SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTATION STUDIES

(SLADS) - BAGAMOYO

A RESEARCH PROPOSAL ON:

AN INVESTIGATION OF ELECTRONIC RECORD KEEPING SYSTEMS IN PROMOTING EFFECTIVE SERVICE DELIVERY: A CASE STUDY AT BAGAMOYO MUNICIPAL COUNCIL

BY

Yusuph Jamali Shedafa

A Research Proposal Submitted to the School of Library, Archives and Documentation Studies Seeking Approval to Undertake a Research Study as a Partial Fulfillment for the Award of Ordinary Diploma in Records and Archive management.

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CERTIFICATION

The undersigned certify that he has read and hereby recommend for the acceptance by the School of Library, Archives and Documentation studies a research report entitled **"AN INVESTIGATION OF ELECTRONIC RECORD KEEPING SYSTEMS IN PROMOTING EFFECTIVE SERVICE DELIVERY: A CASE STUDY AT BAGAMOYO MUNICIPAL COUNCIL"** as a partial fulfillment of requirements for the Award of Ordinary Diploma in Records and archive management.

Supervisor Name.

ZAINA AMIRI OMARI

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Finally, to everyone who contributed directly or indirectly to the completion of this study, I express my sincere thanks. May God bless you all.

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DEDICATION

This work is lovingly dedicated to my mother and my sister, whose endless sacrifices, encouragement, and prayers have been the foundation of my academic journey. Her strength and guidance inspired me to persevere and complete this study.

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LIST OF ABBREVIATIONS

ARMA	Association of Records Managers and Administrators
DMS	Document Management System
EDMS	Electronic Document Management System
ERKS	Electronic Record Keeping Systems
ESARBICA	Eastern and Southern Africa Regional Branch of the International Council on Archives
HRIS	Human Resource Information System
ICT	Information and Communication Technology
ISO	International Organization for Standardization
OAIS	Open Archival Information System
SPSS	Statistical Package for the Social Sciences
URT	United Republic of Tanzania
BMC	Bagamoyo Municipal Council
LGA	Local Government Authority
IT	Information Technology
EHR	Electronic Health Records
ERP	Enterprise Resource Planning
UNESCO	United Nations Educational, Scientific and Cultural Organization
UN	United Nations
WHO	World Health Organization

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ABSTRACT

This study investigated the role and effectiveness of Electronic Record Keeping Systems (ERKS) in enhancing facilities service delivery at Bagamoyo Municipal Council. The research examined the types of ERKS used, their contributions to service delivery, and the challenges faced during implementation. Findings revealed that ERKS improved efficiency, reduced paperwork, enhanced transparency, and supported better decision-making. However, challenges such as limited ICT infrastructure, inadequate training, poor data quality, and resistance to change hindered full adoption. The study concluded that strengthening ICT infrastructure, providing regular training, and improving policy frameworks are essential for maximizing the benefits of ERKS. The results provide valuable insights for policymakers, local governments, and researchers seeking to improve service delivery through modern record management systems.

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CHAPTAR ONE

INTRODUCTION AND BACK GROUND

1.0 Introduction

This chapter presented the background to the study, statement of the problem, general objective, specific objectives, and research questions, significance of the study, the scope of the study, limitations of the study, and the definitions of the key terms.

1.1 Background of the Study

Electronic Record Keeping Systems were an important part of how modern organizations operated and delivered services. Many developed countries, such as the United States, the United Kingdom, Canada, and European Union member states, had invested heavily in electronic record systems as part of digital government and online service programs. In areas like healthcare, facilities management, and public administration, these systems helped organizations work faster, reduced costs, improved coordination, and followed laws and regulations (McLeod & Lappin, 2018). The use of Electronic Record Keeping Systems had increased because of international standards and guidelines, such as ISO 15489 for records management and the Open Archival Information System (OAIS) model. Global organizations like the World Bank and the United Nations also encouraged digital transformation. Research showed that organizations using well-organized electronic record systems provided services more quickly, kept more accurate information, improved accountability, and increased customer satisfaction (Duranti & Rogers, 2019).

However, studies around the world also showed that electronic record systems faced many challenges. These included difficulties in connecting different systems, risks related to cybersecurity, concerns about data privacy, high costs of setting up the systems, and the need for regular training of users (Upward et al., 2018). Even in developed countries, poor management, weak policies, and resistance to change had sometimes led to electronic record systems not being fully or properly used. The use of Electronic Record Keeping Systems in facilities service delivery had increased

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over the past ten years. This growth was mainly due to government reforms, support from development partners, and improvements in ICT infrastructure. Countries such as South Africa, Kenya, Rwanda, and Ghana had introduced electronic systems in healthcare facilities, local governments, and public institutions to improve efficiency and transparency (Katuu, 2016). Electronic record systems were commonly used to manage patient records, equipment and maintenance records, procurement documents, and service performance information. Studies showed that these systems had reduced paperwork, made information easier to access, and improved communication between different service units (Asogwa, 2015; Mnjama & Wamukoya,

Despite these benefits, many African countries faced serious challenges in using electronic record systems effectively. These included limited funding, unreliable electricity, weak ICT infrastructure, lack of technical skills, and poor records management policies (Ngoepe & Saurombe, 2016). In addition, resistance to new technologies and low awareness of proper records management often led to poor system use and low-quality data. These challenges directly affected facilities service delivery by causing delays, reducing service reliability, and weakening accountability. Therefore, researchers stressed the importance of studying how electronic record systems worked in specific African contexts and how they could be improved to support better service delivery (Katuu & Ngoepe, 2017). The government recognized the importance of ICT in improving public services and had introduced several digital programs, such as e-Government systems, health information systems, and facility management platforms. Policies like the National ICT Policy (2016) and the e-Government Strategy encouraged the use of electronic systems in both public and private facilities (URT, 2016). Facilities service delivery in Tanzania, especially in healthcare institutions, local government authorities, schools, and utility providers, depended greatly on records for planning, monitoring, and accountability. Many facilities had introduced Electronic Record Keeping Systems to manage client records, service reports, maintenance schedules, stock records, and reporting activities (Mtega et al., 2020).

However, research showed that many Tanzanian facilities still faced problems such as unconnected systems, limited user training, and poor data quality. In some cases,

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electronic and manual records were used at the same time, leading to repeated work and inefficiency (Lwoga & Chilimo, 2019). Issues related to system maintenance, data security, and lack of strong institutional support also continued to affect service delivery.

1.2 Statement of the Problem

In the world of fast technological growth, electronic record keeping systems (ERKS) were expected to greatly improve service delivery in sectors such as healthcare, education, and public administration. When properly used, these systems helped organizations store, manage, and retrieve information quickly and accurately. This reduced paperwork, saved time, and supported better decision-making (Smith, 2018). For example, in healthcare, electronic records keeping systems (ERKS) could combine patient records into one system, allowing doctors and nurses to make faster diagnoses, reduce mistakes, and improve patient care (Johnson, 2020). In schools and universities, electronic records keeping systems (ERKS) helped track student records more efficiently, making it easier for teachers to monitor progress and tailor learning to individual needs (Williams, 2019). In government institutions, electronic records keeping systems (ERKS) increased transparency and accountability by allowing easy access to public records, which strengthened public trust and citizen participation (Brown, 2021). Ideally, well-implemented electronic records keeping systems (ERKS) reduced costs, improved efficiency, and ensured fair delivery of services, in line with global digital governance standards (Garcia, 2022).

However, in practice, electronic records keeping systems (ERKS) often did not perform as expected because of many challenges during implementation and use. Many organizations still relied on outdated infrastructure, lacked skilled personnel, and faced difficulties in integrating different systems. These problems led to disconnected data and poor information sharing (Lee, 2017). In developing countries, the use of electronic records keeping systems (ERKS) was further limited by poor internet access and weak cybersecurity systems, which increased the risk of data loss and cyberattacks (Patel, 2023). Research also showed that complex system designs and lack of common standards made electronic records keeping systems (ERKS)

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difficult to use, causing delays and increasing the chances of errors (Thompson, 2016). In addition, some employees resisted using electronic records keeping systems (ERKS) because they feared losing their jobs or did not feel confident using new technology. As a result, many institutions continued to use paper records alongside electronic systems, especially in healthcare facilities (Davis, 2024).

These problems had serious effects on both service providers and service users. Poorly functioning electronic records keeping systems (ERKS) could slow down service delivery, increase operating costs, and lower the quality of healthcare, education, and public services. Over time, this reduced public trust in institutions (Anderson, 2020). For example, incorrect or incomplete electronic health records had been linked to medical mistakes, patient injuries, and legal disputes in hospitals (Roberts, 2018). In government services such as social welfare programs, weak record keeping had led to unfair distribution of resources, worsening social inequality and increasing dissatisfaction among vulnerable groups (Taylor, 2022). Cybersecurity threats also created long-term risks, including identity theft and financial losses, as shown by recent global cyber incidents that targeted digital record systems (Wilson, 2025). These challenges slowed down sustainable development and deepened the digital divide, where disadvantaged communities suffered the most from poorly implemented electronic records keeping systems (ERKS) (Hernandez, 2017).

