SCHOOL OF LIBRARY ARCHIVES AND DOCUMENTATION STUDIES (SLADS)

BAGAMOYO CAMPUS.

RESEARCH REPORT ON

AN ASSESSMENT OF ICT ADOPTION IN ENHANCING SERVICE DELIVERY THROUGH RECORDS MANAGEMENT IN PUBLIC INDTITUTION;A CASE STUDY DEPARTMENT OF LAND AND HUMAN RESOURCES, BAGAMOYO DISTRICT COUNCIL.

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A research report submitted at the School of Library Archives and Documentation Studies Seeking Approval to undertake a study as a partial fulfillment of the Awards of Ordinary Diploma in Records and Archives Management (RAM).

AUGUST, 2026

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CERTIFICATION

The undersigned certify that he has read and hereby recommends for acceptance by the School of Library, Archives and Documentation studies the research report entitled "An Assessment of ICT Adoption in Enhancing Service Delivery through Records Management: A Case Study of Bagamoyo District Council" in partial fulfillment of the requirements for the award of the Ordinary Diploma in Records and Archives Management.

(Signed) _____

Name of Supervisor: _____

Position: _____

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DEDICATION

I dedicate this work to Almighty God, whose guidance, mercy, and blessings have been the foundation of my achievements. To my parents, for their unwavering support, love, and sacrifices that have motivated me throughout my academic journey. To my supervisor, for their invaluable guidance, patience, and encouragement. To my friends, for their constant support and motivation during challenging times.

May this work serve as a reflection of the grace and support I have received from above and from those around me.

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ABBRAVIATION AND ACRONYMS.

ICT – Information and Communication Technology

RAM – Records and Archives Management

URT – United Republic of Tanzania

NAT – National Archives of Tanzania

PRAAD– Public Records and Archives Administration Department

ICA – International Council on Archives

N – Population size (total number of individuals in a study)

N – Sample size (number of respondents selected from the population)

e – Margin of error (acceptable sampling error, e.g., 0.05 for 95% confidence level)

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ABSTRACT

The adoption of Information and Communication Technology (ICT) has become an important strategy for improving records management and enhancing service delivery in public institutions. However, despite the implementation of ICT initiatives in Tanzania, many public institutions continue to experience challenges related to records accessibility, retrieval, storage, and the effective management of electronic records. This study assessed the extent to which ICT adoption has enhanced service delivery through records management at Bagamoyo District Council Land Office.

The study was guided by four specific objectives: to assess users' awareness and practical knowledge of ICT in records management activities, to examine ICT requirements for records management, to determine how ICT usage supports records accessibility and retrieval in service delivery, and to identify challenges affecting the effective use of ICT in records management.

A descriptive case study design using both quantitative and qualitative research approaches was employed. Data were collected from 31 respondents out of a target population of 38 through questionnaires, interviews, and observation. Quantitative data were analysed using descriptive statistics, while qualitative data were analysed using thematic analysis.

The findings revealed that all respondents (100%) were aware of ICT tools used in records management and had received ICT-related training. Most respondents (61.3%) had a moderate level of ICT knowledge, while all respondents agreed that ICT had improved records accessibility, retrieval, accuracy, and the overall efficiency of records management. Computers and scanners were the most frequently used ICT tools. However, the study also found challenges such as inadequate ICT infrastructure, irregular maintenance of ICT facilities, and limited availability of advanced electronic records management systems. Respondents recommended regular ICT training, improved data protection and security, implementation of Electronic Document and Records

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Management Systems (EDRMS), adequate ICT resources, and compliance with records management policies and legal requirements.

The study concluded that ICT adoption has significantly improved records management and enhanced service delivery at Bagamoyo District Council Land Office. Nevertheless, continuous investment in ICT infrastructure, staff capacity building, electronic records management systems, and information security is essential to maximise the benefits of ICT in public institutions. The study recommends strengthening ICT infrastructure, providing regular staff training, implementing comprehensive EDRMS, enhancing data protection measures, and ensuring compliance with records management standards and relevant legal frameworks.

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CHAPTER ONE

INTRODUCTION

1.0. Introduction.

This chapter presented the background of the study, statement of the problem, research objectives, research questions, significance of the study, scope and limitations of the study, and operational definitions of key terms. The chapter provided the foundation of the study by explaining the historical development of Records and Archives Management (RAM), the role of Information and Communication Technology (ICT), and its relevance in improving records management and service delivery in public institutions

1.1.Background of the research problem.

Records and Archives Management (RAM) has been a fundamental administrative practice that ensured the organization, preservation, and accessibility of information. Historically, societies-maintained records to support governance, accountability, decision-making, and service delivery. In Tanzania, records management developed during the colonial period and continued to play an important role in public institutions, including district land offices. With the increasing adoption of Information and Communication Technology (ICT), public institutions have adopted technological solutions to improve efficiency, accessibility, and service delivery through effective records management. However, challenges have remained in the effective utilization of ICT in daily records management activities.

The origin of records management globally can be traced back to ancient civilizations that developed writing systems mainly for administrative purposes. In Mesopotamia around 3000 BCE, clay tablets were used to document commercial transactions, legal agreements, and government activities, which supported trade, taxation, and law enforcement. In ancient Egypt around 2600 BCE, papyrus scrolls were used to record religious texts, tax information, and royal decrees, demonstrating early efforts to preserve official information. Similarly, ancient China around 2000 BCE used bamboo strips and early forms of paper to manage state records related to governance and administration. These

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early practices established the foundation of modern Records and Archives Management by emphasizing the organization, preservation, and accessibility of information (Yeo, 2007).

During the medieval period in Europe, record-keeping became more structured within monasteries, royal courts, and feudal institutions. These institutions maintained records related to land ownership, taxation, and legal authority. One notable example was the Domesday Book of 1086 in England, which systematically documented land ownership and resources across the country. According to Yeo (2007), this record represented an early form of centralized documentation that supported governance and accountability.

The professional development of Records and Archives Management largely occurred in the nineteenth century in Europe through the establishment of national archival institutions. The National Archives of France, established in 1790 during the French Revolution, marked an important transformation by recognizing state records as public property. Similarly, the United Kingdom Public Record Office, established in 1838, was created to organize, preserve, and protect government records systematically. These developments contributed to the establishment of archival principles and practices that continued to influence modern Records and Archives Management.

The development of Records and Archives Management in Africa was closely associated with the colonial experience. European colonial administrations established archival systems mainly to support governance, taxation, and legal administration. According to Ojo (2005), these systems focused more on administrative efficiency than the preservation of African cultural heritage. Some of the earliest formal archival institutions included the National Archives of South Africa established in 1910 and the National Archives of Nigeria established in 1951. After independence, many African countries recognized the importance of preserving historical and administrative records. Governments established national archival institutions, trained professional archivists, and improved access to archival information. For example, the Kenya National Archives, established in 1965, managed both colonial and post-independence records, while Ghana's Public Records and

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Archives Administration Department (PRAAD), established in 1957, was responsible for managing government records. Despite these developments, African countries continued to experience challenges such as inadequate infrastructure, shortage of skilled personnel, unfavorable climatic conditions, and political instability, which affected effective records preservation (Ojo, 2005).

In Tanzania, Records and Archives Management developed during the colonial period under German administration (1885–1919) and British administration (1919–1961). Records were mainly maintained to support government control, land administration, taxation, and legal systems. Colonial governors and administrative officers relied on records for decision-making and governance. After independence in 1961, the Government of Tanzania under the leadership of President Julius Kambarage Nyerere recognized the importance of preserving government and historical records. This resulted in the establishment of the National Archives of Tanzania (NAT) in 1962. According to Mnjama (2010), NAT was established to preserve public records, protect national heritage, and provide access to information for governance, accountability, and research purposes. The National Archives of Tanzania continued to operate under government leadership through the ministry responsible for information and public service, working together with government archivists, records managers, and senior public officials. International organizations such as UNESCO also supported capacity building and training programmes in Records and Archives Management in Tanzania (Mnjama & Wamukoya, 2007).

1.2.Statements of the problem.

Although Tanzania had implemented National Information and Communication Technology (ICT) and e-Government policies that promoted the use of ICT in records management (URT, 2013; URT, 2016), many public institutions continued to experience inefficiencies in managing records effectively. The introduction of ICT was expected to improve records accessibility, retrieval, storage, and overall service delivery; however, ICT adoption alone did not automatically guarantee effective records management.

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Studies indicated that several public institutions that had introduced ICT tools continued to experience challenges related to records accessibility, system integration, and effective utilization of electronic records. According to Newa and Mwantimwa (2019), the availability of ICT systems in public institutions did not always result in improved records management practices due to various operational challenges. Furthermore, Manase, Mwantimwa, and Ndimbwa (2024) observed that although ICT systems had been introduced in many Tanzanian public organizations, some systems were partially implemented, poorly integrated, or inadequately aligned with records management principles.

As a consequence, some organizations continued to operate both manual and electronic records systems, which resulted in duplication of records, delays in records retrieval, and inefficiencies in information management across departments. Additionally, challenges such as limited technical skills, inadequate ICT infrastructure, and lack of clear procedures for managing electronic records continued to affect the effective utilization of ICT. In some situations, electronic records were created through ICT systems, but their classification, storage, and retrieval processes still depended on manual approaches, reducing the expected benefits of ICT adoption.

Despite the availability of ICT tools and policies in public institutions, local government offices, including district land offices, continued to experience challenges related to records accessibility and timely retrieval, which affected effective service delivery. The limited application of ICT in daily records management activities, caused by inadequate infrastructure, insufficient training, and weak integration with records management practices, created a gap between ICT adoption and improved service delivery. Therefore, this study assessed the extent to which ICT adoption enhanced service delivery through records management at Bagamoyo District Council Land Office.

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1.3. Objective of the study

This study was guided by both general and specific objectives. The objectives were developed to assess ICT adoption and its contribution to records management and service delivery at Bagamoyo District Council Land Office.

1.3.1 General Objective

The general objective of this study was to assess the impact of ICT adoption on enhancing service delivery through records management in public institutions.

1.3.2.Specific objectives.

