



# An Examination of Policies and Regulations Governing E-Records Management Systems in Tanzania; A case of Workers Compensation Fund

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## Abstract

*This study examined how organizational and national policies and regulations shape the operation of an Electronic Records Management System (ERMS) at the Workers Compensation Fund (WCF) in Tanzania. The study examined the effectiveness of the Electronic Records Management System (ERMS) in managing institutional records at the Workers Compensation Fund (WCF). The major goal was to examine the policies and laws that regulate the operation of ERMS on both at organizational and national level. Specifically, the study sought to analyze the existing policies and regulations that guide the implementation and use of e-records management system and proposed strategies for strengthening policies and regulations so as to enhance sustainable e-records management practices. The population included a total of 115 of workers' compensation fund employees, in a sample size of 94 respondents which drawn from population. A descriptive study strategy, combining qualitative and quantitative research methods was used, whereby purposive and census sampling techniques were adopted. Data were collected using questionnaires, interviews, and observations. Both quantitative and qualitative data was performed using IBM SPSS Version 20 as well as Microsoft Word and Excel to assess the frequency and percentage of answers that corresponded to the research findings. The study revealed that Workers Compensation Fund follows various national rules and policies concerning ERMS. These include the Record and Archive Management Policy (2011), the ICT Policy (2005), and the Cybercrime Act (2015). Furthermore, the Access to Information Act of 2016, the Electronic Governance Act of 2019, and the Electronic Transactions Act of 2015 were deemed as extremely relevant and effective in guiding the management of ERMS. Overall, the rules and procedures in place at WCF were deemed very relevant and effective for controlling ERMS. Thus, the study suggested the compliance monitoring and accessibility of implementation of electronic records management system in terms of revise them time to time as well as provision of training and awareness on the integration and implementation of policies and regulations that are shaping e-records management system..*

**Keywords:** Policies, Regulations, Electronic Records, Systems

## Introduction

The administration of electronic records (e-records) has become increasingly important in the digital age as firms strive for operational efficiency, transparency, and accountability. An Electronic Records Management System (ERMS) is a valuable

tool for developing, recording, storing, and retrieving digital records in accordance with organizational, legal, and regulatory requirements (Joseph & Okojie, 2021)

The importance of electronic records systems originates from its ability to speed up record-keeping activities, reduce physical storage costs, and improve data access and security. Organizations

are increasingly relying on ERMS to ensure that documents are conveniently accessible, securely saved, and protected from unwanted access or loss (Fagbemi et al., 2020; Hu et al., 2019; Tan et al., 2021). ERMS enhances efficiency by reducing the time required to locate records, hence facilitating decision-making and increasing accountability (Mnjama, 2019; Joseph & Okojie, 2021; Mahmood et al., 2022).

An electronic record system (ERS) is a structured system that digitally captures, stores, manages, and saves records in electronic form (Joseph et al., 2020; Maseko & Nyoni, 2021; Krishnan et al., 2022). An Electronic Records Management System (ERMS), on the other hand, extends beyond simple digital storage. It combines a collection of rules, procedures, and technologies for managing electronic documents throughout their lifecycle, assuring legal and regulatory compliance (Ezeani & Ifijeh, 2018; Mnjama, 2020; Mokhtar et al., 2021).

In other words, implementing ERMS requires a combination of technical infrastructure, training, and change management. Users often adopt ERMS in stages of technological acceptability, starting with system acquisition and customization to match organizational requirements. Continuous training and skill development are critical for ensuring that users engage with the system effectively (Fagbemi et al., 2021; Mathews et al., 2020; Kimwele & Wanjiku, 2019). Furthermore, regulations controlling records management are critical in directing the adoption and complete integration of ERMS into organizational operations (Mnjama & Wamukoya, 2020; Mahmood et al., 2022). Policy is a predetermined set of principles designed to influence actions and achieve logical outcomes. A policy is a statement of intent that is implemented as a procedure or routine. Policies frequently get adopted by organizations' governance bodies. (Mnjama & Wamukoya, 2020).