1.3 General Objective of the study

1.3.1 Genera objective

To investigate the role and effectiveness of Electronic Record Keeping Systems in enhancing facilities service delivery.

1.3.2 Specific Objectives

i. To examine the types of electronic record keeping systems used by Bagamoyo municipal council in promoting effective service delivery.
ii. To assess the contribution of electronic record keeping systems in promoting effective service delivery at Bagamoyo municipal council.

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iii. To identify challenges affecting electronic record keeping systems in promoting effective service delivery at Bagamoyo municipal council.

1.4 Research Questions

i. What types of electronic record keeping systems used by Bagamoyo municipal council in promoting effective service delivery?
ii. What are the contributions of electronic records keeping systems in promoting effective service delivery at Bagamoyo municipal council?
iii. What challenges affect electronic records keeping systems in promoting effective service delivery at Bagamoyo municipal council?

1.5 Significance of the Study

The findings of this study helped electronic district councils, including Bagamoyo Municipal Council, in providing quality service delivery. Also, the findings of this study were useful for both policy and practical decision-makers in providing guidance to local governments on adopting modern technologies such as cloud-based databases and blockchain systems, which helped keep records secure and reliable. The study also informed Bagamoyo District Council and stakeholders on the challenges of electronic record keeping facilities in promoting effective service delivery. Likewise, this study was used as a road map for other researchers. Lastly, the study acted as a catalyst and basis for reviewing and amending existing legal frameworks on electronic records keeping practices as per requirements.

1.6 Scope and Limitations of the Study

This section provided information that described the coverage of the study and the potential limitations that the researcher faced during the study.

1.6.1 Scope of the Study

This study was confined to Bagamoyo Municipal Council, located in the Pwani Region of Tanzania. The geographical limitation allowed for an in-depth examination

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of electronic record keeping systems within a specific local government authority context. Bagamoyo Municipal Council was selected due to its ongoing digitalization efforts and its representation of medium-sized municipal councils in Tanzania that were transitioning from manual to electronic record management systems. The study targeted all staff such as records officers, ICT personnel, human resource (HR) staff, and other departmental employees who were involved in promoting record keeping, storing, and managing records to provide effective service delivery in daily activities. The study examined several key areas including the types of electronic record keeping systems that were in use, the extent of their adoption across different departments, challenges encountered during implementation and usage, and the relationship between electronic record keeping and service delivery efficiency.

1.6.2 Limitations of the Study

The study was expected to face several challenges in its implementation. First, the study was limited to promoting records keeping through the investigation of electronic record keeping systems in promoting effective service delivery due to technological change. The researcher was a student who was self-funded in service delivery, thus having limited access to technological resources, which could have otherwise made it possible to investigate electronic record keeping systems more broadly to improve the findings of the study. Therefore, the researcher used the available budget effectively to accomplish the research work. Furthermore, the study was also affected by limited research time. Since this was an academic work, it had to adhere to a short timeframe to enable the research to comply with academic requirements as planned. Such limited time affected the process of data collection. However, the researcher used the scheduled period effectively by working overtime to accomplish the research work.

1.7 Definition of Key Terms

1.7.1 Records

Records are any documents, files, data, or information (in physical or digital form) that are created, received, or maintained by an organization or individual as evidence

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of activities, decisions, or transactions. They serve as proof of business operations, legal compliance, and historical value. Examples include emails, contracts, invoices, photos, and database entries. (ARMA International, 2023).

1.7.2 Records management

Records management is the systematic process of controlling the lifecycle of records from creation to disposal? It ensures records are accurate, accessible, secure, and retained or destroyed according to legal, regulatory, and organizational requirements. Records management encompasses policies, procedures, and technologies to handle records efficiently. (ISO 15489-1:2016).

1.7.3 Electronic Record Keeping Systems

Electronic Record Keeping Systems (ERKS) refer to organized technological frameworks designed to create, capture, store, manage, and retrieve records in digital formats. Johnson and Williams (2019).

1.7.4 Service Delivery

Service delivery encompasses the processes, mechanisms, and activities through which organizations provide services to their clients or beneficiaries. Patterson (2018)

1.7.5. Compliance

Compliance refers to the act of adhering to laws, regulations, policies, standards, and ethical guidelines set by governing bodies, organizations, or industries. It involves ensuring that individuals, businesses, or systems operate within established rules to avoid penalties, legal issues, or reputational damage. In essence, it's about following the rules to maintain integrity and accountability (Wade, 2019).

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CHAPTAR TWO

LITERATURE REVIEW

2.0 Introduction

According to Kothari (2014), a literature review was defined as the process of identifying or locating, reading, evaluating, summarizing, and incorporating into the study documents involving materials that were related to the problem under investigation. This chapter covered the literature review part of the study, which included both theoretical and empirical literature review, a figure of the records continuum model, a review of previous studies related to the study, and also consisted of the research gap.

2.1 Overview of Electronic Record Keeping Systems

Electronic record keeping systems had developed significantly over the past decade, with various types being adopted across different sectors. According to Mnjama (2018), organizations commonly used database management systems, document management systems, and enterprise resource planning systems to manage their records electronically. These systems helped institutions store, organize, and retrieve information more efficiently than traditional paper-based methods. Cloud-based record systems had become increasingly popular due to their accessibility and cost-effectiveness. Katuu (2016) indicated that many organizations preferred cloud storage solutions because they allowed employees to access records from different locations using internet-connected devices. This flexibility improved workflow and enabled better collaboration among staff members working in different departments or locations. Furthermore, specialized record management software had emerged to address specific organizational needs. Wamukoya and Lowry (2017) explained that hospitals used electronic health record systems, schools implemented student information systems, and government offices adopted e-government platforms. Each system was designed with features that matched the particular requirements of the institution, ensuring relevant data collection and reporting capabilities. Mobile applications for record keeping had also gained attention in recent years. Ngoepe and

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Van der Walt (2019) demonstrated that mobile-based systems enabled field workers to capture and update records in real-time, reducing delays in data entry and improving accuracy. These applications proved particularly useful for organizations with staff members who worked outside the office environment. The integration of artificial intelligence and automation features represented another development in electronic record systems. Tsabedze (2020) noted that modern systems included automated filing, intelligent search functions, and predictive analytics that helped organizations manage large volumes of records more effectively. These advanced features reduced manual work and helped staff find information faster.

2.2 The Contribution of Electronic Record Keeping Systems in Managing Records

Electronic record keeping systems provided numerous advantages that directly improved how organizations delivered services to their clients. Kemoni (2017) showed that these systems significantly reduced the time needed to locate and retrieve information, allowing staff to respond to customer inquiries more quickly. Fast access to accurate records enabled better decision-making and increased customer satisfaction levels. Space management benefits represented another important advantage of digital record systems. Mutsagondo & Chaterera-Zambuko (2019) noted that organizations that switched from paper records to electronic systems freed up valuable office space previously used for file storage. This space could be repurposed for other productive activities, and organizations saved money on filing cabinets and storage facilities. Security and preservation of records improved substantially with electronic systems. Tough & Moss (2016) indicated that digital records could be protected through passwords, encryption, and access controls, preventing unauthorized viewing or tampering. Backup systems ensured that records remained safe even if the original copies were damaged, providing better protection than paper documents that could easily be lost or destroyed. Cost reduction emerged as a significant benefit in the long term. Adu & Ngulube (2017) revealed that although initial investment in electronic systems was high, organizations experienced substantial savings over time through reduced paper usage, printing costs, and storage expenses. Employee productivity also increased because less time was spent on

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manual filing and searching for documents. Transparency and accountability in service delivery were enhanced through electronic record systems. Ngulube & Tafor (2018) explained that digital systems created automatic audit trails that showed who accessed or modified records and when these actions occurred. This feature helped organizations maintain proper governance standards and built trust with stakeholders who could verify that procedures were followed correctly.