To assess users' awareness and practical knowledge of ICT in records management activities at Bagamoyo District Council.

To examine ICT requirements in relation to existing records management activities at the Land Office.

To determine how ICT usage supports records accessibility and retrieval in service delivery.

To identify challenges affecting the effective of ICT in records management

1.3.3 Research questions

i. What is the extent of users' awareness and practical knowledge of ICT in records management activities at Bagamoyo District Council?
ii. What ICT requirements are needed in relation to existing records management activities at the Land Office?
iii. How does ICT usage support records accessibility and retrieval in service delivery?
iv. What challenges affect the effective use of ICT in records management?

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1.4 Significance of the Study

The significance of this study was demonstrated through its contribution to records management practice, policy and decision-making, improvement of service delivery, and academic knowledge.

Contribution to Records Management Practice

The study contributed to understanding how ICT adoption enhanced records accessibility, retrieval, and overall records management efficiency. The findings provided knowledge on the relationship between ICT tools and records management processes, which could assist organizations in improving operational efficiency and reducing errors in records handling (Shepherd, 2003).

Policy and Decision-Making Support

The findings of the study provided relevant information to policymakers and organizational leaders in developing strategies for improving ICT-based records management practices. The study supported evidence-based decision-making by highlighting the importance of aligning ICT implementation with organizational records management requirements (Cox, 2001).

Improvement of Service Delivery

The study demonstrated the contribution of ICT adoption to effective records management through improved information accessibility, faster retrieval, accountability, and enhanced service delivery. Effective electronic records management systems help organizations minimize delays, duplication of records, and loss of information, thereby improving service provision to stakeholders (Beynon, 2002).

Academic Contribution and Future Research

The study added to the existing body of knowledge on ICT adoption and records management by providing empirical findings from Tanzania. It provided a useful reference for students, researchers, and records management practitioners and created a

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basis for further studies on electronic records management systems, opportunities, and challenges (Manase et al., 2024).

1.5 Scope of the Study

The study was conducted at Bagamoyo District Council Land Office. It focused on assessing ICT adoption in records management activities and its contribution to enhancing service delivery. The study involved respondents involved in records management and related administrative functions within the Land Office. However, the study was limited to the selected study area and did not include other departments or public institutions.

1.6 Limitation of the study

The study may be limited by time and financial constraints, which could restrict extensive data collection. In addition, some staff members may have limited availability or may be reluctant to provide full information due to confidentiality concerns. The study focuses on a single case (Bagamoyo District Council Land Office), which may limit the generalization of findings. However, confidentiality assurance and proper time management will help minimize these limitations.

1.7. Definition of the key term

i) Information and Communication Technology (ICT)

ICT refers to various electronic technologies, software, devices, and infrastructure used to collect, store, process, and transmit information. It includes computers, the internet, data storage systems, office software, and cloud computing. ICT enhances speed, accuracy, and efficiency in organizational tasks.

In the context of records and information, ICT refers to the use of electronic tools to improve and simplify information management. (Bratel, 2017)

ii) Records management

Records management is the process of systematically controlling the creation, receipt, maintenance, use, and disposition of records. Records can be in physical or electronic

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form. Records management involves procedures to ensure records are accessible, preserved, and secure for current and future use. (International Records Management Trust, 2008)

ii) ICT adoption

ICT adoption is the process of accepting and using new information and communication technologies in an organization to improve operations, reduce costs, and increase efficiency. CT adoption involves not only the acquisition of technology but also changes in organizational culture, training, and policies. (Rogers, 2003)

iii) Service delivery

Service delivery refers to the provision of public services in an efficient, timely, and accessible manner to meet client need. Efficient service delivery is archived when organization use technology and good management practice to respond promptly and accurately to client request (UNDP,2007). Example can be showed when client retrieve land ownership certificate through ICT system

iv) Efficiency

Efficiency is the ability to archive desired outcomes using the least amount of resources, such as time, man power, or money, in records management efficiency is reflected in quickly, accurate, and low-cost retrieval and processing of records (Daft,2013). Example in electronic system we can retrieve land records minutes in minutes rather than hours.

v) Digital records

Digital records are the records that created, stored and managed electronically instead of paper, digital records require specialized management practices to ensure accessibility, security and long-term preservation (ISO,2016). Example digital records include PDFs of land titles, scanned legal agreements, and emails for land approvals.

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CHAPTER TWO

LITERATURE REVIEW.

2.0 Introduction.

This chapter presented a review of existing literature related to ICT adoption and records management. The chapter focused on relevant concepts, theories, characteristics of ICT adoption, empirical studies, research gaps, and the conceptual framework that guided the study.

2.1 Theoretical Review

2.1.1 Meaningof ICT Adoption.

ICT adoption refers to the process through which individuals or organizations become aware of a technological innovation, develop interest in it, evaluate its usefulness, and eventually decide to use it in their activities (Rogers, 2003). The concept involves not only the introduction of technology but also the acceptance and effective utilization of technological systems within an organizational environment.

According to Heeks (2006), ICT adoption involves the introduction and effective use of information technology systems within organizations to improve information management, operational efficiency, and service delivery. Similarly, Laudon and Laudon (2018) explained that ICT adoption involves the integration of digital technologies, including computers, networks, and information systems, into organizational processes to support decision-making, communication, and improved performance.

In the context of records management, ICT adoption involves the acceptance and utilization of technological tools such as Electronic Records Management Systems (ERMS), databases, and digital storage systems to improve the creation, classification, storage, retrieval, and management of records within organizations.

2.1.2 Diffusion of Innovation Theory

This study was guided by the Diffusion of Innovation Theory developed by Rogers in 1962 and later expanded in 2003. The theory explains how new ideas, technologies, or

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innovations spread and become adopted among individuals or organizations within a social system over time (Rogers, 2003).

According to Rogers (2003), diffusion of innovation involves the process through which an innovation is communicated through specific channels over time among members of a social system. The theory explains that individuals or organizations adopt new technologies after becoming aware of the innovation, understanding its benefits, and developing willingness to use it in their activities.

The theory identifies five major characteristics that influence the adoption of an innovation: relative advantage, compatibility, complexity, trialability, and observability (Rogers, 2003). Relative advantage refers to the perceived benefits of adopting a new technology compared to existing methods, while compatibility explains how well the innovation fits with users' existing values, experiences, and organizational needs. Complexity refers to the level of difficulty in understanding and using the innovation. Trialability involves the opportunity to test the innovation before full adoption, whereas observability refers to the visibility of the results obtained from using the innovation.

The Diffusion of Innovation Theory is relevant to this study because it explains how ICT systems are introduced and adopted within public institutions. The theory emphasized that successful ICT adoption depends on users' awareness, knowledge, training, and perception of the usefulness of technology. In relation to this study, the theory helped to explain how staff at Bagamoyo District Council Land Office adopted ICT tools for records management activities. When employees understand the benefits of ICT systems and receive adequate support and training, they are more likely to utilize these technologies to improve records accessibility, retrieval, and service delivery (Rogers, 2003).

2.1.3. Characteristics of ICT adoption

ICT adoption in records management is characterized by several features that demonstrate how technology transforms the creation, storage, processing, and accessibility of records within organizations. The major characteristics include digitization of records, automation of records management processes, and integration of information systems.

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Digitization process; Refers to the process of converting physical records into electronic format so that can be stored, managed and accessed using information technology systems. Digital technology allow orgamization to reduce dependence on paper based filing systems and facilitate easier storage and sharing of information, digital records management enable organization to capture, store, and manage records electronically, (ISO,2016)

Automation of records management processimprove; Automation refers to the use of records management systeme to perform records management functions automatically with minimal manual intervention , automated electronic records management system improve the efficiency of information handling by enabling organizational to process and retrieve records quickly and systematically (Shepherd & Yeo, 2003).

Integration of Information systems; Integration means that refers to the ability of ICT technologies to connect different organizational systems and departments so that information can be shared easly across the institutional, Integration improve coordination and reduces duplication of records, it support better management of information across government institution and improve administrative efficiency (Mnjama,2007)

2.2.Empirical Review

2.2.1 Users' Awareness and Practical Knowledge of ICT in Records Management

Awareness and practical knowledge of ICT are critical factors influencing successful technology utilization in organizations. Adoption of innovation begins with awareness, followed by understanding, implementation, and continued use (Rogers,2003). This implies that users must first understand the purpose and benefits of ICT before effectively applying it in organizational tasks. In records management, practical ICT knowledge includes the ability to use computers, electronic document management systems, databases, scanning devices, and email systems for managing records.

Effective electronic records management requires trained personnel who understand both records management principles and ICT tool (IRMT,2008).Studies in public institutions show that lack of ICT skills often results in under utilization of available systems. in many

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African public institutions, ICT systems are introduced without adequate user training, which limits their effectiveness. Therefore, assessing users' awareness and practical knowledge is essential in understanding how ICT contributes to records management performance (Kemomi,007)

According to Newa and Mwantimwa (2019) conducted a study on the determinants, perceived importance, and barriers of electronic records management in Tanzanian public service institutions. Their objectives were to assess staff awareness and understanding of ICT systems for records management and Identify barriers affecting ICT utilization. Finding were Many employees lacked adequate knowledge and practical skills to use ICT tools effectively, Despite the presence of electronic records systems, staff often relied on manual processes and limited training and technical competencies were major barriers to effective ICT adoption. Recommendations Newa recommend that continuous training should be provided to staff to enhance staff practical skills and also to align ICT systems with staff capabilities to improve utilization. The challenge noted is that ICT adoption was hindered by insufficient training, lack of integration with existing workflows, and low awareness of system functionalities. That gap showed that Newa and Mwantimwa focused on general public institutions and did not examine daily records management practices in district land offices, such as Bagamoyo also their study was conducted in urban public institutions; my study focuses specifically on local government land offices, where operational realities and staff competencies may differ.