Globally, ERMS is renowned for its contribution to improving record-keeping efficiency, transparency, and compliance. Countries such as the United States, the United Kingdom, and Australia have established extensive laws and regulations requiring the use of ERMS in public institutions (Mathews et al., 2020; Hu et al., 2019; Mnjama, 2020). For example, the General Data Protection Regulation (GDPR) in Europe emphasizes the necessity of protecting electronic records, with severe penalties for noncompliance (Joseph & Okojie, 2021; Krishnan et al., 2022). Despite these advantages, worldwide obstacles persist, such as high system implementation costs, data privacy

concerns, and a shortage of experienced individuals (Maseko & Nyoni, 2021; Tan et al., 2021).

In Africa, the adoption of ERMS is continually evolving, with various levels of implementation across countries. South Africa, Nigeria, and Kenya have made great progress in integrating ERMS into their public sector institutions, motivated by the need for effective public service delivery and adherence to e-governance regulations (Mnjama, 2020; Mahmood et al., 2022; Ezeani & Ifijeh, 2018; Kalusopa 2017). However, problems remain, such as poor infrastructure, limited financial resources, and a lack of comprehensive policies governing ERMS implementation (Joseph et al., 2020; Kimwele & Wanjiku, 2019; Mokhtar et al., 2021). Furthermore, research conducted in Malawi's local government indicated that ERMS had not been adopted despite repeated initiatives. Kenyans have attempted to construct ERMS, however the current state of electronic records management is insufficient to support the established ERMS in government ministries and departments (Ngulube, 2019). Effective ERMS is primarily dependent on efficient e-record management, which necessitates correct legal system procedures, financial competence, human resources, and ICT infrastructure (Hassan, 2015).

Countries in East Africa, including Kenya, Uganda, and Tanzania, have begun to deploy ERMS as part of larger digital transformation programs. In Kenya, the Electronic Records Management Act establishes a statutory framework for ERMS implementation, enabling transparency and accountability in public institutions (Kimwele & Wanjiku, 2019; Mnjama, 2019; Mahmood et al., 2022). Despite these efforts, the region has a number of problems, including a shortage of skilled staff and expensive technological costs.

Furthermore, the Tanzanian government has recognized the potential of ERMS to improve record management in both public and commercial sectors. The government has enacted policies that support digital transformation, including as the National Information and Communication Technology (ICT) Policy and the e-Government Act. These regulations are intended to modernize records management and ensure compliance with international standards. However, problems remain, including limited financial resources, inadequate infrastructure, and user reluctance to change (Kimwele & Wanjiku, 2019; Maseko & Nyoni, 2021; Mahmood et al., 2022).

Furthermore, in Tanzania, ERMS policies are incorporated into the National ICT Policy and the e-Government Act of 2019. While these frameworks

lay a solid foundation for ERMS implementation, complete compliance remains a difficulty. In a nutshell, the National Archives and enacted the Records and Archives Management Act No. 3 of 2002 to ensure proper management of public records (National Records and Archives Management Policy, 2011), but very few public organizations have been able to initiate the process and or start using electronic records management systems due to inadequate knowledge of operating electronic records management systems, management of electronic records, and having a low level. Nonetheless, Kamatula (2019), in his study on e-record management serves a prerequisite for e-governance in Tanzania, found that most records officers lacked the necessary abilities to operate electronic records management systems.

Aside from that, several public institutions have insufficient resources, inadequate staff training, and technological system compatibility issues (Mnjama & Wamukoya, 2020; Fagbemi et al., 2021; Ezeani & Ifijeh, 2018). Furthermore, the slow rate of technology acceptance and a lack of clear operational standards have hampered the successful deployment of ERMS in a variety of industries (Mahmood et al., 2022; Mokhtar et al., 2021). Despite existing rules and efforts to apply ERMS in Tanzania, there is a significant vacuum in understanding the extent to which these policies are successfully implemented, as well as the problems that institutions confront. Furthermore, little attention has been made to how users interact with the system. The researcher seeks to close this gap by undertaking a thorough examination of how laws and regulations controlling ERMS are implemented in Tanzanian public institutions. The study examined Policies and Regulations Governing E-Records Management Systems and suggest best practices to improve the effectiveness of ERMS adoption and use (Mnjama, (2020); Joseph & Okojie, 2021; Krishnan et al., 2022). Meanwhile, the Workers Compensation Fund (WCF) of Tanzania, a social security scheme body, was chosen as a case study for the research of ERMS that deals with worker's compensation issues in both public and commercial businesses. Because the organization serves both public and private organizations, it generates large amounts of data from member registrations, registration certificates, and employer verification, which includes changing employee descriptions, collecting contributions, and receiving injury notifications (WCF, 2017).