2.3 Challenges Facing Electronic Record Keeping Systems

Despite their benefits, electronic record keeping systems faced several implementation challenges. Technical infrastructure limitations represented a major obstacle, particularly in developing regions. Asogwa (2018) explained that many organizations lacked reliable electricity supply, internet connectivity, and adequate computer equipment needed to operate electronic systems effectively. These infrastructure gaps prevented successful adoption and utilization of digital record management tools. Resistance to change among employees posed another significant challenge. Nengomasha (2019) showed that staff members who were accustomed to paper-based systems often felt uncomfortable with new technology and worried about job security. Without proper change management strategies and employee involvement in the transition process, implementation efforts frequently encountered resistance that slowed down or derailed the project. Inadequate training and technical skills created ongoing difficulties for organizations implementing electronic systems. Kalusopa & Zulu (2016) noted that many employees lacked basic computer literacy and required extensive training to use new record systems competently. Organizations that failed to invest in comprehensive training programs experienced low system utilization rates and continued reliance on manual processes. Financial constraints limited the ability of many institutions to acquire and maintain electronic record systems. Keakopa (2018) indicated that the costs of purchasing software licenses, computer hardware, technical support, and regular system upgrades proved too expensive for organizations with limited budgets. Small and medium-sized enterprises particularly struggled to afford comprehensive electronic record solutions. Data security and privacy concerns also challenged electronic record management. Moloi & Mutula (2017) revealed that organizations worried about cyber-attacks, data

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breaches, and unauthorized access to sensitive information. Ensuring adequate cybersecurity measures required ongoing investment and expertise that many institutions found difficult to maintain, creating vulnerability risks.

2.4 Theoretical Literature Review

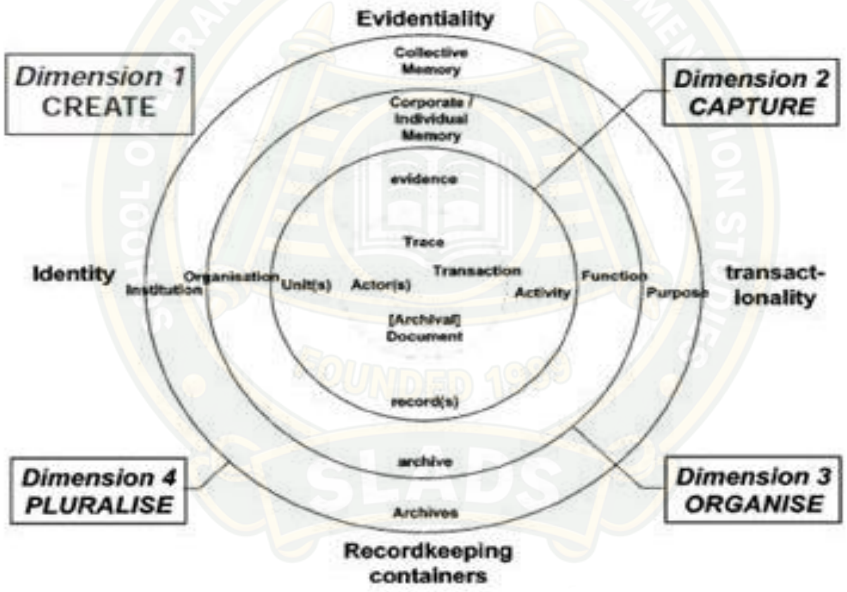
A theoretical literature review was defined as the process of examining existing theories, models, and conceptual frameworks that were relevant to the study. It focused on analyzing scholarly perspectives and theoretical foundations that explained the phenomenon under investigation. The review provided a basis for understanding how previous researchers had conceptualized electronic record keeping systems, identified the principles guiding their implementation, and highlighted the theoretical gaps that required further exploration.

2.4.1 The Records Continuum Model

This study was guided by the Records Continuum Model, which was developed by Frank Upward in Australia in the 1990s. This model was widely used in records management research, including in Tanzania and Africa (Flynn, 2001; Chachage & Ngulube, 2006). Unlike older models that saw records as going through stages (like a life cycle from birth to death), the Records Continuum Model viewed records as always being useful from the moment they were created to the time they became historical archives. The model was especially helpful when managing electronic records because digital records could be used at any point in time and by different people (Upward, 2000; ESARBICA Journal, 2020). The continuum model saw records as both organizational and societal memory from the moment they were created. This meant that records had administrative, legal, evidential, and historical value simultaneously. Upward (1998) further explained that the continuum model became especially important with the growth of electronic records. In the digital environment, physical custody was no longer the only factor in preservation. Instead, continuous control and management strategies had to be applied from the moment of creation.

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According to Upward (2001), the continuum model consisted of four integrated dimensions. In electronic record keeping systems, records went through four simple stages. First, they were created when an organization carried out its daily activities, such as entering data or generating reports. Next, they were captured by saving them into a digital system so they remained accurate, secure, and trustworthy. Then, they were organized by arranging them in a clear and systematic way, making it easy to store, search, and retrieve information when needed. Finally, they were pluralized, meaning they were safely preserved over time and could be accessed by authorized people or the public when necessary, helping maintain organizational memory and accountability. **Figure 2.1 Continuum Model**



Source: Upward (2001:123)

In relation to this study, the continuum model was particularly relevant where electronic records were involved. If Bagamoyo Municipal Council used digital systems for correspondence or documents, they had to be properly captured and controlled from the beginning. Weak control at the creation stage could have compromised or threatened authenticity, transparency, and service delivery. Therefore, the continuum model supported the idea that promoting effective service

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delivery throughout electronic record keeping systems required continuous and integrated management of records rather than waiting until the end of their life cycle.

2.5 Conceptual Framework

The conceptual framework illustrated how Electronic Record Keeping Systems (ERKS) contributed to promoting effective service delivery within an organization. It showed that independent variables such as data accuracy and security, information accessibility, records management efficiency, and staff training and skills influenced the performance of ERKS. When these factors were well managed, they enhanced the effectiveness of the electronic record keeping systems, which acted as an intervening variable linking inputs to outcomes. As a result, efficient ERKS led to improved service delivery characterized by faster service provision, better decision-making, increased transparency, and higher customer satisfaction. The framework was grounded in the Records Continuum Model developed by Frank Upward (1998; 2000), which emphasized continuous management and accessibility of records, and was supported by studies from Joseph Katuu (2016) and Patrick Ngulube (2018), highlighting the importance of effective records management in enhancing organizational performance. This framework was applicable to the study as it helped explain how improving key aspects of electronic record systems could directly enhance service delivery in institutions such as Bagamoyo Municipal Council.

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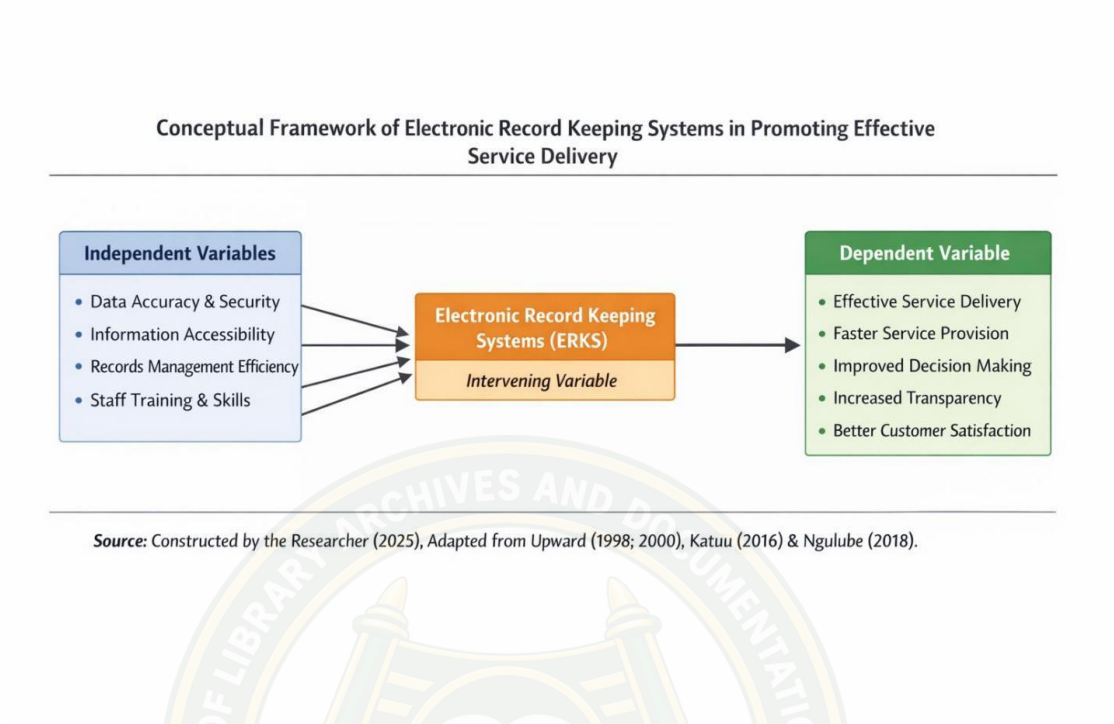