2.2.2 ICT Requirements in Relation to Records Management Activities

ICT requirements refer to the technological infrastructure, systems, and tools necessary to support records management functions. Records management activities include records creation, classification, storage, retrieval, tracking, and disposal. According to ISO 15489 (2016), records management systems must support the capture, maintenance, and accessibility of records throughout their lifecycle. This requires adequate hardware (computers, scanners, servers), software (electronic document management systems), network connectivity, and data storage facilities. The National ICT Policy of Tanzania

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(URT, 2003) encourages public institutions to adopt ICT infrastructure to improve efficiency and transparency in information management. However, the presence of ICT tools alone does not guarantee effectiveness. Mnjama and Wamukoya (2007) argue that ICT infrastructure must align with organizational needs and records management processes. Therefore, examining ICT requirements involves assessing whether available technologies correspond with actual records management activities within the institution

Danda (2007) investigated ICT adoption for records management at the Ministry of Lands Headquarters in Tanzania. The objectives included: Evaluate the availability and adequacy of ICT tools and infrastructure for records management, and ssess staff capacity to use ICT for routine tasks. The findings ICT infrastructure such as computers and scanners was available but insufficient for operational needs unreliable electricity and lack of technical skills limited effective ICT use, staff often could not fully leverage ICT tools due to misalignment with daily records processes. Danda recommend Improve ICT infrastructure and provide targeted training. Ensure ICT systems meet the actual operational requirements of staff. The challenge noted that infrastructure limitations, power outages, and gaps between system capabilities and records management needs. The gap showed that Danda (2007) focused on central government offices; my study examines local-level land offices, which may have different ICT capacities and operational challenges.This provides a setting-based gap that justifies assessing whether ICT infrastructure supports specific records management tasks at Bagamoyo District Council.

2.2.3.ICT Usage in Supporting Records Accessibility and Retrieval

Records accessibility refers to the ability to locate and retrieve records promptly when needed Accessible records as those that can be identified and retrieved efficiently by authorized users (ISO, 2016). ICT tools such as electronic databases, search engines, automated indexing systems, and document tracking software significantly enhance retrieval processes. Digital systems reduce retrieval time, minimize duplication, and improve accuracy compared to manual filing systems. (Beynon,2002) Efficiency as achieving desired outcomes with minimal use of resources. In records management,

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efficiency is reflected in reduced retrieval time, fewer misplaced files, and quicker service delivery. ICT usage supports these outcomes when properly implemented and integrated into daily operations (Draft,2015). The e-Government Strategy of Tanzania (URT, 2016) emphasizes that ICT systems should enhance public service delivery by ensuring timely access to information. Therefore, evaluating how ICT usage supports accessibility and retrieval is central to determining its contribution to service delivery in records management.

FAccording to Manase, Mwantimwa, and Ndimbwa (2024) assessed the adoption of electronic records systems in Tanzanian public organizations. Objectives included to examine the extent to which ICT improves records accessibility and retrieval Identify bottlenecks in ICT adoption. The finding concerned in were many offices still relied on paper-based records despite partial ICT adoption,, Digital systems were often incompletely implemented, leading to slow retrieval and limited access to records, Employees experienced challenges in fully utilizing ICT tools due to incomplete integration and lack of training. Recommendations showed Strengthen system integration and provide staff training to improve usage, ensure digital systems complement existing workflows for efficient retrieval.Partial adoption and dual system operation (paper and electronic) caused inefficiency and duplication. Research gap for this study noted that Manase . focused on general public organizations; my study emphasizes district land offices and examines how ICT usage directly supports service delivery through records accessibility and retrieval

2.2.4.Challenges Affecting Effective ICT Use in Records Management

Despite the potential benefits of ICT, several challenges hinder its effective utilization in public institutions. One major challenge is limited technical skills among staff. inadequate ICT training reduces system utilization and may result in reliance on manual processes even where digital systems exist (Kemomi,2007) Infrastructure constraints such as unreliable electricity supply, limited internet connectivity, and insufficient hardware also

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affect ICT performance (Mnjama & Wamukoya, 2007). These issues reduce system reliability and limit consistent access to records.

Policy and procedural gaps further affect ICT effectiveness. According to the International Council on Archives (ICA, 2010), the absence of clear electronic records management policies, standards, and retention schedules creates inconsistency in digital records handling.Identifying these challenges is essential to understanding the gap between ICT availability and its effective application in enhancing records management efficiency.

Combining insights from Newa (2019), Danda (2007), and Manase. (2024), several empirical patterns emerge: Findings Across Studies were Inadequate ICT infrastructure and unreliable electricity affect system use, Staff lack practical skills to utilize ICT tools effectively. policies and procedural alignment with ICT adoption are weak, and artial adoption and coexistence of paper-based and digital systems cause inefficiencies. Recommendations across Studies including Provide continuous staff training enhance ICT infrastructure and support systems, align ICT tools with operational needs and workflow processe. Therefore The Previous studies did not examine challenges specific to local government land offices, where ICT adoption interacts with land registration workflows This study investigates context-specific barriers at Bagamoyo District Council, offering practical solutions for service delivery improvement.

2.3.Research gap

Previous studies have examined ICT adoption and records management in public institutions. However, most studies have focused on general ICT implementation challenges rather than assessing how ICT adoption specifically enhances service delivery through records management at the local government level. Furthermore, limited empirical studies have examined the relationship between user awareness, ICT infrastructure, records accessibility, and service delivery efficiency in district land offices. Therefore, this study seeks to fill this gap by assessing how ICT adoption influences

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records management efficiency and service delivery at Bagamoyo District Council Land Office.

2.4 Conceptual Framework

A conceptual framework illustrates the relationship between independent and dependent variables in a study. It helps explain how different variables interact to influence the research problem (Creswell, 2014). In this study, ICT adoption is considered the independent variable that influences records management practices and service delivery efficiency.

Independent Variables

- Users' awareness and practical knowledge of ICT
- ICT infrastructure and requirements
- ICT usage in records accessibility and retrieval
- Challenges affecting ICT implementation

Dependent Variable

- Service delivery efficiency in records management.

ICT adoption improves records accessibility, reduces retrieval time, enhances storage capacity, and improves accuracy in records management. These improvements contribute to faster and more efficient service delivery in public institutions.

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A Diagram that show conceptual framework

INDEPENDENT VARIABLE **DEPENDENT VATIABLE**

ICT adoption delivery

Service

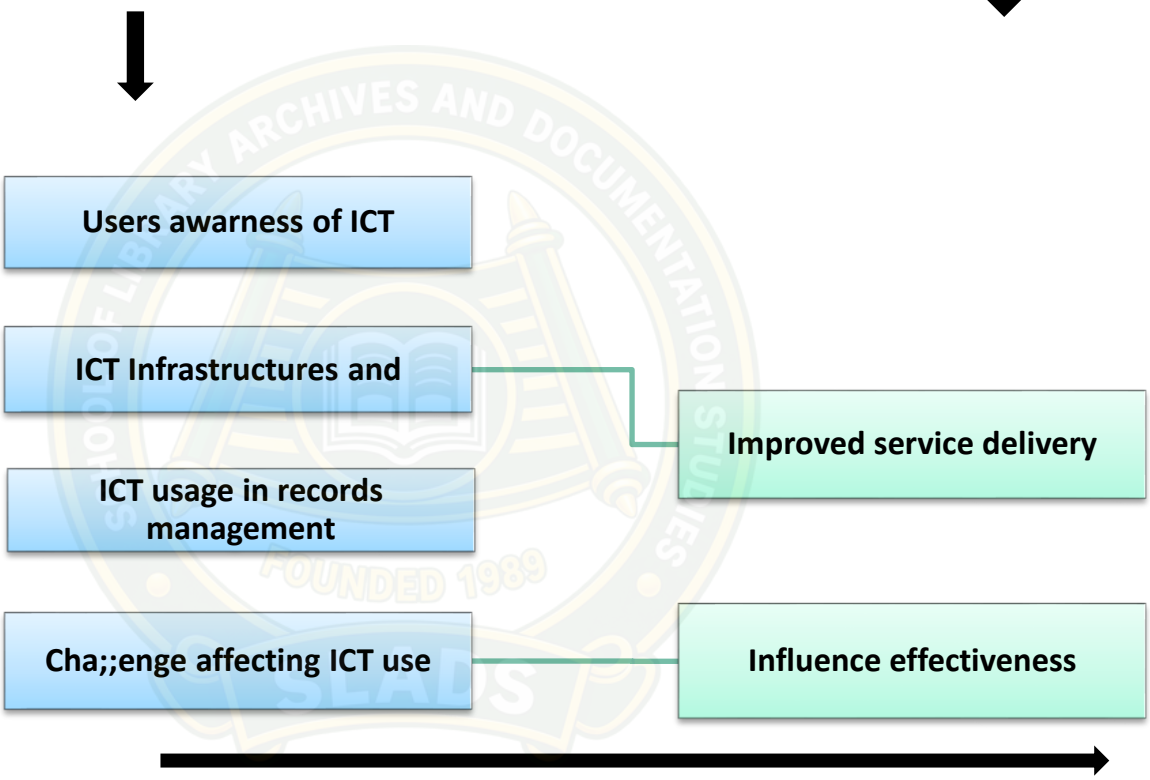


Figure 1: 2.5 Conceptual frameworkdiagram

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CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

Research methodology refers to the systematic procedures and techniques used in collecting, analyzing, and interpreting data to answer research questions and achieve research objectives. According to Kothari (2004), research methodology provides the logic behind the selection of research methods and explains their suitability in addressing a particular research problem.

This chapter presents the methodology that was used to assess ICT adoption in enhancing service delivery through records management at Bagamoyo District Council Land Office. It describes the research design, study area, target population, sampling procedures, data collection methods, data analysis techniques, validity and reliability, and ethical considerations. The methodology provided a systematic framework that guided the research process and ensured that data were collected and analyzed in accordance with the study objectives (Creswell, 2014).

3.1. Research type/ Approach

This study employed a mixed-methods research approach, which combined both quantitative and qualitative methods. The quantitative approach was used to collect measurable data regarding users' awareness, ICT usage, and records accessibility through structured questionnaires. The qualitative approach was used to obtain in-depth information through interviews and observations to understand challenges and practical experiences related to ICT use in records management.

