty in organizing and finding records in cloud ( )
- Lack of clear policies on cloud use ( )
- Resistance from colleagues or supervisors ( )
- Difficulty in ensuring records are authentic and unaltered ( )
- Concerns about long-term preservation of records ( )
- Other (specify) _____

14. How concerned are you about data security and privacy when using cloud storage?

- Very Concerned ( )
- Somewhat Concerned ( )
- Not Very Concerned ( )
- Not Concerned at All ( )

SECTION E: PROPOSED SOLUTIONS

15. What improvements would you suggest to enhance the contribution of cloud storage services to official records management? (Tick all that apply)

- Improve internet connectivity ( )
- Provide regular training on effective cloud storage use ( )

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- Develop clear policies and guidelines ( )
- Enhance security measures ( )
- Provide more reliable power supply ( )
- Standardize which cloud services should be used ( )
- Provide technical support from ICT department ( )
- Ensure backup and disaster recovery mechanisms ( )
- Other (specify) _____

16. What do you consider to be the essential components for enhancing the contribution of cloud storage to records management?

- Reliable internet infrastructure ( )
- Comprehensive training programme ( )
- Clear cloud storage policies ( )
- Robust security measures ( )
- Hybrid cloud approach ( )
- ICT technical support ( )
- Other (specify) _____

17. Please share any other suggestions you have for improving the contribution of cloud storage services to records management at this council.

_____

_____

_____

THANK YOU FOR YOUR PARTICIPATION!

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APPENDIX IV: INTERVIEW GUIDE FOR ICT AND RECORDS MANAGEMENT OFFICERS

Title of Study: An Assessment of the Contribution of Cloud Storage Services for Official Records Management Activity in Public Institutions: A Case Study of Bagamoyo District Council

Interviewee Position: _____

Date: _____

Duration: Approximately 30-45 minutes

Introduction: I am Adela Mkonda, a student at the School of Library, Archives and Documentation Studies (SLADS) Bagamoyo. I am conducting research on the contribution of cloud storage services to official records management activities. Your participation is voluntary, and your responses will be treated confidentially. May I proceed with the interview?

Section 1: Factors Influencing Contribution

1. What is your role at Bagamoyo District Council, and what are your main responsibilities related to records management or ICT?
2. From your perspective, what are the main factors—technological, organizational, or related to staff skills—that have influenced how effectively cloud storage contributes to records management here?
3. How does ease of use and perceived usefulness of cloud platforms affect staff adoption and effective use?
4. What role does management support play in encouraging cloud storage adoption and effective use?

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5. How adequate is the training provided to staff on cloud storage use, and how does this affect contribution?

Section 2: Types of Cloud Storage Services and Their Contribution

6. What specific cloud storage services are currently in use at the council?
7. For what types of official records is cloud storage used, and why?
8. How would you describe the overall contribution of cloud storage to managing official records? What works well, and what does not?
9. What are the most significant contributions that cloud storage has made to records management at the council?

Section 3: Challenges Hindering Effective Contribution

10. What do you see as the main challenges hindering the full contribution of cloud storage to records management?
11. How do infrastructure issues like internet connectivity and power supply affect cloud storage use?
12. What concerns do staff have about data security and privacy when using cloud storage?
13. How do policy gaps and lack of clear guidelines affect cloud storage contribution?
14. What human capacity issues (skills, training, attitudes) limit the contribution of cloud storage?

Section 4: Proposed Solutions

15. What key solutions would you propose to address these challenges and enhance the contribution of cloud storage?
16. What would be the essential components of an enhanced cloud storage system for records management at the council?

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17. What role should the council, the government, and other stakeholders play in enhancing cloud storage contribution?
18. Looking ahead, what is your vision for the ideal contribution of cloud-based records management at Bagamoyo District Council in the next five years?
19. Is there anything else you would like to share about cloud storage contribution to records management that we haven't covered?

Thank you very much for your time and valuable insights.

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APPENDIX V: OBSERVATION CHECKLIST

OBSERVATION CHECKLIST FOR CLOUD STORAGE SERVICES

Bagamoyo District Council

Observer's Name: _____

Date of Observation: _____

Time of Observation: _____

Location/Department: _____

Instructions: For each item, tick (✓) the appropriate box and provide descriptive notes where indicated.