Figure 2.2. conceptual framework of ERKS

2.6 Research Gap

Most existing studies had focused on developed countries with advanced technological infrastructure, while limited research had examined the implementation and effectiveness of these systems in developing contexts where resources and technical capacity were constrained. Ngoepe and Ngulube (2016) acknowledged this limitation in their work, noting that findings from developed nations did not fully apply to organizations operating in resource-limited environments. While numerous studies had explored individual aspects of electronic record keeping such as accessibility or efficiency separately, there was insufficient research examining the comprehensive relationship between electronic record keeping systems and overall service delivery quality. Kemoni (2019) and Katuu (2016) had investigated specific features of these systems, but few studies had attempted to understand how different elements worked together to influence service delivery outcomes. This fragmented approach left organizations without clear guidance on implementing holistic electronic record keeping solutions. A significant gap concerned the sustainability and long-term maintenance of electronic record keeping systems. Wamukoya and Mutula

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(2017) had documented the initial benefits of implementing these systems, but limited studies had examined what happened after the initial implementation phase. Questions about system updates, staff turnover, changing organizational needs, and evolving technology requirements remained largely unexplored. This gap was particularly important because many organizations invested substantial resources in electronic systems without understanding the long-term commitments required for success. The human factors affecting electronic record keeping system success had also received inadequate attention in existing literature. Mulauzi & Kemoni (2021) and Mosweu & Mosweu (2022) had mentioned training and user acceptance, but comprehensive research on organizational culture, staff resistance to change, and the psychological aspects of transitioning from manual to electronic systems remained limited. Understanding these human elements was essential because technology alone could not guarantee improved service delivery without proper user adoption and support.

Finally, there was a notable absence of research comparing different types of electronic record keeping systems and their varying impacts on service delivery. Most existing studies treated electronic record keeping as a single uniform concept, yet significant differences existed between various systems in terms of functionality, cost, and complexity. Research that examined which system features were most critical for different organizational contexts would have helped institutions make better-informed decisions when selecting and implementing electronic record keeping solutions. This study therefore sought to address these gaps by investigating how electronic record keeping systems promoted effective service delivery in Bagamoyo Municipal Council, considering both technical and human factors.

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CHAPTAR THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter explained the research methodology that was used to conduct the study on the investigation of Electronic Record Keeping Systems in promoting effective service delivery in Bagamoyo Municipal Council. The chapter explained the research approach, research design, study area, target population, sample size, sampling techniques, data collection methods, data instrumentation, data analysis procedures, validity and reliability of research instruments, and ethical considerations. The purpose of this chapter was to describe the procedures that guided data collection and analysis in order to achieve the study objectives.

3.1 Research Approach

A research approach referred to the general strategy that guided how a study was conducted, including the collection, analysis, and interpretation of data (Creswell & Creswell, 2018). This study adopted a mixed-methods research approach, which combined both quantitative and qualitative methods. The quantitative approach was used to collect numerical data related to the performance of Electronic Record Keeping Systems (ERKS), such as efficiency and accessibility, while the qualitative approach was used to gain deeper insights into users' experiences and challenges in using these systems.

3.2 Research Design

Research design was the overall plan or structure that guided the researcher in collecting, analyzing, and interpreting data (Kothari, 2019). This study employed a descriptive research design, which was used to describe the situation of electronic record keeping systems and their role in promoting effective service delivery. The design allowed the researcher to examine how ERKS were used, their effectiveness, and the challenges faced without manipulating any variables. In the context of this

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study, the descriptive design was suitable because it provided a clear picture of how ERKS functioned within Bagamoyo Municipal Council and how they influenced the quality of services provided to the public.

3.3 Area of the Study

The area of the study referred to the specific geographical location where the research was conducted. This study was carried out at Bagamoyo Municipal Council in the Coast Region of Tanzania. The area was selected because it was a local government institution that used electronic record keeping systems in its daily operations. In relation to the study, this setting provided a practical environment to assess how ERKS were implemented and how they affected service delivery. The choice of this area ensured that the findings were relevant to public sector institutions that were adopting digital record management systems.

3.4 Target Population

Target population referred to the entire group of individuals or elements that the researcher intended to study (Kothari, 2019). In this study, the target population involved 50 respondents. That included 18 records officers, 10 ICT personnel, 12 administrative staff, and 10 departmental heads at Bagamoyo Municipal Council. These individuals were selected because they were directly involved in the creation, management, and use of electronic records. Their involvement made them suitable sources of information regarding the effectiveness of ERKS and their impact on service delivery. Therefore, the population was relevant to the study as it provided reliable data on how electronic record systems functioned in practice.

3.5 Sample Size and Sampling Techniques

3.5.1 Sample Size

Sample size referred to the number of individuals selected from the population to participate in the study (Kothari, 2019). It was determined to ensure that the sample represented the population adequately (Yamane, 1967). In this study, the sample size

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was calculated using Yamane's formula to obtain a manageable and representative number of respondents. This ensured that the findings reflected the actual situation of ERKS and service delivery at the council.

Sample Size Determination The sample size was determined using Yamane's (1967) simplified formula:

Sample Size Determination

The sample size for this study was determined using **Yamane's (1967)** formula:

$$n = \frac{N}{1 + N(e^2)}$$

Where:

- **n** = Sample size
- **N** = Total population
- **E {50}{1+** = Margin of error (0.05 at a 95% confidence level)

The sample size was calculated as follows:

$$n = \frac{50}{1 + 50(0.05)^2}$$

$$n = \frac{50}{1 + 50(0.0025)}$$

$$n = \frac{50}{1 + 0.125}$$

$$n = \frac{50}{1.125}$$

$$n = 44.44 \approx 45$$

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Therefore, the sample size for this study was **45 respondents**. This sample was considered adequate to represent the target population of 50 employees at Bagamoyo Municipal Council while maintaining a **95% confidence level** and a **5% margin of error**. The use of Yamane's formula ensured that the selected sample was representative and that the findings could be generalized to the target population This is consistent with Chapter Four, where **45 questionnaires were returned**, giving a **90% response rate (45/50 × 100 = 90%)**.

Therefore, the sample size was 50 respondents, which provided reliable and representative information for the study. This included 15 record management officers, 15 ICT officers, 11 administrative officers, and 9 departmental officers, giving a total of 50 respondents.

3.5.2 Sampling Techniques

Sampling techniques referred to the procedures used to select a subset of individuals from a target population so that the selected sample could represent the whole population in a study (Kothari, 2019). Sampling was important because it reduced the cost and time of data collection while still providing reliable and valid results. In research on Electronic Record Keeping Systems (ERKS) and effective service delivery, appropriate sampling techniques ensured that the selected respondents provided accurate information about how these systems operated and influenced service delivery within Bagamoyo Municipal Council. Therefore, the study employed both probability and non-probability sampling techniques to capture a wide range of perspectives.

3.5.3 Purposive Sampling

Purposive sampling referred to the non-probability sampling technique in which respondents were selected based on their knowledge, experience, or specific characteristics relevant to the study (Creswell & Creswell, 2018). This technique was used to select key informants such as ICT officers, records managers, and departmental heads who had direct involvement with electronic record keeping systems. The use of purposive sampling in this study was important because these

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individuals possessed specialized knowledge about the implementation, challenges, and effectiveness of ERKS. In relation to the study title, purposive sampling helped the researcher obtain detailed and expert information on how electronic record keeping systems promoted effective service delivery, which might not have been obtained from general staff.

3.5.4 Simple Random Sampling

Simple random sampling referred to the probability sampling technique where every member of the population had an equal chance of being selected (Kothari, 2019). This technique was used to select general staff members within the municipal council. The main advantage of simple random sampling was that it reduced bias and ensured fairness in the selection process. In the context of this study, it allowed the researcher to collect data from a broad group of employees who interacted with electronic record systems in their daily activities. This was important because it provided generalizable data on how ERKS affected service delivery across different departments, thus supporting a balanced and objective understanding of the research problem.

3.6 Data Collection Methods

Data collection methods referred to the systematic procedures used by a researcher to gather information relevant to the study objectives (Kothari, 2019). These methods were essential because they determined the type and quality of data obtained for analysis. In this study on Electronic Record Keeping Systems (ERKS) and effective service delivery, both secondary and primary data collection methods were used to obtain comprehensive and reliable information. The use of multiple methods helped to ensure a deeper understanding of how ERKS functioned and how they influenced service delivery at Bagamoyo Municipal Council.

3.6.1 Secondary Data

Secondary data referred to data that had already been collected, recorded, or documented by other researchers or institutions for purposes other than the current study (Kothari, 2019). This type of data was useful because it provided background

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information, saved time, and helped support or validate primary data findings. In this study, secondary data helped the researcher understand existing policies, systems, and practices related to electronic record keeping and service delivery.

3.6.1.1 Documentary Review

Documentary review was a method of collecting secondary data by examining existing documents such as reports, policies, manuals, and official records (Creswell & Creswell, 2018). This method was useful because it provided reliable and factual information about how electronic record keeping systems were implemented and managed within an organization. In relation to this study, documentary review was used to analyze records management policies, system reports, and administrative documents at Bagamoyo Municipal Council. This helped the researcher identify the types of ERKS in use, their functions, and their contribution to service delivery. It also allowed verification of information collected from primary sources, thereby improving the credibility of the study.