The mixed-methods approach was appropriate because it enabled the researcher to collect both numerical and descriptive data, allowing triangulation of information and enhancing the credibility and comprehensiveness of the findings (Creswell, 2014).

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3.2 Research design

Research design refers to the overall plan or structure that guides the collection, measurement, and analysis of data in a research study (Kothari, 2004). This study adopted a descriptive case study research design using a mixed methods approach.

The study employed a mixed methods approach, which involved the use of both quantitative and qualitative data to obtain a comprehensive understanding of the research problem. According to Creswell (2014), mixed methods research combines numerical and descriptive information to provide deeper explanations of research findings. Furthermore, Yin (2014) emphasized that case study research enables researchers to investigate contemporary issues within their real-life context.

Therefore, the combination of descriptive case study design and mixed methods approach enabled the study to obtain detailed information on ICT adoption, records management practices, challenges, and their contribution to service delivery at Bagamoyo District Council Land Office

3.3 Area of the study

The area of the study refers to the geographical or institutional location where a research study is conducted. It defines the physical and organizational context within which the research activities take place (Creswell, 2014).

This study was conducted at Bagamoyo District Council Land Office in Tanzania. The Land Office was selected because it manages important land records and utilizes both manual and ICT-based systems in its daily operations. Therefore, the area provided a suitable environment for assessing ICT adoption and its influence on records management efficiency.

The selection of Bagamoyo District Council Land Office enabled the researcher to examine ICT adoption within a local government setting where effective records management contributes to service delivery, accountability, and accessibility of

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information. The findings of the study may provide useful insights applicable to other public institutions with similar records management practices (Yin, 2014).

3.4 Target population

Target population refers to the entire group of individuals who possess characteristics relevant to a particular study and from whom data can be obtained. According to Mugenda and Mugenda (2003), a target population consists of all elements that meet specific criteria defined by the researcher.

The target population of this study consisted of staff working at Bagamoyo District Council Land Office who were involved in records creation, management, and utilization. The population included administrative staff, records management staff, ICT staff, land officers, and management personnel. These categories of respondents were selected because they interacted directly with ICT systems and records management activities within the institution.

Identifying an appropriate target population ensured that data were collected from respondents with relevant knowledge and experience regarding ICT adoption and records management practices, which increased the relevance and accuracy of the study findings (Kothari, 2004).

The total target population of the study was 42 staff members (N = 42). The composition of the population was as follows:

Sampling refers to the process of selecting a portion of individuals from a target population to represent the entire population. According to Kothari (2004), sampling enables researchers to obtain information about a population without involving every member of that population.

In this study, sampling procedures were applied to select respondents who provided relevant information concerning ICT adoption and records management practices at Bagamoyo District Council Land Office.

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3.5. Sample Size

Sample size refers to the number of respondents selected from the target population to participate in a research study. Mugenda and Mugenda (2003) state that an appropriate sample size should provide adequate representation of the population while remaining manageable for effective data collection.

The sample size of this study consisted of 38 respondents selected from Bagamoyo District Council Land Office. The selection of respondents was based on their involvement in records management activities and their interaction with ICT systems. The sample included staff from different categories to obtain diverse views related to ICT adoption and its contribution to records management and service delivery.

The sample size of 38 respondents represented a significant proportion of the target population of 42 staff members, which enhanced the representativeness of the study. It was also considered manageable within the available time and resources, allowing the researcher to collect data through questionnaires, interviews, and observation (Mugenda & Mugenda, 2003

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

Where

n= required sample size

N= total population

e= margin of error(0.05 for 95% confidence level)

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Data given

N= 42

e= 0.05

$$n = \frac{42}{1 + 42(0.005)^2}$$

$$n = \frac{42}{1 + 42(0.0025)}$$

$$n = \frac{42}{1 + 0.105}$$

$$n = \frac{42}{1.105}$$

n= 38

Sample size will be 38 respondent including purposive and simple random sampling

A suitable sample size enhances the reliability of findings and ensures that conclusions drawn from the study are representative of the target population (Kothari, 2004)

3.6. Sampling Techniques and Procedures

Sampling techniques refer to the methods used to select respondents from a target population for participation in a research study. According to Kothari (2004), sampling techniques are important because they enable researchers to obtain relevant information from a selected group that represents the target population.

This study employed both probability and non-probability sampling techniques. Probability sampling was used to provide equal opportunities for selected members of the

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population to participate in the study, while non-probability sampling was used to select key informants who possessed specific knowledge and experience related to ICT-supported records management.

The use of both sampling techniques enabled the researcher to obtain quantitative data from a wider group of respondents and qualitative information from participants with direct involvement in records management and ICT activities, thereby improving the quality and relevance of the findings (Mugenda & Mugenda, 2003).

3.6.1 Simple random sampling

Simple random sampling is a probability sampling technique where each member of the target population has an equal and independent chance of being selected for participation in a study (Kothari, 2004). This technique helps to minimize selection bias and increases the representativeness of the sample.

In this study, simple random sampling was used to select respondents from categories such as administrative support staff and other available respondents who were involved in records management activities. A list of eligible respondents was obtained, and participants were selected through a random selection process.

The use of simple random sampling enhanced fairness in respondent selection and increased the reliability of the collected quantitative data by ensuring that different members of the population had an equal opportunity to participate (Mugenda & Mugenda, 2003).

3.6.2 Purposive sampling

Purposive sampling is a non-probability sampling technique where respondents are deliberately selected based on their knowledge, experience, and relevance to the research problem (Kothari, 2004). This technique is useful when the researcher requires detailed information from individuals with specific expertise related to the study objectives.

In this study, purposive sampling was used to select key informants such as records management staff, ICT officers, land officers, and senior administrative staff at Bagamoyo

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District Council Land Office. These respondents were selected because they were directly involved in ICT use and records management activities, making them capable of providing detailed information regarding ICT adoption, records accessibility, and service delivery.

The application of purposive sampling enabled the researcher to obtain relevant qualitative information that supported a deeper understanding of the study problem (Creswell, 2014).

3.7. Methods of data collection

Data collection methods refer to the techniques used to gather information relevant to the research objectives. Selecting appropriate data collection methods was essential for obtaining valid and reliable information (Creswell, 2014). In this study, questionnaires, interviews, observation, and documentary review were employed to collect both primary and secondary data.

3.7.1 Primary Data Collection

Primary data refers to original information collected directly from respondents for the purpose of a specific study (Kothari, 2004). In this study, primary data were collected from staff at Bagamoyo District Council Land Office, including records management staff, ICT staff, administrative staff, and other related personnel.

The use of primary data enabled the researcher to obtain firsthand information regarding ICT awareness, practical knowledge, ICT usage, records accessibility, retrieval efficiency, and challenges affecting ICT adoption in records management. The collected information provided a clear understanding of how ICT contributed to records management practices and service delivery within the study area (Creswell, 2014).

The primary data collection methods used in this study included interviews and questionnaires as described below.

3.7.1. 1 Interviews

Interviews were used as one of the primary methods of data collection. An interview involves direct communication between the researcher and respondents to obtain detailed

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information regarding their experiences, opinions, and practices related to the research topic (Kvale, 2007).

Semi-structured interviews were conducted with key informants, including records management staff, ICT personnel, and senior administrative staff at Bagamoyo District Council Land Office. This method allowed the researcher to obtain detailed explanations regarding ICT usage, challenges, and the contribution of ICT towards improving records management and service delivery.

Interviews were useful because they provided qualitative information that could not be fully captured through questionnaires. The information obtained helped to understand the practical application of ICT systems in daily records management activities (Creswell, 2014).

Questionnaires were used to collect quantitative data from respondents. According to Creswell (2014), questionnaires are structured instruments used to collect standardized information from a group of participants.

In this study, questionnaires were administered to staff involved in records management and related administrative activities at Bagamoyo District Council Land Office. The questionnaires collected information concerning ICT awareness, ICT training, level of ICT knowledge, ICT usage, records accessibility, and challenges affecting ICT adoption.

The use of questionnaires enabled the researcher to collect measurable data from a large number of respondents and facilitated the analysis of patterns and relationships between ICT adoption, records management practices, and service delivery.

3.8 Secondary Data Collection

Secondary data refers to information that has already been collected, documented, and published by other researchers or institutions for purposes different from the current study (Mugenda & Mugenda, 2003).

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In this study, secondary data were obtained from books, academic journals, government policies, reports, and other relevant documents related to ICT adoption and records management. Secondary data provided background information, supported the interpretation of primary findings, and helped the researcher compare existing knowledge with practices observed at Bagamoyo District Council Land Office (Creswell, 2014).

3.8.1 Documentary Review Sources

Documentary review involved examining relevant documents such as ICT policies, records management guidelines, government reports, and institutional documents. This method supported data triangulation by comparing information obtained from respondents with documented procedures and practices related to ICT and records management.

3. 9. Research Ethics

Research ethics refer to the moral principles and guidelines that govern the conduct of research, including informed consent, confidentiality, voluntary participation, and responsible use of information (Creswell, 2014).In this study, ethical principles were observed throughout the research process to ensure respect and protection of participants. Permission to conduct the study was obtained from relevant authorities, and respondents participated voluntarily after being informed about the purpose of the research.Confidentiality and anonymity were maintained by ensuring that personal information of respondents was not disclosed. The collected data were used strictly for academic purposes. Participants were also informed of their right to withdraw from the study at any stage without any negative consequences.

The researcher ensured honesty, objectivity, and accuracy during data collection, analysis, and reporting of findings in accordance with accepted research ethical standards (Kothari, 2004; Mugenda & Mugenda, 2003).

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3.10. Data processing analysis.

Data analysis refers to the process of organizing, summarizing, and interpreting collected data in order to obtain meaningful information and draw conclusions (Mugenda & Mugenda, 2003). In this study, collected data were processed, organized, coded, and analyzed according to the research objectives. Quantitative data collected through questionnaires were analyzed using descriptive statistics, including frequencies and percentages. The data were processed and analyzed using Microsoft Excel, which was used to calculate percentages and generate tables, bar graphs, pie, and line charts for clear presentation of findings.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUON

4.0 Introduction

This chapter presents the analyzed data collected from respondents at Bagamoyo District Council Land Office, the primary aim is to examine the extent of ICT adoption and its influence on records management and service delivery within the institution. this chapter present data presentation, analysis and discussion of findings of the study. The data are organized into relevant themes based on the research objectives, including ICT awareness, infrastructure, usage, challenges, and the impact on service delivery. The findings are interpreted to answer the research questions and to discuss their implications in the context of ICT adoption in records management.