## Literature Review

### *A theoretical review*

Delone and McLean (1992) established the Information Systems Success Model (ISSM), which was used in the study to examined the success of information systems such as Electronic Records Management Systems (ERMS). The ISSM is well known for evaluating system performance across six essential dimensions: system quality, information quality, service quality, use, user satisfaction, and net benefits (Delone & McLean, 1992). These dimensions provide a complete lens for addressing the technological, operational, and organizational variables that influence ERMS effectiveness, making the model appropriate for analyzing challenges in managing such systems (Petter et al., 2008; Rai et al., 2009; Urbach & Müller, 2012). The model assumes that system success is dependent on the system's capacity to offer accurate, trustworthy, and timely information while maintaining user satisfaction (Delone & McLean, 2003). Furthermore, the quality of service given is expected to have a substantial impact on user uptake and satisfaction (Petter et al. 2008). Furthermore, effective system utilization is associated with organizational benefits such as enhanced decision-making, productivity, and responsibility (Rai et al., 2009; Bailey and Pearson, 1983; Wang & Liao, 2008).

In the ISSM, system quality relates to the ERMS's technical performance, ensuring that it is user-friendly and reliable (DeLone & McLean, 2003), whereas information quality stresses the accuracy, completeness, and relevance of records maintained by the system (Petter et al., 2008). Service quality refers to the assistance provided to users in effectively navigating the system (Rai et al., 2009), whereas use refers to the degree of user adoption. User satisfaction measures the perceived value of the system in completing users' tasks (Bailey & Pearson, 1983). Finally, net benefits reflect the ERMS's overall impact on organizational efficiency and decision-making (Urbach & Müller, 2012). The ISSM directly tackles ERMS management concerns such as improving system integration, reducing technical failures, and improving service quality by providing proper user assistance and training (Kariuki, 2020; Ojo et al., 2022; Wamukoya & Mutula, 2021). Furthermore, improved information quality can result in increased record accuracy and legal compliance (Chigwata et al., 2018; Mbatha et al., 2019; Rukwaro & Mwangi, 2020). Emphasizing user pleasure leads to a user-centered design that improves system acceptance and use (Petter et al., 2008; Rai et

al., 2009; Urbach & Müller, 2012).

Furthermore, the ISSM complements other models, such as Davis's (1989) Technology Acceptance Model (TAM), which focuses on user behavior and technology's perceived ease of use and utility. TAM focuses on user acceptance, whereas ISSM considers both technical and organizational components of system success (Venkatesh & Bala, 2008; Holden & Karsh, 2010; Legris et al., 2003). Integrating these models provides a comprehensive approach to addressing ERMS difficulties while balancing system performance and user satisfaction (Wang & Liao, 2008; Petter et al., 2008; Urbach & Müller, 2012).

### **Empirical Review**

Existing research emphasizes that organizational policies and regulations play a critical role in guiding staff by providing clear instructions and directives. In the context of this study, such policies and regulations are viewed as essential for directing the use of ERMS and ensuring that institutions remain legally compliant in their operations.

Muhammad et al. (2020) conducted a study on important elements for adopting effective information governance in Nigerian universities. The study discovered that key factors (CFs) such as money, stakeholder involvement, policy, enabling environment, personnel, and information and communication technologies (ICT) are crucial in implementing the information governance (IG) framework in Nigerian universities for universities. According to Jervis and Masoodian (2018), in order to develop a workable ERMS in an organization, a collection of instructions and rules, such as policies, should be provided.

Another study by Ismail and Jamaludin (2019) discovered that the governance context of an e-records management system includes legal and regulatory framework, organizational policy, and recordkeeping responsibility and accountability. The findings also show that legal and regulatory infrastructures focus on records and archives law, which provides guidance in establishing the framework for managing organizational documents. An organizational policy concentrates on practices, principles, and procedures. Organizational record-keeping responsibility and accountability should be established as a structured and organized body of responsibility that recognizes the vital mission of managing records inside an organization.