3.6.2 Primary Data

Primary data referred to original data collected directly from respondents for the specific purpose of the study (Creswell & Creswell, 2018). This type of data was important because it provided first-hand information about respondents' experiences, opinions, and practices. In this study, primary data was essential in understanding how electronic record keeping systems were used and how they influenced effective service delivery.

3.6.2.1 Questionnaires

Questionnaires referred to the structured data collection instruments consisting of a set of written questions answered by respondents (Kothari, 2019). They were useful for collecting quantitative data from a large number of participants within a short time. In this study, questionnaires were used to gather information from staff members on issues such as system accessibility, efficiency, and the impact of ERKS on service delivery. Their usefulness lay in their ability to produce measurable data

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that could be analyzed statistically, helping to identify trends and relationships between ERKS and service delivery.

3.6.2.2 Interviews

Interviews referred to the method of collecting data through direct verbal communication between the researcher and respondents (Creswell & Creswell, 2018). They allowed the researcher to obtain detailed and in-depth information that could not easily be captured through questionnaires. In this study, interviews were conducted with key informants such as ICT officers and records managers to explore their experiences, challenges, and perceptions regarding ERKS. The usefulness of interviews lay in their flexibility, as they allowed respondents to explain issues in detail. This helped the researcher understand how electronic record systems contributed to or hindered effective service delivery.

3.6.2.3 Observation

Observation referred to the data collection method that involved systematically watching and recording behaviors or activities as they occurred in their natural setting (Kothari, 2019). This method was useful because it provided direct evidence of actual practices rather than relying only on respondents' opinions. In this study, observation was used to examine how electronic record keeping systems were used in daily operations within the Bagamoyo municipal council. It helped identify practical challenges such as system inefficiencies, delays, or user difficulties. By linking observation to the study title, it allowed the researcher to assess whether ERKS were effectively supporting service delivery in real practice, thereby enhancing the validity of the findings.

3.7 Data Instruments

Data instruments were tools that researchers used to collect information relevant to their study. Choosing appropriate instruments was essential to ensure the accuracy, reliability, and validity of the data collected (Kothari, 2014). In this study, three main instruments were employed: questionnaire guide, interview guide, and observation

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checklist. These instruments were selected to gather comprehensive information about the use of electronic record keeping systems in promoting effective service delivery at Bagamoyo Municipal Council.

3.7.1 Questionnaire Guide

A questionnaire guide was a structured set of written questions designed to collect information from respondents on specific research objectives (Babbie, 2020). It could contain open-ended questions that allowed respondents to express their views freely, or closed-ended questions that provided standardized options. In this study, the questionnaire was administered to municipal council staff who interacted with the electronic record keeping system. The questions focused on their experiences, perceptions, and challenges in using the system for service delivery. This instrument enabled the researcher to gather information from a larger number of respondents in a systematic way. The data obtained through the questionnaire helped to evaluate how the electronic record keeping system improved access to records, sped up service delivery, and reduced errors, thereby providing a clear picture of its effectiveness in municipal operations.

3.7.2 Interview Guide

An interview guide was a set of questions or topics used to guide a conversation between the researcher and respondents, allowing in-depth exploration of their opinions and experiences (Creswell & Creswell, 2018). In this study, semi-structured interviews were conducted with key municipal officers and IT personnel responsible for managing the electronic record keeping system. The interview guide contained questions about the system's functionality, challenges in implementation, and its contribution to efficient service delivery. This instrument allowed the researcher to probe for further explanations and clarify responses that might not have been fully captured in questionnaires. The interviews provided detailed insights into how the system affected workflow efficiency, decision-making, and service quality, complementing the quantitative data collected from the questionnaires and giving a deeper understanding of the system's role in improving municipal services.

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3.7.3 Observation Checklist

An observation checklist was a systematic tool used to record behaviors, events, or processes as they occurred in their natural setting (Oso & Onen, 2009). In this study, the observation checklist was used to monitor the actual use of the electronic record keeping system at the municipal offices. The checklist included items such as staff interaction with the system, record retrieval time, reliability of the system, and adherence to proper data entry procedures. Observational data allowed the researcher to verify and complement the information obtained through questionnaires and interviews. By directly observing how staff used the electronic system, the study was able to identify practical challenges and best practices, providing evidence of how the system promoted effective service delivery at Bagamoyo Municipal Council.

3.8 Data Quality Control

Data quality control referred to measures taken to ensure the accuracy and reliability of data (Creswell & Creswell, 2018). In this study, data quality was ensured through pre-testing of instruments, use of clear questions, and triangulation of data sources. Pre-testing helped identify and correct errors, while triangulation ensured that data collected from different sources was consistent. This improved the credibility of the findings related to ERKS and service delivery.

3.9 Data Analysis Methods

Data analysis methods referred to the techniques used to organize, interpret, and present collected data. In this study, quantitative data was analyzed using descriptive statistics such as frequencies and percentages, while qualitative data was analyzed using thematic analysis (Creswell & Creswell, 2018). In relation to the study, these methods helped identify patterns and relationships between electronic record keeping systems and service delivery, enabling the researcher to draw meaningful conclusions.

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4.0 Ethical Considerations

Ethical considerations referred to the principles that guided responsible conduct in research to protect participants (Resnik, 2020). In this study, ethical issues were addressed by ensuring voluntary participation, obtaining informed consent, maintaining confidentiality, and protecting respondents from harm. In relation to the study, these measures ensured that participants felt safe and respected, which improved the quality and reliability of the data collected on ERKS and service delivery.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.0 Introduction

This chapter presents the analysis, presentation, and discussion of findings obtained from the study on Electronic Record Keeping Systems (ERKS) in promoting effective service delivery at Bagamoyo Municipal Council. The data were collected through questionnaires, interviews, observation, and document review. Quantitative data were analysed using frequencies and percentages, while qualitative data were analysed through thematic analysis (Kothari, 2021).

The study was guided by three specific objectives: to examine the types of electronic record keeping systems used by Bagamoyo Municipal Council in promoting effective service delivery; to assess the contribution of electronic record keeping systems in promoting effective service delivery; and to identify challenges affecting the use of electronic record keeping systems in promoting effective service delivery at Bagamoyo Municipal Council.

The study adopted a mixed research approach where both quantitative and qualitative data were collected from employees involved in records management activities. Questionnaires were used to collect quantitative data, while interviews and observations were used to obtain qualitative information (Creswell & Creswell, 2018). The findings are presented according to the study objectives using tables, figures, frequencies, percentages, and explanations from interview responses.

4.1 Response Rate

The researcher distributed a total of 50 questionnaires to employees from different departments at Bagamoyo Municipal Council. Out of the 50 questionnaires distributed, 45 questionnaires were properly completed and returned, representing a response rate of 90%. According to Kothari (2021), a response rate above 70% is considered adequate for research studies because it provides sufficient information for analysis and interpretation of findings.

The findings indicate that the study achieved a high response rate of 90%. This implies that respondents were cooperative and willing to provide information

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regarding the use of electronic record keeping systems at Bagamoyo Municipal Council. The response rate was considered sufficient to provide reliable information for analysis and discussion of the study findings.

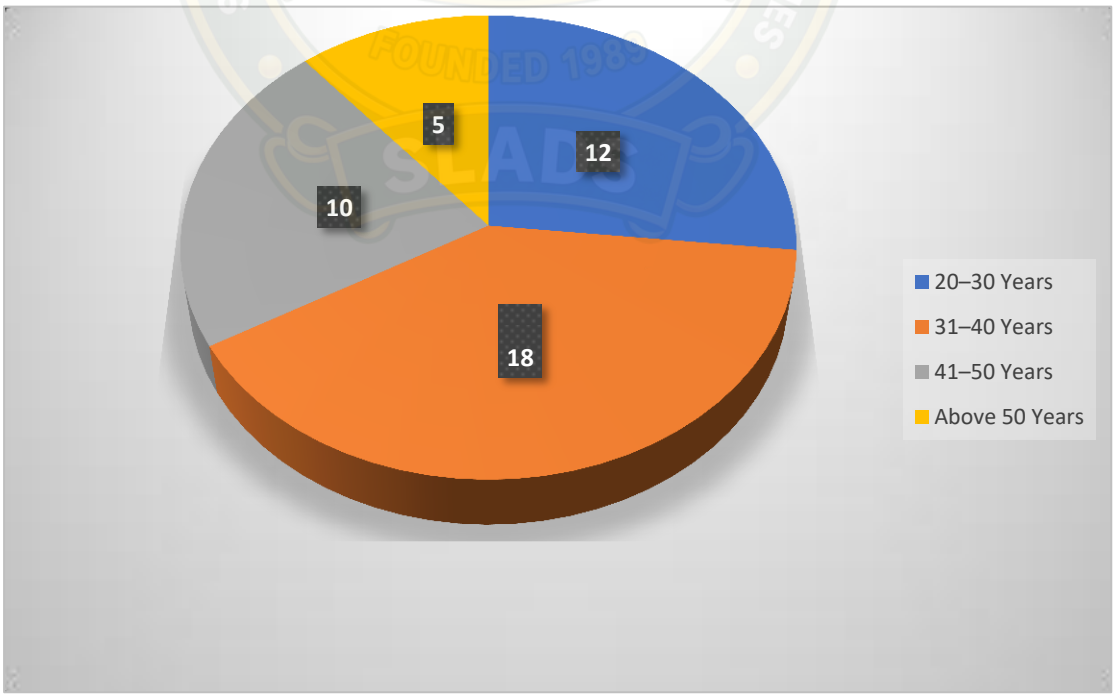
4.2 Demographic Characteristics of Respondents