4.1 Response rate of participants

The study targeted a sample size of 38 respondents. However, out of these, 31 participants returned their questionnaires and provided responses. This results in a response rate of approximately 81.6%, indicating a high level of participation and engagement from the selected respondents. The response rate demonstrates the reliability of the data collected for the study

Table.4.1 Response rate of respondents (N=31)

Response rate of respondent	**Value**	**Percentage (%)**
Total targeted respondents	38	100%
Respondents who returned responses	31	81.6%

Source: field data (2026).

The table above shows that 31 respondents returned the questionnaires, representing an 81.6% response rate. This high response rate indicates strong engagement from the participants and suggests that the data collected is reliable and representative of the target population for the study.

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4.2 Demographic Characteristics of Respondents

4.2.1 Education level.

The study collected demographic information on respondents' education level to understand their academic background in relation to ICT adoption and records management practice. A total 31 respondents parcipated in the study and they were categorized in according to highest education level attained . The finding showed that respondents had different qualifications, including 6 certificate holders, 11 Bachelor's degree holders, While none had master's degree or other qualifications, The distribution respondent' education level is presented in a table 4.2.

Table 4.2 . Education level of respondents *(N=31)*

Education level	**Number of respondents (frequency)**	**Percentage**
Certificates	6	19.35%
Diplomas	14	45.16%
Bachelor's degree	11	35.48%
Master's degree	0	0%
Other	Remaining respondents	Remaining respondents
Total	**31**	**100%**

The study initially targeted a total of 38 respondents. However, only 31 of them completed and returned the questionnaires, and these responses were used for analysis. The distribution of respondents by their level of education showed that the majority had Certificates and Diplomas, with 6 respondents (19.35%) holding Certificates and 14 respondents (45.16%) holding Diplomas. A smaller group, 11 respondents (35.48%), possessed Bachelor's Degrees, while none had Master's Degrees. The remaining respondents had qualifications categorized as "Others," representing 0%. Overall, the data

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indicates that most participants had attained Certificates or Diplomas, reflecting the educational background of the respondents in this study.

4.2.2. Position in the office.

The study collected information in the current position of respondents to identify their roles and involvement in ICT Use and records management activities at Bagamoyo district council Land office. A total 31 respondents participated in the study and were categorized according to their different position including 2 records management assistant, 2 valuers, 1 head of department, 19 field students , 2 IT officer, 1 land officer, 3 surveyor, and 1 town planner. The distribution of respondents according to their position presented in a table 4.3

Table 4.3: Position of respondents *(N=31)*

Current position	**Number of respondents**	**Percentage (%)**
Records management assistant RMA	2	6.45(%)
Valuer	2	6.45(%)
Head of department	1	3.23(%)
Student field	19	61.29(%)
Information technology IT	2	6.45(%)
Land officer	1	3.23(%)
Surveyor	3	9.68(%)
Town planner	1	3.23(%)
Total	**31**	**100(%)**

Source: Field data 2026

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The findings in a table 4.3 indicate that The distribution of respondents across various professional roles provided valuable insights into the sample composition. The majority, constituting 61.29%, were students actively involved in related activities, indicating that their perspectives heavily influenced the findings. Professionals such as records management assistants and valuers each made up 6.45%, while surveyors (9.68%) and IT specialists (6.45%) contributed to the diversity of expertise. Roles like land officers and town planners were minimally represented, each accounting for just over 3%. Overall, the sample was predominantly composed of students and early-career practitioners, which should be considered when interpreting the results, as it may affect the generalizability to more experienced professionals.

4.2.3. Work experience at bagamoyo district council .

The respondents were categorized according to the year at work experience , including 11 respondents less with less than one year of experiences , 10 respondents with 1-3 year, 7 respondents with 4-6 years, 3 respondents with 7 -10 years, with none had more 10 years of experience. The distribution of respondents according to their work of experience is presented in table 4.4

Table4.4: Work Experience of respondents *(N=31)*

Work experience	**Frequency**	**Percentage (%)**
Less than one year	11	35.48(%)
1-3 year	10	32.26%
4-6 year	7	22.58%
7-10 years	3	9.68%
More than 10	0	0%
Total	**31**	**100%**

Source: Field data (2026)

The study initially targeted 38 respondents, but ultimately, 31 participants were recruited, achieving an response rate of approximately 81.6%. The respondents' experience levels

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varied, with 35.5% having low experience (less than one year), 32.3% with medium experience (one to three years), and only a small fraction (around 3.2%) possessing high experience (more than four years). This distribution indicates that most participants are early in their careers, which may influence their responses and the overall interpretation of the findings

4.3.Awarness and Practical knowledge of ICT.

4.3.1 ICT Awarness.

The study assessed respondents' awareness of ICT tools used in records management activities at Bagamoyo district council land office. Respondents were asked whather their aware of ICT tools used in managing records, Their responses were categorized into Yes, and No , as presented in table 4.5.

Table 4.5 Awarness of ICT tools used in records management (N=31)

Category	**Frequency N=31**	**Percentage**
Yes	31	100.0 %
No	0	0.0%
Total	**31**	**100.0 %**

Source:field data,2026

In this study, a total of 38 individuals were targeted to respond. Out of these, 31 responded to the questionnaires. All 31 respondents, which is 100%, confirmed that they are aware of the ICT tools used in records management."

4.3.2 ICT training .

The study further assessed whether respondents had received ICT training related to records management activities. This was importance because adequate training enhance employee' skills and confidance in using ICT tools effectively. Completent and trained well personnel are essential for effective management of electronic records and success implementation of records management systems.

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Table 4.6 ICT training received by respondents N=31

Category	Frequency	Percentage
Yes	31	100
No	0	0
Total	31	100

Source: Field data 2026

The findings of the study indicate that all respondents, amounting to 100%, have undergone training in the use of ICT for records management. None of the participants reported lacking such training, suggesting a comprehensive coverage of ICT training among the respondents.

during the interview with the Head of Department at Bagamoyo District Council, he said that ***"he had received ICT training, which enhanced his understanding of its application in his duties. He emphasized that such training is essential for equipping staff with the skills needed to effectively manage records and perform administrative function".*** Example Report:

ICT Training among Records Management Staff in Dodoma District Council (2022)

Training Coverage:All 40 respondents (100%) reported having received ICT training relevant to records management, indicating comprehensive training coverage. No participant reported lacking such training, suggesting that staff are well-equipped with necessary ICT skills.

Insights from Key Informants:

The Records Supervisor shared that they received ICT training three years ago, which significantly improved their ability to manage electronic records and utilize digital tools effectively. They emphasized that ongoing training is vital to stay updated with technological changes and enhance performance.

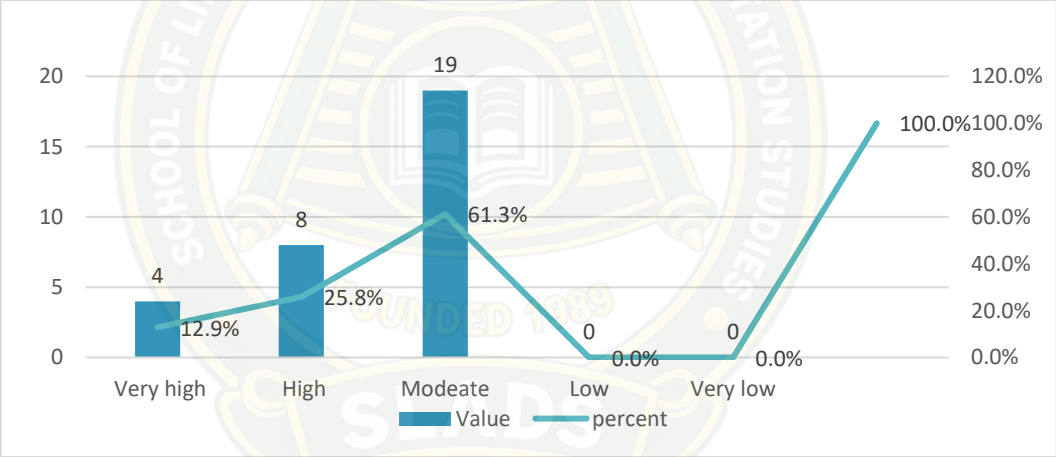
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The findings demonstrate that all staff involved in records management have undergone ICT training, which has positively impacted their efficiency and capacity to handle digital records effectively.

4.3.3 Level of ICT knowlwdge in records Management.

Further assessment examine level of respondesnts practical knowledge of ICT in records management at Bagamoyo distric council land office. This assessment conducted to determine the extent to which respondents possessed, the skills and understanding require the effectively use of ICT tools in managing records. Knowledge is important stage during adoption process.

Figure 4.1 Respondents level of ICT knowledge in records management (N=31)



Source: Field data,2026

The findings presenred in table 2.7 and figure 4.7 showed that the majority of respondents , 19 (61.3%), Had a moderate level ICT knowledge of records management activities. Eight respondent (25.85%) reported having high level of ICT knowledge, while for respondents (12.9%). Indicated that they had a high level of ICT knowledge, none of respondents reported having low or very low ICT Knowledge.