Mnjama and Wamukoya (2020), in their study E-Government and E-Records Management in East

Africa: Issues and Opportunities, used a qualitative approach with case studies from Kenya, Uganda, and Tanzania. Data were gathered through conversations with government officials and examined thematically. Although e-government programs have improved record-keeping systems in East Africa, the study revealed major gaps in the policy frameworks guiding ERMS deployment. The absence of clear policies and laws has led to inconsistent implementation across institutions. This study is directly relevant to the current research, as it highlights weaknesses in policy frameworks and implementation—a key concern in the investigation of Tanzania's e-records management systems.

Mahmood et al. (2022), in their study, A Comprehensive Approach to Implement E-Records Management Systems in Developing Countries. The authors used a mixed-methods approach, including surveys and in-depth interviews with public sector personnel in Pakistan. Data was evaluated using both statistical and qualitative coding techniques. The study found that clear policy guidelines considerably increase ERMS adoption in public institutions. It also underlined the importance of user training and institutional leadership in maintaining compliance with these regulations. This research is similar to the current study in that it focuses on how policies influence ERMS adoption. It emphasizes the importance of strong institutional leadership, which may also be applicable in Tanzania.

Fagbemi et al (2021) did a study on information professionals' use of electronic records management systems in Nigerian universities. This study employed a survey approach to gather quantitative data from librarians and information managers at Nigerian universities. Data was examined using both descriptive and inferential statistics. The study discovered that insufficient legislative frameworks and a lack of user awareness were major impediments to the efficient deployment of ERMS in Nigerian universities. It advised that institutions create stronger policies to assist e-records management. This study does not directly relate to the current study's context of public sector institutions in Tanzania, but it does provide useful insight into how policy gaps can impede ERMS adoption in other parts of Africa.

Ezeani and Ifijeh, (2018) conducted a study titled Digital Preservation of Research Outputs in Africa: Challenges and Strategies. This study took a qualitative research technique, including focus group conversations with librarians and archivists from six

African countries. The data was evaluated by content analysis. Ezeani and Ifijeh, (2018) discovered that, while digital preservation regulations exist in many African countries, their execution is frequently ineffective due to a lack of resources and technological skills. This policy-practice mismatch has an impact on ERMS's overall success. This study is strongly related to current research, notably its analysis of policy implementation issues in Africa. It emphasizes resource restrictions, which are equally pertinent in Tanzania.

Hu et al., (2019) conducted a research on Digital Records Preservation: A Comprehensive Framework. The longitudinal case study examined the adoption of ERMS in a big Chinese government agency. The authors gathered data through document analysis and semi-structured interviews. The study discovered that having a clear regulatory framework was critical for the effectiveness of ERMS. Even the greatest policies, however, cannot prevent system failures unless they are supported by continual training and system changes. While the study was conducted in China, its emphasis on regulatory frameworks and training is consistent with the current research on policies in Tanzania. Both studies emphasize the significance of aligning policy with practical system requirements.

Maseko and Nyoni, (2021) did a research called Electronic Records Management: Strategies for Public Administration in Africa. This study used a qualitative research approach, conducting semi-structured interviews with public sector employees from four African nations. The data was evaluated thematically. The authors discovered that, while ERMS can promote transparency and accountability, many African governments struggle to implement the regulations required to enable these systems. Due to a lack of governmental monitoring, ERMS implementation is often patchy. This research contributes to the current study's goal of analyzing how policies are enforced in Tanzania. Both studies emphasize the challenges that African countries have in regulating ERMS, making Maseko and Nyoni's findings more pertinent.

Krishnan, et al. (2022), in their study E-Governance and ERMS: A Comparative Study of Global Practices, employed a comparative research design to investigate ERMS adoption across six countries, representing both industrialized and developing contexts. Data were collected through questionnaires and analysis of policy documents. Their findings indicate that countries with strong and well established regulatory frameworks record higher levels of ERMS success, while developing nations often

struggle due to weak legislative support. This research contributes a valuable global perspective to the present study and resonates with the Tanzanian context, where the absence of robust legislative backing remains a critical challenge in ERMS implementation.

The empirical studies evaluated offer useful insights into the rules and laws that control ERMS adoption and implementation. While some research examines worldwide behaviors (Krishnan et al., 2022; Hu et al., 2019), others concentrate on African contexts (Maseko & Nyoni, 2021; Fagbemi et al., 2021). Most studies indicate shortcomings in policy enforcement and execution, which are consistent with the issues confronting Tanzania's public institutions. The current study seeks to fill these gaps by providing a detailed analysis of policy successes and failures in Tanzania, so contributing to a better understanding of ERMS governance in developing nations.