Demographic characteristics provide important information about the background of respondents who participated in the study. According to Kothari (2021), demographic information helps researchers understand the characteristics of participants and interpret research findings effectively. In this study, demographic characteristics examined included age, gender, education level, and working experience of respondents.

4.2.1 Age Distribution of Respondents

The researcher examined the age distribution of respondents to determine the representation of different age groups involved in electronic record management activities. Age was considered important because it may influence employees' experience, understanding, and ability to use electronic record keeping systems.

Figure 4.3: Age Distribution of Respondents (N = 45)



Source: Field Data (2026)

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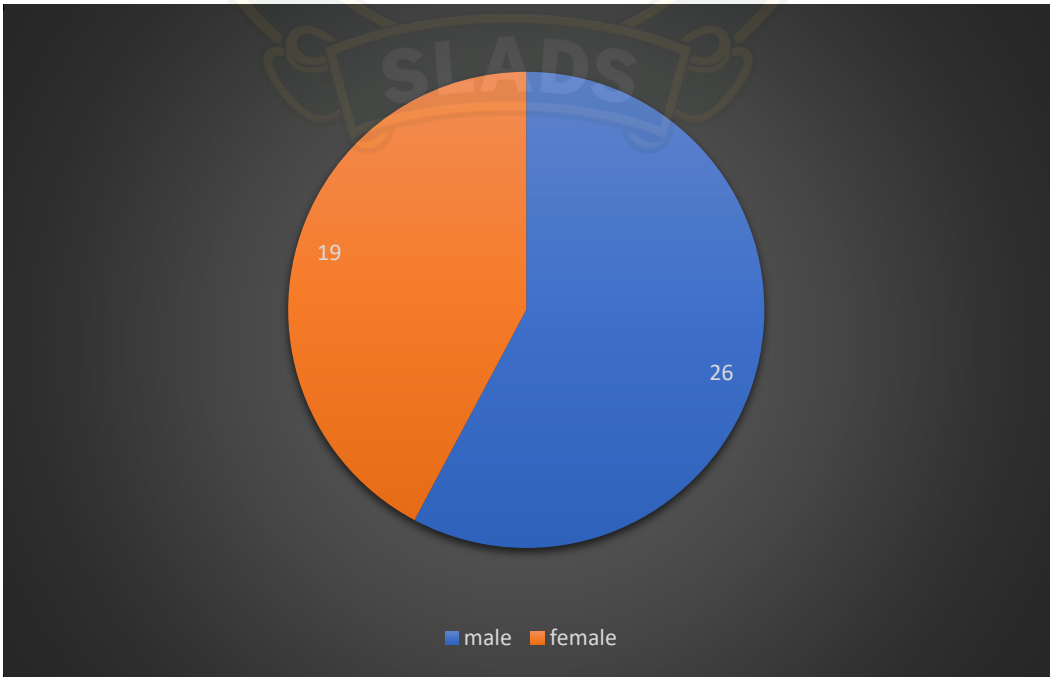
The findings show that 18 (40.0%) respondents were aged between 31–40 years, 12 (26.7%) respondents were aged between 20–30 years, 10 (22.2%) respondents were aged between 41–50 years, while 5 (11.1%) respondents were above 50 years.

The findings indicate that most respondents were within the active working age. This suggests that employees involved in records management activities possess sufficient working experience and are likely to adapt to electronic record keeping systems. Younger and middle-aged employees may easily adopt new technologies because of their exposure to digital systems, while older employees may require additional support and training. According to ISO 15489-1 (2016), successful electronic records management requires competent employees who possess the necessary knowledge and skills to create, manage, retrieve, and preserve electronic records effectively.

4.2.2 Gender Distribution of Respondents

The researcher examined the gender distribution of respondents to ensure that both male and female employees participated in the study. Including both genders helped to reduce gender bias and ensured that different views and experiences regarding electronic record keeping systems were considered.

Figure 4.4: Gender Distribution of Respondents



Source: Field Data (2026)

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The findings show that 26 (57.8%) respondents were male, while 19 (42.2%) respondents were female. The findings indicate that both male and female employees participated in the study. This balanced participation provided different perspectives regarding the adoption and use of electronic record keeping systems at Bagamoyo Municipal Council.

4.2.3 Education Level of Respondents

The study examined the education level of respondents because educational background influences employees' ability to understand and operate electronic record keeping systems. Employees with higher educational qualifications are expected to have better knowledge and confidence in using digital technologies.

Table 4.1: Education Level of Respondents (N = 45)

Education Level	Frequency	Percentage
Certificate	6	13.3%
Diploma	15	33.3%
Bachelor Degree	20	44.4%
Master Degree	4	8.9%
Total	45	100%

Source: Field Data (2026)

The findings reveal that 20 (44.4%) respondents had bachelor degrees, 15 (33.3%) had diploma qualifications, 6 (13.3%) had certificate qualifications, while 4 (8.9%) had master's degrees.

The findings suggest that most respondents had adequate educational qualifications to understand and operate electronic record keeping systems. The presence of employees with higher education levels may support effective adoption of electronic systems because they are more likely to understand technological changes and participate effectively in records management activities. According to Dlamini and Ngcobo (2020), skilled and knowledgeable employees are essential for successful implementation and sustainability of electronic records management systems.

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4.3 Findings According to Research Objectives

This section presents findings according to the specific objectives of the study. The findings are presented using tables, figures, frequencies, percentages, and explanations obtained from respondents and interview participants

4.3.1 Types of Electronic Record Keeping Systems Used at Bagamoyo Municipal Council

The first objective of the study was to examine the types of Electronic Record Keeping Systems (ERKS) used by Bagamoyo Municipal Council in promoting effective service delivery. Respondents were asked to identify the electronic record keeping systems available and used within the council.

Table 4.2: Types of Electronic Record Keeping Systems Used at Bagamoyo Municipal Council (N = 45)

Type of Electronic Record Keeping System	Frequency	Percentage
Electronic Document Management Systems (EDMS)	16	35.6%
Database Management Systems	10	22.2%
Human Resource Information Systems (HRIS)	8	17.8%
Financial Management Systems	7	15.6%
Email Record Systems	4	8.8%
Total	45	100%

Source: Field Data (2026)

The findings indicate that Electronic Document Management Systems (EDMS) were the most commonly used electronic record keeping systems, as identified by 16 (35.6%) respondents. Database Management Systems were identified by 10 (22.2%) respondents, Human Resource Information Systems (HRIS) by 8 (17.8%)

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respondents, Financial Management Systems by 7 (15.6%) respondents, while Email Record Systems were identified by 4 (8.8%) respondents.

The findings suggest that Bagamoyo Municipal Council uses different electronic systems to support records management activities. EDMS was identified as the most common system because it helps employees to store, retrieve, organize, and share official documents more efficiently compared to traditional paper-based systems.

Database Management Systems and Human Resource Information Systems were also found to support administrative activities by improving access to organizational information and employee records. This indicates that the council has adopted electronic systems to improve information management and enhance service delivery. According to Ngoepe, M., & Saurombe, A. (2016), effective electronic records management systems support the creation, storage, retrieval, preservation, and accessibility of records throughout their lifecycle. Similarly, Upward (2001) emphasizes that proper management of electronic records improves accountability, transparency, and continuity of organizational information.

During the interview, one ICT officer explained: "Electronic systems have improved efficiency because files can now be accessed easily and quickly."

The interview findings support the quantitative results by showing that electronic systems have reduced delays in accessing records and improved the speed of service delivery. However, observation findings showed that some departments still combine electronic systems with manual paper files, indicating that the council is still moving gradually towards complete digital records management.