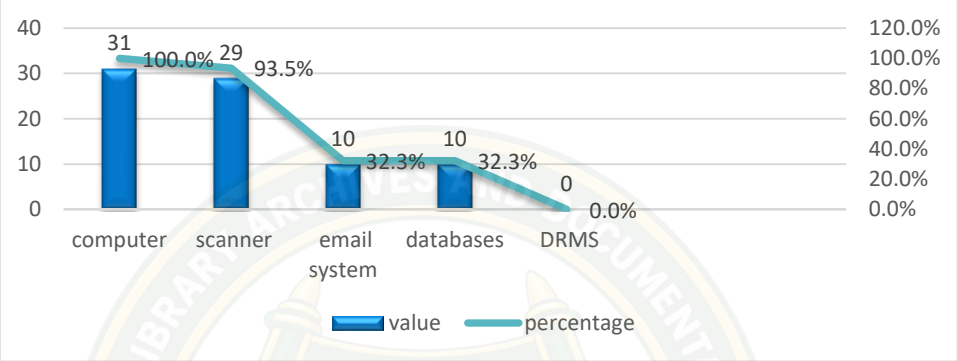
These findings indicated that respondents possessed basic and practical knowledge required support ICT use in records management activities. Howeverv the dominance of

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moderate knowledge suggessed that there was still needed for continuous training and practical exposure to improce advance ICT Competency among users.

4.3.4 ICT tools used in Records Management.

Figure 4.2: ICT Tools used in Records Management (N=31)



Source: Field data,2026

Figure 4.4 and Figure 4.4 show that all respondents 31 representing 100.0% reported using computers in managing records. This indicate that computer was the most commonly used ICT tool at Bagamoyo district council land office . Scanners were also highly used, with 29 respondents(93.5%) indicating they used theme for records management activities.

4.4 ICT requirement and Infrastructure.

4.4.1 Sufficient of ICT facilities.

The study assessed whather the available ICT facilities were sufficient to support records management activities at Bagamoyo district council land office , respondents were asked to endicate whather ICT facilities were sufficient , not sufficient, or partially sufficient. The findings presented in a table 4.7

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Table 4.7. Sufficient of ICT facility (N=31)

Category	Frequency	Percentage
Yes	21	67.75
No	10	32.3%
Partially	0	0.0%
Total	31	100.0%

Source: Field data 2026

Table 4.1 showing that the findings indicate that 21 respondents (67.7%) reported that they are existing ICT facilitates where sufficient to support records management activities, while 10 respondents (32.3%) indicate that they are available ICT facilitates . The findings are consistency with ISO 15489-1(2016), Which emphasize that adequate ICT infrastructure is essential for records management throughout their lifecycle.

During an interview Records officer started that

The ICT facilities available in our office are sufficient for our daily records management activities . We mainly use computers, printers, and scanners to support records creation, processing and storage"

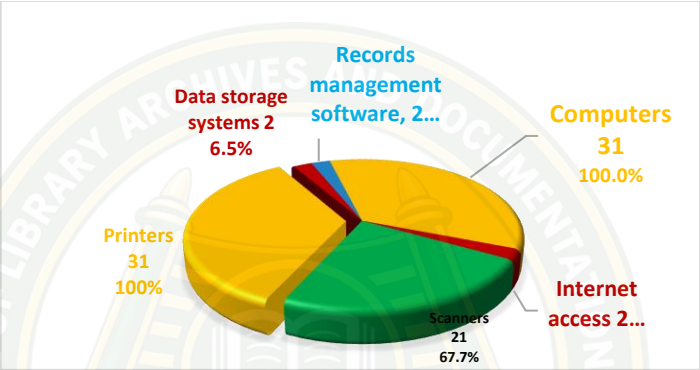
The findings show that although ICT facilities are available aty Bagamoyo district council land office , they are not full sufficient to support records management practicemost respondents 21 (67.7%) indicate that the available ICT were sufficoient , While 10 respondents (32.3%) disagreed. . However the available Facilities such as computer, and printers, While some important facilities such as Electronic Records Management System (ERMS), Advanced records management software , and security faciulities like CCTV Cameras are still limited or unavailable . The findings support ISO 15489-1 (2026), Which emphasizes that adequate ttechnological infrastucure is essential for effective records throuhh their lifecycle.

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4.4.2. Available ICT facilitates

The study assessed types of facility available at Bagamoyo district council land office to determine the level of technological support for records management activities. Respondents were asked to identify the ICT facilities available in office, and the findings are presented ina figure 4.3

Figure 4.3 Available of ICT facilities.



Source: Field data, 20226

finding figure 4.3 show that computer and printers represented by yellow colour are the most available facilities at 100% each. Scanners represented by green colour, are moderate available at 67.7%. In constract , internet access, data storage system represented by red and records management software represented by blue are the least available at 6.5% each

The findiings indicate that basic ICT facilities are widely available, with the computers and printers being the most available facilities at 100% each. Scanners were moderately available at 67.7%, while internet access, data storage system, and records management software were reported to be less available at 6.5% erach . This show that although the office has basic ICT equipment to support daily records activities , advanced systems required for effective records management practice such as Electronic Records Mnagement Sytem (ERMS) and and reliable data system , are still inadequate, The limited availability of these may reduce the ability of office to full automate records management process and improve service delivery.

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4.4.3. Maintanance of ICT facility

The study assessed whather ICT facility used for records management are maintained ana updated regurary . The response presented in a table . The respondents were asked to endicate whather ICT facilities are maintained and updated regulaary. The responses were catehorized into Yes, No, and sometimes as presented in table 4.8

Table 4.8: Maintanance of ICT facilities (N=31)

Category	**frequency**	**Percentage**
Yes	10	32.3%
No	10	32.3%
Sometimes	11	35.5%
TOTAL	**31**	**100%**

Source: Field data,2026.

Table 4.4 reveals that maiqntained of ICT facilities is inconsistency,. Only 10 respondents (32.3%) indicated ICT facilities are maintained and updated regulary , while other 10 respondents (32.3%)started that they are not maintained at all, The majority , 11 respondents (35.5%) reported that maintenance is done sometimes.This suggest a lack of a consistency maintenance schedule for ICT Facility that the Bagamoyo district council land office .

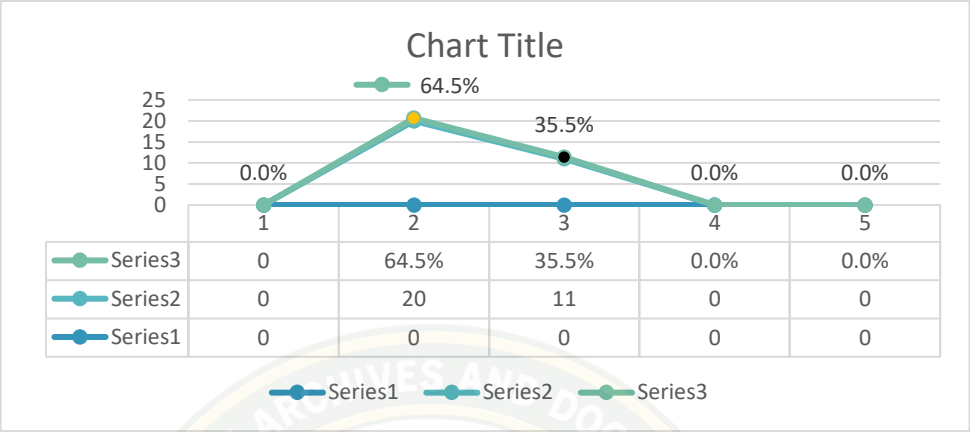
According to Olatokun, W.M (2011) Explains that irregular maintenance of ICT infrastructure leads to systeme downtimes , data loss, and reduce efficience service delivery

4.4.3 ICT support to the records managemenr Activities

Respondents were asked to identify records management activities supported by existing ICT activities . Multiple response were allowed . Result in table 4.2

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Figure 4.4 Records management activities supported By ICT.(N=31)



Source of data: Field source,2026

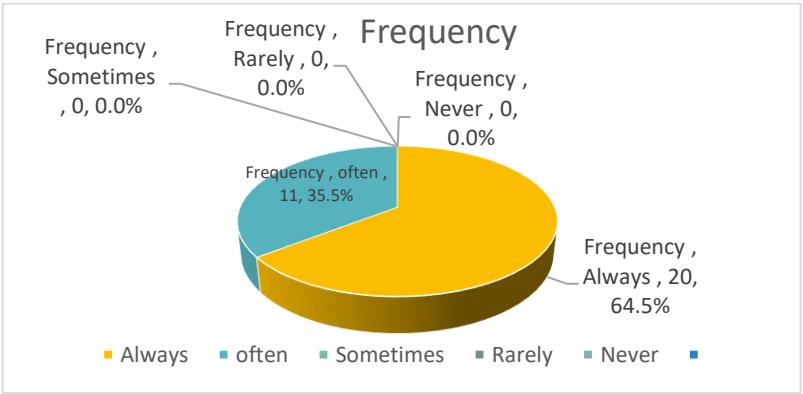
The findings indicate that ICT mainly support creation, storage, classification, retrieval, and retrieval However, tracking of records is less supported since only 32.3%, reported full covered of all five activities . This suggest a gap in the use of ICT for monitoring and tracking records

4.5 ICT usage in records management.

4.5.1 Frequency of ICT use

Respondents were asked how often they use ICT tools for Records management , The result are represented in a pie chart below

Figure 4.5 Frequency of ICT usage in records management.



Source:field data,2026

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The pie chart 4.5 Show that ICT usage for records management is High . 64.5% of respondents use ICT tools always while 35.5%, use them often. None reported are rare or no usafge.

This indicate full adoption of ICT in daily records management attivities at Bagamoyo district council Land office. This finding align with Keakopa, who noted that frequent use of ICT enhanced efficiency, accuracy, and timely access to records.

4.5.2. ICT and ease of accessing records

The study conduct an assessiment an the question asked respondents whatther ICT make accuracy records easier comperate to manual methods, the responses are represented in table below

Table 4.9: ICT and ease of Accessing records (N=31)

Responses category	Frequency	Percentage
Strong agree	11	35.5%
Agree	20	64.5%
Neutral	0	0.0%
Disagree	0	0.0%
Strongly disagree	0	0.0%
Total	31	100.0%

Source:Field data,2026

The results in table 4.6 indicate ananimous agreement that ICT has made accessing records easier than manual method . 20 respondents (64.5%) agreed and 11 respondents (35.5%) strongly agreed with the statements , no respondents was neutral or disagreed . The Findings demonstrate that ICT adopted has significantly improved the accessibility of records ata bagamoyo district council land office the absence of negative respondents implies high user satistification with ICT in spread up records retrieval.