SECTION A: INFRASTRUCTURE AND TECHNOLOGY

S/N	Observation Item	Yes	No	Partial/Some	Comments/Notes
A1	Are computers available for records management work?				
A2	Is there reliable internet connectivity in the office?				
A3	Are staff able to access cloud services without technical issues?				
A4	Is there backup power supply (generator/UPS) available?				
A5	Are cloud storage services accessible from staff workstations?				

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SECTION B: CLOUD STORAGE USAGE

S/N	Observation Item	Observed	Not Observed	Comments/Notes
B1	Staff uploading documents to cloud			
B2	Staff accessing documents from cloud			
B3	Staff sharing documents via cloud			
B4	Staff organizing files in folders			
B5	Staff using consistent naming conventions			
B6	Staff searching for documents in cloud			
B7	Staff collaborating on documents via cloud			

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SECTION C: RECORDS ORGANIZATION

S/N	Observation Item	Yes	No	Partial/Some	Comments/Notes
C1	Are cloud storage folders logically organized?				
C2	Are there clear folder structures by department/function?				
C3	Are file naming conventions consistent?				
C4	Are documents properly categorized?				
C5	Is it easy to find specific records?				
C6	Are there duplicate or redundant files?				

SECTION D: CHALLENGES AND CONSTRAINTS

S/N	Observation Item	Observed	Not Observed	Comments/Notes
D1	Staff experiencing connectivity issues			
D2	Staff struggling to find documents			
D3	Staff expressing frustration with cloud service			
D4	Lack of clear policies displayed			
D5	Inconsistent practices among staff			
D6	Limited ICT support available			

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SECTION E: GENERAL OBSERVATIONS AND SUMMARY

Overall Assessment:

Aspect	Excellent	Good	Fair	Poor	Very Poor
Infrastructure					
Cloud Service Usability					
Records Organization					
Staff Competence					
ICT Support					

Summary of Key Observations:

_____

_____

_____

Any Notable Incidents or Events Observed:

_____

_____

Questions Arising from Observations:

_____

_____

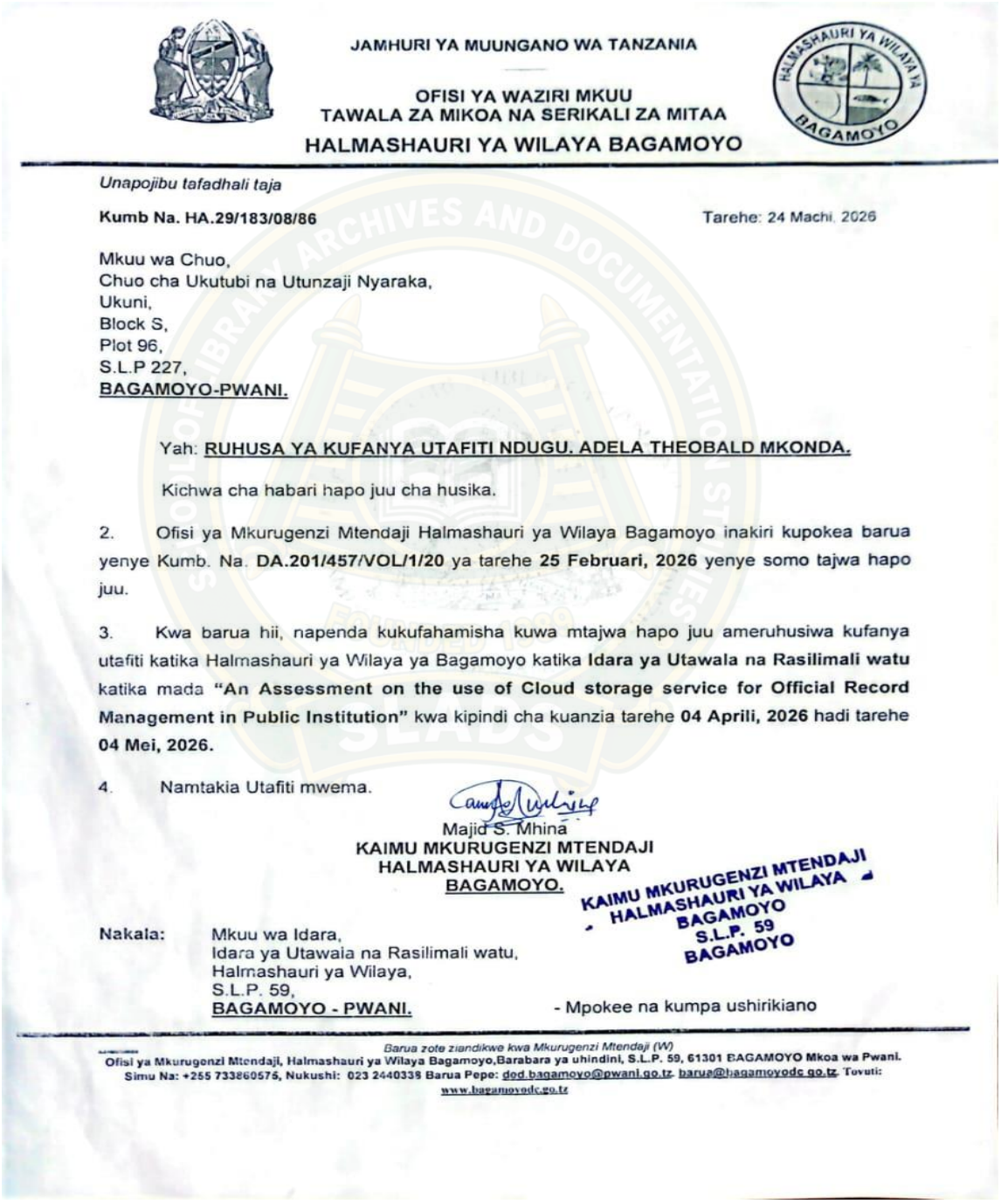
Observer's Signature: _____

Date: _____

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APPENDIX V

APPROVAL LETTER



JAMHURI YA MUUNGANO WA TANZANIA

OFISI YA WAZIRI MKUU
TAWALA ZA MIKOA NA SERIKALI ZA MITAA
HALMASHAURI YA WILAYA BAGAMOYO

Unapojibu tafadhali taja

Kumb Na. HA.29/183/08/86 Tarehe: 24 Machi, 2026

Mkuu wa Chuo,
Chuo cha Ukutubi na Utunzaji Nyaraka,
Ukuni,
Block S,
Plot 96,
S.L.P 227,
BAGAMOYO-PWANI.

Yah: **RUHUSA YA KUFANYA UTAFITI NDUGU. ADELA THEOBALD MKONDA.**

Kichwa cha habari hapo juu cha husika.

2. Ofisi ya Mkurugenzi Mtendaji Halmashauri ya Wilaya Bagamoyo inakiri kupokea barua yenye Kumb. Na. **DA.201/457/VOL/1/20** ya tarehe **25 Februari, 2026** yenye somo tajwa hapo juu.

3. Kwa barua hii, napenda kukufahamisha kuwa mtajwa hapo juu ameruhusiwa kufanya utafiti katika Halmashauri ya Wilaya ya Bagamoyo katika **Idara ya Utawala na Rasilimali watu** katika mada **"An Assessment on the use of Cloud storage service for Official Record Management in Public Institution"** kwa kipindi cha kuanzia tarehe **04 Aprili, 2026** hadi tarehe **04 Mei, 2026.**

4. Namtakia Utafiti mwema.

Majid S. Mhina
KAIMU MKURUGENZI MTENDAJI
HALMASHAURI YA WILAYA
BAGAMOYO.

KAIMU MKURUGENZI MTENDAJI
HALMASHAURI YA WILAYA
BAGAMOYO
S.L.P. 59
BAGAMOYO

Nakala: Mkuu wa Idara,
Idara ya Utawala na Rasilimali watu,
Halmashauri ya Wilaya,
S.L.P. 59,
BAGAMOYO - PWANI. - Mpokee na kumpa ushirikiano

Barua zote ziandikwe kwa Mkurugenzi Mtendaji (W)
Ofisi ya Mkurugenzi Mtendaji, Halmashauri ya Wilaya Bagamoyo,Barabara ya uhindini, S.L.P. 59, 61301 BAGAMOYO Mkoa wa Pwani.
Simu Na: +255 733860575, Nukushi: 023 2440338 Barua Pepe: dod.bagamoyo@pwani.go.tz, barua@bagamoyodc.go.tz, Tovuti: www.bagamoyodc.go.tz

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