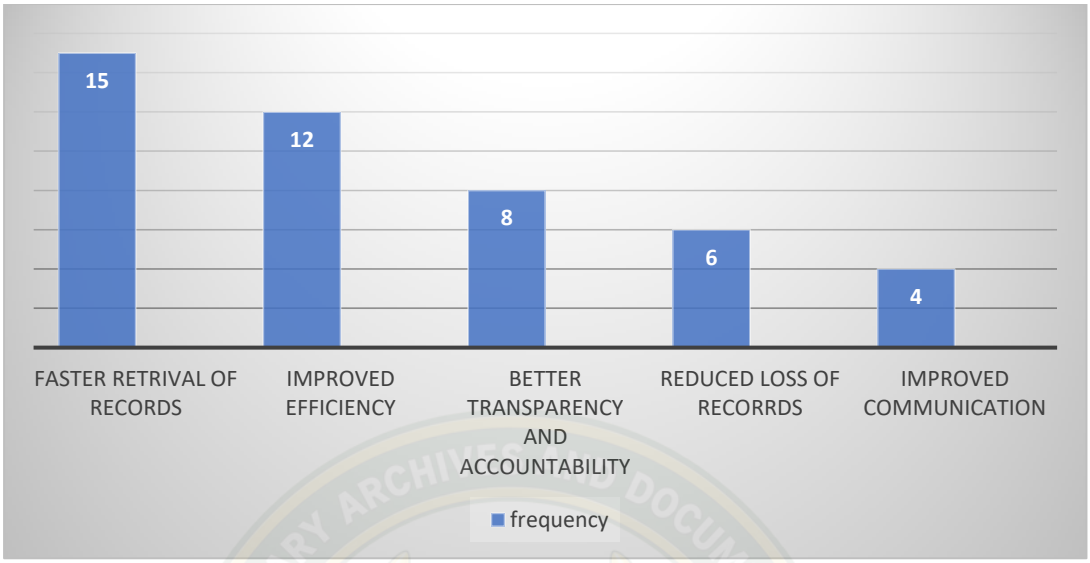
4.3.2 Contribution of Electronic Record Keeping Systems in Promoting Effective Service Delivery

The second objective of the study was to assess the contribution of Electronic Record Keeping Systems (ERKS) in promoting effective service delivery at Bagamoyo Municipal Council.

Respondents were asked to identify the major benefits obtained from using electronic record keeping systems.

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Figure 4.5: Contributions of Electronic Record Keeping Systems (ERKS) in Promoting Effective Service Delivery at Bagamoyo Municipal Council (N = 45)



Source: Field Data (2026)

The findings show that faster retrieval of records was the major contribution identified by respondents, with 15 (33.3%) respondents mentioning this benefit. Improved efficiency was identified by 12 (26.7%) respondents, better transparency and accountability by 8 (17.8%) respondents, reduced loss of records by 6 (13.3%) respondents, while improved communication was identified by 4 (8.9%) respondents.

The findings indicate that electronic record keeping systems have improved service delivery at Bagamoyo Municipal Council by reducing the time required to search and access records. Employees can now retrieve information more quickly compared to traditional manual filing systems. Furthermore, ERKS have improved organizational efficiency by reducing paperwork and simplifying records management processes. The systems have also strengthened transparency and accountability because electronic records can be monitored, tracked, and accessed by authorized users. According to Ngoepe, M., & Saurombe, A. (2016), well-managed electronic records improve reliability, accessibility, and accountability within organizations. Upward (2001) also argues that effective records management supports decision-making by ensuring that accurate information is available when required.

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4.3.3 Challenges Affecting Electronic Record Keeping Systems in Promoting Effective Service Delivery

The third objective of the study was to identify the challenges affecting the effective use of Electronic Record Keeping Systems (ERKS) in promoting service delivery at Bagamoyo Municipal Council. Respondents were asked to identify the major factors that limit the successful implementation and utilization of electronic record keeping systems. The responses are presented in Table 4.3 below.

Table 4.3: Challenges Affecting Electronic Record Keeping Systems at Bagamoyo Municipal Council (N = 45)

Challenges	Frequency	Percentage
Inadequate training	13	28.9%
Poor ICT infrastructure	10	22.2%
Resistance to change	8	17.8%
High maintenance costs	7	15.6%
Internet connectivity problems	7	15.6%
Total	45	100%

Source: Field Data (2026)

The findings indicate that inadequate training was the leading challenge affecting the implementation of Electronic Record Keeping Systems, as reported by 13 (28.9%) respondents. Poor ICT infrastructure was identified by 10 (22.2%) respondents, resistance to change by 8 (17.8%) respondents, while high maintenance costs and internet connectivity problems were each identified by 7 (15.6%) respondents.

The findings suggest that lack of adequate training limits employees' ability to effectively use electronic record keeping systems. Some employees experience difficulties in operating digital systems due to insufficient computer skills and limited knowledge about electronic records management practices. Poor ICT infrastructure was another major challenge identified by respondents. Issues such as outdated computers, unreliable electricity supply, and weak internet connectivity affect the performance and reliability of electronic systems. Without proper infrastructure, organizations may experience delays, system failures, and reduced efficiency in records management. Resistance to change was also identified as an important

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challenge. Some employees continue to prefer traditional paper-based record keeping methods because they are familiar with manual procedures and may feel uncomfortable adapting to new technologies. According to Dlamini and Ngcobo (2020), resistance to technological changes can reduce the effectiveness of digital transformation if organizations fail to involve and support employees during implementation.

Furthermore, respondents reported that high maintenance costs and internet connectivity problems affect the sustainability of electronic record keeping systems. Continuous financial investment is required for system maintenance, software updates, technical support, and improvement of ICT infrastructure.

During the interview, one ICT officer stated:

"*Some employees still prefer manual systems because they are not comfortable using computers."*

The interview response confirms that employee skills, confidence, and acceptance are important factors influencing successful adoption of electronic record keeping systems.

Overall, the findings show that successful adoption of electronic record keeping systems depends not only on availability of technology but also on employee capacity, organizational support, and adequate resources.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter presents the summary of the major findings, draws conclusions, and provides recommendations based on the results of the study. The study was entitled "An Investigation of Electronic Records Keeping Systems in Promoting Effective Service Delivery at Bagamoyo Municipal Council." The study aimed to investigate how electronic records keeping systems contribute to effective service delivery at Bagamoyo Municipal Council. The study was guided by the following three specific objectives:

i. To assess the existing electronic records keeping systems used at Bagamoyo Municipal Council.

ii. To examine the contribution of electronic records keeping systems in promoting effective service delivery at Bagamoyo Municipal Council.

iii. To identify the challenges affecting the implementation of electronic records keeping systems at Bagamoyo Municipal Council.

The research successfully achieved the stated objectives through the use of different research methods, including questionnaires, interviews, observations, and documentary review. These methods enabled the researcher to collect both primary and secondary data relevant to the study objectives. Furthermore, the researcher used questionnaires, interview guides, and an observation checklist as data collection instruments.

5.1 Summary of the Study Findings

The summary of this study is presented according to the specific objectives of the study. The key findings are summarized below.

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5.1.1 Existing Electronic Records Keeping Systems at Bagamoyo Municipal Council

The study assessed the existing electronic records keeping systems used at Bagamoyo Municipal Council. The findings revealed that the Council has introduced electronic records management systems to support record creation, storage, retrieval, and sharing of official information. However, the study found that the use of these systems is not fully effective due to limited ICT infrastructure, inadequate staff training, insufficient technical support, and the continued dependence on manual record-keeping practices. As a result, records retrieval is sometimes delayed, work efficiency is reduced, and service delivery is affected.

5.1.2 Contribution of Electronic Records Keeping Systems in Promoting Effective Service Delivery

The study examined the contribution of electronic records keeping systems in promoting effective service delivery. The findings showed that electronic records systems have improved access to information, reduced the time required to retrieve records, enhanced decision-making, increased accountability and transparency, and improved communication among departments. The systems also contributed to faster delivery of public services by making information available whenever it is needed.

5.1.3 Challenges Affecting Electronic Records Keeping Systems

The study identified several challenges affecting the implementation of electronic records keeping systems at Bagamoyo Municipal Council. These challenges include inadequate ICT infrastructure, unreliable electricity supply, unstable internet connectivity, insufficient financial resources, inadequate training of staff, resistance to technological change, limited technical support, and concerns about electronic records security and data protection. These challenges reduce the effectiveness of electronic records keeping systems and negatively affect service delivery.

5.2 Conclusion

The study investigated the role of electronic records keeping systems in promoting effective service delivery at Bagamoyo Municipal Council. Based on the findings, the study concludes that electronic records keeping systems play an important role in

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improving service delivery by making records easier to create, store, retrieve, and share. The systems also improve efficiency, accountability, transparency, and decision-making within the Council.