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According to hesad of department during interview explain that

"The presence of ICT has siginificantly steamlined our access to records in a timely and specific manner. Never thless , we are still addressing minor challenges such as internet connectivity".

4.5.3. ICT help to improve accuracy in Records Management.

Table 4.10: ICT and accuracy in records management**. (N=31)**

Category response	**Frequency**	**Percent %**
Strongly agree	20	64.5%
Agree	10	32.2%
Neutral	1	3.2%
Disagree	0.0	0.0%
Strong disagre	0.0	0.0%
Total	31	100%

The finding show that table 4.6 show that the majority of respondents 20 (64.5%) Strongly agreed and 10 (32.3%) agreed that ICT improves accuracy in records management. Only one respondents (3.2%) was neutral, and no one disagree .

This indicate that ICT Has prayed a key role in reducing errors and ensuring accurate records at Bagamoyo distric land office.

4.5.4 Records Management task supported by ICT.

The respondents were asked an open ended question to state which records management tasjks are mostly supported by ICT. Th/e respondents were categorized summarized in a table below

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4.11 Records Management Activities supported by *(*ICT N=31)

Category of response	Frequency	Percentage
Records creation, storage and classification	19	61.3%
Records creation , storage, classification, retrieval and tracking	11	35.5%
Records and data Management	1	3.2%
Total	**31**	**100%**

Source: field data 2026

A table indicate that majority of respondents (19,61.3%)perceived that ICT mostly support records creation, storage and classification . 11 respondence 35.5% endicated that the task supported additional was retrieval and tracking to that instead of previously option, while only 1 respondents menetioned records and data management.

The dominance of creation storage and classification suggest that ICT facility such as computer printers and scanners are primary used for producing and organizing records.

4.5.5 Time taken to retrieval records using ICT

The study assessed time taken to retrieve records using ICT at Bagmaoyo districyt council land office . Respondents were asked to endicate the usual time required to retrieve records and their respondents categorizrd into four groups . Less than 5 minutes (0.0%), 10-20 minutes (0.0%), and more than 20minutes (0.0%), As presented in a table 4.12

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Table 4.12: Time taken to retrieve records using ICT (N=31)

Time taken	Frequency	Percentage
Less than 5 minutes	31	100.0%
5-10 minutes	0	0.0%
10-20 minutes	0	0.0%
More than 20 minutes	0	0.0%
Total	31	100.0%

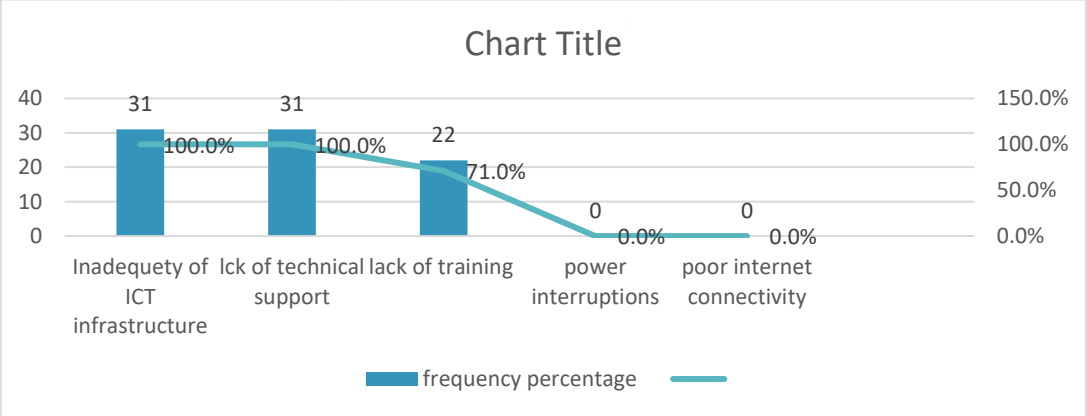
Source field data,2026

Table 4.5 show that 100% of respondents indicates that it take less than 5 minutes to retrieval records using ICT . This findings indicate that ICT has siginificantly improved the speed and efficiency of records retrieval in the office . The ability to access records less than 5 minutes demonstrate that ICT Tools such asa compuiters and databases have reduced have reduced delay and mannual searching.

4.6 Challenge in ICT usage

4.6.1 Challenges in using ICT.

Figure 4.6. Challenge in using ICT in records management.



Source: Field data,2026

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Figure 4.6 represents the challenges faced by respondents in using ICT for records management. The bar graph show that inadequety of ICT infrastructure and lack of technical support are the most significant challenges, each reported by 31 respondents (100%). This indicate that thse two is(sues affect all dtaff are are the most critical barriers , Lack of training wa reported 22 respondents (71.0%), mking it the second major. On the other hand poor interruption and poor internet connectibvity recorded 0% showing that these factor are not challenge in the office . The result implay that while power and internet service are stable , the effectiveness of ICT in records management mainly limited by poor infrastructure, inadequety technical support , and skills gap among staff.. Started explain that

"We arew still grapping with issues such as poor internet access, the limited availability of resources, inadequety practical knowledge, and security-related concerns, There fore we still need education and training to understand how to address these problems".

During interview, the head of department acknowlediged ongoing xhallenges in ICT implementation

Respondents were asked whather the challenge they face in ICT usage affect records accessibility and service delivery The response presented in a table below

Table 4.13 Challenge affect ICT usage in Records management (N=31)

Response	Frequency	Percentage
Yes	31	100.0%
No	0	0.0%
Total	31	100.0%

Source: Field data 2026

The finfings present in Table 4.17 showed that all responents , (31 100.0%) Agreed that ICT challenges affect records accessibility and service delivery At Bagamoyo district land offie , None of respondents indicate no, demonsrating a ananimous percetio that ICT related challene have a negative impact on records management operation.These findings

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suggest that Challenges such as indequety ICT infrastructure limited systeme maintananace, poor internet connectivity and insufficiety ICT resources may delay records retrieval, reduce accessibility and affect the service delivery.

4.6.2. Measure/ Ways to strengthening ICT usage in records management

Table 4,14, Measure to strengthening ICT in Records management.

Ways	Frequency	Percentage
Regular training and data protection	21	67.7%
Training and data backup solution	11	35.5%
Digitization and electronic documents Records management systems	10	32.2%
Policy improvements and legal compliance	10	32.3%

Source: field data,2026.

The findings presented in Table 4.6 showed that respondents suggested different measures and ways for strengthening ICT usage in records management at Bagamoyo District Council Land Office. The majority of respondents, 21 (67.7%), identified regular ICT training and data protection/security as important measures for improving ICT usage.

During interview the head of department staring emphasized that

For implementing ICT in records and archives management practice

Firstly , we must have sufficient capital to be self-sufficient when we want to establish ICT for records and aarchives management

We also need a strong policy and robust security mechanisms that will help protect records and information , for example CCTV Cameras

The high recommendation for regular training indicated that respondents recognized the importance of enhancing staff knowledge, skills, and confidence in using ICT tools.

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Continuous ICT training enables employees to effectively operate electronic records management systems, improve work efficiency, and reduce errors during records management activities.

4.7. ICT adoption and records management efficiency.

Respondents were asked to indicate whather ICT adoption improves records records management efficiency. As shown in a table 4.15

Table 4.15 ICT adoption and records management practice

Category response	**Frequency**	**Percent%**
Yes	31	100.0%
No	0	0.0%
Not sure	0	0.0%
Total	**31**	**100.0%**

Source: Field data,2026

The findings presented in Table 4.7 showed that all respondents, 31 (100%), agreed that ICT adoption improves records management efficiency in their office. None of the respondents selected No or Not sure. This indicates that ICT adoption was perceived to improve records accessibility, retrieval speed, accuracy, and overall records management performance at Bagamoyo District Council Land Office

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter presents the summary of the study, the implications of the findings, the conclusion, recommendations, and suggested areas for further research. The chapter is based on the findings obtained from the assessment of ICT adoption in enhancing service delivery through records management at Bagamoyo District Council Land Office.

5.1 Summary of the Study

The study assessed the adoption of Information and Communication Technology (ICT) in enhancing service delivery through records management at Bagamoyo District Council Land Office. The study was guided by four specific objectives.

The first objective assessed users' awareness and practical knowledge of ICT in records management. The findings showed that all respondents were aware of ICT tools used in records management and had received ICT-related training. Most respondents demonstrated a moderate level of ICT knowledge, indicating that they were able to use ICT tools in their daily records management activities, although additional training is still required to improve advanced ICT skills.

The second objective examined ICT requirements for records management activities. The findings revealed that basic ICT facilities such as computers, printers, and scanners were available and widely used. However, advanced electronic records management systems, adequate ICT infrastructure, and regular maintenance of ICT facilities were still insufficient to fully support effective electronic records management.

The third objective determined how ICT usage supports records accessibility and retrieval in service delivery. The findings indicated that ICT had significantly improved records creation, storage, classification, retrieval, and overall efficiency. All respondents agreed that ICT adoption had improved records accessibility and reduced the time required to

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retrieve records. Most respondents reported that records could be retrieved in less than five minutes.

The fourth objective identified challenges affecting the effective use of ICT in records management. The study found that inadequate ICT infrastructure, limited technical support, insufficient maintenance of ICT facilities, and limited implementation of advanced electronic records management systems remained the major challenges affecting records management and service delivery. Respondents recommended regular ICT training, stronger data protection and security measures, implementation of Electronic Document and Records Management Systems (EDRMS), adequate ICT resources, and improved compliance with records management policies and legal requirements.

5.2 Implications of the Findings

The findings of this study demonstrate that ICT adoption has improved records management and enhanced service delivery at Bagamoyo District Council Land Office. The use of computers, scanners, and other ICT tools has increased the efficiency of records creation, storage, retrieval, and access to information.

However, the study also revealed that the current records management system remains a hybrid system, where both paper-based and electronic records are used simultaneously. Although ICT supports many records management activities, the absence of a fully implemented Electronic Document and Records Management System (EDRMS) limits the full automation of records management processes. This situation may lead to duplication of records, increased operational costs, and difficulties in managing records throughout their lifecycle.

The findings further imply that successful ICT adoption depends not only on the availability of technology but also on adequate infrastructure, continuous staff training, proper maintenance of ICT facilities, effective information security measures, and compliance with records management policies and standards.

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5.3 Conclusion

The study concludes that ICT adoption has made a positive contribution to records management and service delivery at Bagamoyo District Council Land Office. ICT has improved records accessibility, retrieval, storage, classification, and operational efficiency. Staff demonstrated good awareness of ICT tools and recognized their importance in supporting records management activities.

Despite these achievements, the study concludes that records management has not yet become fully electronic. The office continues to operate a hybrid records management system, combining manual and electronic records. In addition, inadequate ICT infrastructure, limited technical support, irregular maintenance of ICT facilities, and the absence of a comprehensive Electronic Document and Records Management System (EDRMS) continue to affect the effective management of records.

Therefore, while ICT adoption has enhanced records management and service delivery, additional investment in ICT infrastructure, electronic records management systems, staff capacity building, and information security is necessary to achieve a fully integrated electronic records management environment.

5.4 Recommendations

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

i. Bagamoyo District Council should strengthen ICT infrastructure by providing adequate computers, scanners, network facilities, and reliable internet services to support effective records management.

ii. The Council should implement a comprehensive Electronic Document and Records Management System (EDRMS) to replace manual records management processes and support efficient records creation, storage, retrieval, tracking, and disposal.

iii. Regular ICT training programmes should be provided to all staff involved in records management to improve their knowledge and practical skills in managing electronic records.

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iv. The Council should establish regular maintenance schedules for ICT facilities to ensure continuous system availability and minimize operational interruptions.

v. Strong data protection and information security measures, including user access controls, authentication procedures, regular system backups, and cybersecurity practices, should be strengthened to protect electronic records.

vi. Management should ensure full compliance with national records management legislation, ICT policies, and international standards such as ISO 15489 to improve records management practices.

5.5 Suggested areas for further research

The following areas are recommended for future research:

i. Assessment of the implementation and effectiveness of Electronic Document and Records Management Systems (EDRMS) in Tanzanian local government authorities.

ii. The influence of hybrid records management systems on service delivery in public institutions.

iii. The role of cybersecurity and data protection in managing electronic records in public organizations.

iv. A comparative study on ICT adoption in records management between local government authorities and central government institutions in Tanzania.

v. Factors influencing the successful implementation of digital records management systems in public institutions.

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APPENDIX I

QUESTIONNAIRE GUIDE

Dear Respondent,

I am student at the School of Library, Archives and Documentation Studies Pursuing an Ordinary Diploma in Records and Archives Management, As part of academic obligation I am conducting a study tittled "**an assessment of ict adoption in enhancing service delivery through records management in public institutions"** kindly I would like to ask you to participate in this study by responding to this questionnaire**.**

Instruction

This questionnaire is part of an academic study aimed at understanding ICT adoption in records management and its role in improving service delivery. Your participation is voluntary, and your responses will be treated with strict confidentiality. Kindly provide honest and accurate answers (✓) or write your response where applicable.

SECTION A: Demographic Information

1.Level of Education:

i) Certificate { }
ii) Diploma { }
iii) Bachelor's Degree { }
iv) Master's Degree { }
v) Other { } Please (Specify) _____

2. Current Position/Job
Title:_____

_____

Work Experience in Bagamoyo District Council Land Office:

Less than 1 year

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i) 1 – 3 years ( )

ii) ii)4 – 6 years ( )

iii) 7 – 10 years ( )

iv) More than 10 years ( )

SECTION B: Awareness and Practical Knowledge of ICT

3. Are you aware of ICT tools used for records management in your office?

i) Yes { }

ii) No { }

4. Have you received any training on ICT usage for records management?

i) Yes { }

ii) No { }

If yes, what type of training have you received? (Tick all that apply)

Computer operation { }

Electronic document management { }

Document scanning and storage { }

Data management software { }

Other ( ) (Specify) _____

5. How would you rate your knowledge of ICT in records management?

Very High { 4 }

High { 8 }

Moderate { 19 }

Low { }

Very Low { }

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6. Which ICT tools do you regularly use in managing records? (Tick all that apply)

i) Computer { }
ii) Email systems { }
iii) Scanners { }
iv) Databases { }
v) Document management software { }
vi) Other { } (Specify) _____

SECTION C: ICT Requirements and Infrastructure

7. Are the existing ICT facilities sufficient to support records management in your office?

i) Yes ( )
ii) No ( )
iii) Partially ( )

8. Which ICT facilities are currently available in your office? (Tick all that apply)

i) Computers { }
ii) Internet access { }
iii) Scanners { }
iv) Printers { }
v) Data storage systems { }
vi) Records management software { }

9. Are ICT facilities maintained and updated regularly?

i) Yes { }
ii) No { }
iii) Sometimes { }

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10. . Do the existing ICT tools support the following activities?

N/S	ACTIVITIES	YESs	NO	Example Even require tick
i)	Records creation	{ }	{ }	
ii)	Records storage	{ }	{ }	
iii)	Records classification	{ }	{ }	
iv)	Records retrieval	{ }	{ }	
v)	Records tracking	{ }	{ }	

SECTION D: ICT Usage in Records Management

11. How often do you use ICT tools for records management?

i) Always { }
ii) Often { }
iii) Sometimes { }
iv) Rarely { }
v) Never { }

12. Compared to manual methods, does ICT make accessing records easier?

i) Strongly Agree { }
ii) Agree { }
iii) Neutral { }
iv) Disagree { }
v) Strongly disagree { }

13. Does ICT help improve accuracy in records management?

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i) Strongly agree { }
ii) Agree { }
iii) Neutral { }
iv) Disagree { }
v) Strongly disagree { }

14. In your opinion, which tasks in records management are most supported by ICT?

i) _____
ii) _____
iii) _____

15. How long does it usually take to retrieve records using ICT?

i) Less than 5 minutes { }
ii) 5 – 10 minutes { }
iii) 10 – 20 minutes { }
iv) More than 20 minutes { }

SECTION E: Challenges in ICT Usage

16. What challenges do you face when using ICT in records management? (Tick all that apply)

i) Lack of ICT training { }
ii) Inadequate ICT infrastructure { }
iii) Poor internet connectivity { }
iv) Power interruptions { }
v) Lack of technical support { }
vi) Other (Specify) _____

17. Do these challenges affect records accessibility and service delivery?

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i) Yes ( )

ii) No ( )

iii) Not sure ( )

18. What measures would you recommend to improve ICT usage in records management?

i) _____

ii) _____

iii) _____

iv) _____

v) _____

SECTION F: General Opinion

19. Do you think ICT adoption has improved records management efficiency in your office?

☐ Yes

☐ No

☐ Not sure

20. Suggest ways to strengthen ICT usage in supporting records management and service delivery:

i)_____

ii)_____

iii)_____

iv) _____

Thank you for your Willingness

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APPENDIX II

INTERVIEW GUIDE

The purpose of this interview is to collect detailed insights from staff and administrators regarding An aaessment of ICT adoption in enhancing service delivery through records management in public institution.

Instructions for Respondents:

- Your responses are confidential and will be used only for academic purposes.
- Answer questions honestly based on your experience.
- There are no right or wrong answers.

1. In your opinion, how does the presence of ICT contribute to improving service delivery through records management**?**
2. What challenges do you face when using ICT in records management?
3. Have you received any practical training on ICT? If yes, what type of training, and how sufficient is it?
4. How would you describe your knowledge and skills in using ICT to support records management and make service delivery easier?
5. Can you explain the importance of ICT in improving service delivery in records manag

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APPENDIX III

RESEARCH BUDGET

N/S	Items/ activities	Descriptions	Unity/quantity Tsh/=	Unity cost	Total cost
1	Stationary	Pen, notebook, folders	Lump sum	50,000	50,000
2	Printing and photocopies	Tools guide, proposal and reports	Lump cost	125,000	125,000
3	Binding	Proposal and report	Lump cost	35,000	35,000
4	Internet bundles and communication	Phone call, internet for data research coordination	Lump sum	15,000	15,000
5	Food	Lunch during data collection	Lump cost	60,000	60,000
6	Transport cost		Lump cost	50,000	50,000
7	**Grand Total**	**-**	**-**	**Total =**	**345,000**

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APPENDEX IV

RESEARCH TIMETABLE

ACTIVITIES	**February 2026**	**Mar 2026**	**April 2026**	**May 2026**	**June**	**Julay & August**
Writing of proposal						
Proposal Subbmision						
Preparation of research Tools						
Data collection						
Report Writing						
Report Submission						

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APPROVAL LETTERS

APPENDEX IV

APPROVAL LETTERS



JAMHURI YA MUUNGANO WA TANZANIA

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

Unapojibu tafadhali taja

Kumbu Na: .../36.211/276/01/627 Tarehe: 24 Machi, 2026

Mkuu wa Chuo,
Chuo cha Ukususi na Uhunzaji wa Nyaraka za Serikali,
S.L.P 227,
BAGAMOYO.

Yah: RUHUSA YA KUFANYA UTAFITI KWA NDUGU ANDREW GODFREY LUCAS.

Kichwa cha habari hapo juu cha husika.

2 Ofisi ya Mkurugenzi Mtendaji Halmashauri ya Wilaya Bagamoyo inakiri kupokea barua yako yenye Kumb. **Na. DA.201/457/VOL/1/20** ya tarehe **04 Machi,2026** yenye somo sawa na hapo juu.

3 Kwa barua hii, napenda kukufahamisha kwamba mtajwa hapo juu amekuruhusiwa kufanya Utafiti Halmashauri ya Wilaya ya Bagamoyo katika **Idara ya Ardhi na Mipango Miji** kwa kipindi cha kuanzia tarehe **1, April** hadi **1 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 Ardhi na Mipango Miji,
Halamashauri ya Wilaya,
S.L.P 59,
BAGAMOYO. - Mpokee na kumpa ushirikiano

Adrew Godfrey Lucas - Rpoti Idara ya Ardhi na Mipango Miji

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