However, the study also concludes that the full benefits of electronic records keeping systems have not yet been achieved because of several challenges. These include inadequate ICT infrastructure, limited staff training, unreliable internet connection, inadequate financial support, and resistance to change among some employees. Addressing these challenges will improve the effectiveness of electronic records keeping systems and enhance the quality of services provided by Bagamoyo Municipal Council.

5.3 Recommendations

Based on the findings of this study, the following recommendations are proposed:

5.1 Improve ICT Infrastructure

The management of Bagamoyo Municipal Council should invest in adequate ICT infrastructure, including modern computers, reliable internet services, secure servers, and backup systems. This will improve the efficiency and reliability of electronic records keeping systems and support effective service delivery.

5.2 Provide Regular Training to Staff

The Council should organize regular training programmers for all staff involved in records management and the use of electronic records systems. Continuous training will improve employees' knowledge, skills, and confidence in using electronic systems effectively.

5.3 Strengthen Records Management Policies and Security

The Council should ensure that electronic records management policies, procedures, and security measures are properly implemented. Strong security controls such as user access control, regular data backup, and password protection will help protect records from unauthorized access, loss, or damage.

5.4 Allocate Adequate Financial Resources

The Council should allocate sufficient funds for the maintenance, upgrading, and expansion of electronic records keeping systems. Adequate financial support will

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ensure that the systems continue to operate efficiently and meet the growing needs of the Council.

5.4 Areas for Further Studies

This research primarily aimed to an Investigation of Electronic Record Keeping Systems (ERKS) in promoting effective service delivery at Bagamoyo Municipal Council. However, the scope of the study did not encompass all aspects related to records management at BMC, thereby highlighting the need for further investigation into areas that were not addressed. Potential areas for future research may include, but are not limited to:

The following areas are suggested for future research:

i. An investigation of Electronic Records Keeping Systems in Other Local Government Authorities at Bagamoyo Municipal Council.

Future researchers should conduct similar studies in other municipal, district, and city councils in Tanzania to compare the effectiveness of electronic records keeping systems across different local government authorities.

ii. An investigation of the Impact of Staff Training on Electronic Records Management Systems at Bagamoyo Municipal Council.

Further studies should examine how staff training influences the successful implementation and use of electronic records keeping systems in public institutions.

iii. An investigation of Information Security in Electronic Records Management systems at Bagamoyo Municipal Council.

Future research should investigate the effectiveness of information security measures used to protect electronic records from cyber threats, unauthorized access, and data loss.

Researchers are encouraged to study how electronic records keeping systems influence the quality, efficiency, and customer satisfaction of public service delivery in different government institutions.

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5.4 Chapter Summary

This chapter presented the summary of findings, conclusion, and recommendations of the study. The study found that electronic record keeping systems contribute positively to effective service delivery at Bagamoyo Municipal Council despite the existing challenges. The chapter also suggested measures that can help improve the implementation and effectiveness of electronic record keeping systems in local government institutions.

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APPENDEX I

QUESTIONNAIRE FOR EMPLOYEES

Dear Sir/Madam,

I YUSUFU JAMALI SHEDAFA a student at the school of library archive and documentation studies (SLADS) Bagamoyo, studying an ordinary diploma course in Records and archives management. I am carrying out study on ***"AN INVESTIGATION OF ELECTRONIC RECORD KEEPING SYSTEMS IN PROMOTING EFFECTIVE SERVICE DELIVERY.*** I kindly request you to answer question which are provided in questionnaire forms by making a tick and answer in the space provided and return to a researcher. The data collection and information obtained through this questionnaire will be treated as confidential and will be used for academic purpose only.

Topic; "*INVESTIGATION OF ELECTRONIC RECORD KEEPING SYSTEMS IN PROMOTING EFFECTIVE SERVICE DELIVERY*" at Bagamoyo municipal council.

Instructions

I. Please do not write your name anywhere on this questionnaire.

ii. Select the appropriate answer according to your knowledge and tick (✓) in the brackets [ ]

Part A: General Information

1. Gender:

(a) Male [ ]

(b) Female [ ]

2. What is your age category?

(a) 18–28 [ ]

(b) 29–39 [ ]

(c) 40–50 [ ]

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(d) Above 50 [ ]

3. Level of education:

(a) Certificate [ ]

(b) Diploma [ ]

(c) Degree [ ]

(d) Masters/Postgraduate [ ]

4. Nature of employment:

(a) Permanent [ ]

(b) Temporary [ ]

5. Duration of service in the organization:

(a) Less than 1 year [ ]

(b) 1–2 years [ ]

(c) 3–5 years [ ]

(d) More than 5 years [ ]

Part B: Electronic Record Keeping System

6. Does your organization use an electronic record keeping system?

(a) Yes [ ]

(b) No [ ]

7. Is the system easy to use?

(a) Yes [ ]

(b) No [ ]

(c) Not sure [ ]

8. Have you received training on the system?

(a) Yes [ ]

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(b) No [ ]

9. Is the system reliable and accessible when needed?

(a) Yes [ ]

(b) No [ ]

(c) Sometimes [ ]

Part C: Impact on Service Delivery

10. Has the electronic record system improved service delivery?

(a) Yes [ ]

(b) No [ ]

(c) Not sure [ ]

11. Does the system reduce time taken to retrieve records?

(a) Yes [ ]

(b) No [ ]

12. Does the system improve accuracy of information?

(a) Yes [ ]

(b) No [ ]

Part D: Challenges

13. Do you experience system failures?

(a) Yes [ ]

(b) No [ ]

14. Does lack of training affect system usage?

(a) Yes [ ]

(b) No [ ]

15. Are there concerns about data security?

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(a) Yes [ ]

(b) No [ ]

Part E: Open-Ended Questions

What is the main benefit of the electronic record system……
……
……?

What is the main challenge you face when using the system…….....
.....
.....?

What improvements would you suggest……
……
…….?

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INTERVIEW GUIDE (SHORT VERSION)

Instructions

This research will ask the following questions and record responses clearly.

1. What electronic record system is used in your organization?

2. How has the system improved service delivery?

3. What challenges do you face when using the system?

4. Are staff adequately trained to use the system?

5. What improvements would you recommend?

OBSERVATION CHECKLIST

Instructions

Tick (✓) where applicable and provide comments where necessary.

1. Item	Yes [ ]	No [ ]	Comments
2. Availability of computers	[ ]	[ ]	
3. Electronic record system in use	[ ]	[ ]	
4. Staff using the system	[ ]	[ ]	
5. Internet connectivity available	[ ]	[ ]	
6. Data security measures in place	[ ]	[ ]	
7. Backup system available	[ ]	[ ]	
8. Records easily retrieved	[ ]	[ ]	

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Final Notes

Ensure respondents understand all questions before answering.

Maintain confidentiality of all collected information.

Use this tool consistently across all respondents.

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APPENDEX II

TIME SCHEDULE SHOWING DURING RESEARCH WORK

ACTIVITIES	JANUARY/FEBRUARY 2026	MARCH 2026	APRIL 2026	MAY 2026	JUNE/JULY 2026	AUGUST 2026
Writing of proposal	■					
Submission of proposal		■				
Collection of data from the field through questionnaires			■			
Data processing and interpretation ready for report drafting				■		
Preparation of the first draft report					■	
Submission of the report at SLADS						■

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APPENDEX III

RESEARCH BUDGETING.

TOTAL COST	**COST ANALYSIS**	**TOTAL COST**
a. College-Field Area	3000 X 10	30,000
b. Breakfast and meal allowance	5000 x10	50,000
c. STATIONARY 1. Ruled paper 2 reams	8000 x 2	16,000
2. Typing paper 2 reams	10,000 x2	20,000
d. SECTRETARIAL SERVICES 3. Computer typing 26 to 26 pages.	2000 x26	52,000
4. Photocopying services 4 copies	50 x50=2500x4 copies	10,000
5. Binding 4 copies	25000x2	50,000
6. Telephone and internet service	5000 x5	25,000
	TOTAL	**253,000/=**

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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. JB.311/375/01/154

Tarehe: 16 Februari, 2026

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

Yah: **RUHUSA YA KUFANYA UTAFITI NDUGU. YUSUPH JAMALY SHEDAFA.**

Kichwa cha habari hapo juu cha husika.

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

3. Kwa barua hii, napenda kukufahamisha kuwa mtajwa hapo juu ameruhusiwa kufanya utafiti Halmashauri ya Wilaya ya Bagamoyo katika **Idara ya Utawala na Rasilimali watu** kuhusu mada **"An ivestigution on electronic record keeping system in promoting effective service delivery"** kwa kipindi cha kuanzia tarehe **14 Machi, 2026** hadi tarehe **22 Aprili, 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 - 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: ded.bagamoyo@pwani.go.tz, barua@bagamoyodc.go.tz, Tovuti: www.bagamoyodc.go.tz

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