## **Methodology**

### ***Research design and approach***

This study used a descriptive research strategy, which was chosen for its applicability in investigating the context of a research problem and acquiring the necessary data to answer the study objectives (Kothari, 2009). Descriptive research was adopted for provisions of a systematic examining of contemporary events, making it suitable for investigating the laws and regulations that govern the Workers Compensation Fund's electronic records management system (ERMS). To obtain thorough insights, the census method was used, addressing all relevant WCF workers. The study used a mixed-methodologies approach, combining qualitative and quantitative research methods to ensure a thorough comprehension of the data. The qualitative approach was used to provide detailed descriptions, interpretations, verifications, and assessments of the data. This technique was especially effective for understanding the complex dynamics of ERMS, and it is backed by Manda's (2002) argument that qualitative designs taken from anthropology are ideal for exploratory investigations where 'what' and 'why' inquiries predominate. The quantitative technique was used to provide accurate numerical statistics and statistical summaries of the variables, allowing for a more objective assessment of the trends and linkages in the study's dataset.

### ***Area and Participants of the Study***

The study was conducted at the Workers Compensation Fund (WCF) offices in Dar es Salaam's

Kinondoni district in Tanzania. It is the headquarters and central hub for WCF operations, the Kinondoni branch receives official reports and information from branches nationwide and hosts a large concentration of staff across claims processing, ICT, administration, and management making it rich in record types and workflows to observe.

WCF itself was established under the Workers Compensation Act (Cap. 263, revised 2015) to deliver timely, equitable compensation for workplace injuries, diseases, disabilities, and death, and to register employers, collect contributions, invest funds, and manage statistics functions that demand rigorous recordkeeping and regulatory compliance.

Additionally, with its ongoing digital transformation enabling online employer registration, contribution payments, incident reporting, and claim tracking the Kinondoni office offers a live operational setting to assess how national policies translate into e-records systems in practice.

This setting created a strong basis for exploring how the electronic records management system was being put into practice and operated on a daily basis. The study drew its participants from across WCF, including but not limited to Records management staff, ICT officers, Heads of department, and directors those most directly responsible for creating, managing, maintaining, and eventually disposing of records. By involving the very people who work with the ERMS every day, the study was able to generate findings that were both meaningful and dependable.

### **Sample Size and Sampling Techniques:**

In this study the sample size was 94 respondents which were drawn from entire population. However, 91 replies were completed and returned, resulting in the final sample size. The sample size was chosen using the census approach, which included all operational staff members in order to offer full data on ERMS use and management. Heads of Departments and Directors were purposely chosen as key informants due to their responsibilities for records management and strategic positions within the organization. This deliberate selection guaranteed that important players in ERMS operations contributed critical insights related to the research issues.

**Table 3.1 Sample Size (n 94)**

Respondents' category	Total population	Sample
Operational employees (ICT staff, record management staff, account department & marketing department)	106	91
Head of departments	6	2
Directors	3	1
Total	115	94

In this study, both the census method and purposive sampling technique were adopted whereby the census technique was used to include operational employees of the Workers Compensation Fund (WCF). This strategy is especially useful when the target population is small since it allows for the collection of data from every member in the community, offering a comprehensive view of the research area (Krishnaswamy et al. 2006). Taherdoost, (2017) endorses this technique by stating that the census method is appropriate for populations of 200 or fewer people. Because the WCF had 115 employees, including 106 operational and technical staff, 3 directors, and 6 department heads, the census approach assured that the data collected accurately reflected the complete population without the need for sampling. This technique provided for a thorough grasp of ERMS operations among all key staff members. Meanwhile, purposive sampling was adopted to select individuals who are thought to have substantial insights into the study's topic (Palinkas et al., 2015). This study focused on three specific managerial roles: The Director of Operations, the Heads of the ICT Department, and the Heads of the Records Management Department. These people were chosen because they are critical to the maintenance and manipulation of electronic records at WCF. Their knowledge and experience monitoring ERMS operations made them perfect informants for gathering extensive and relevant information about the electronic records management system's installation and problems.

By integrating these two sample strategies, the study ensured a thorough approach to data collection. The census method gave a wide picture of operational staff experiences and perceptions, whereas purposive sampling enabled more in-depth insights from key decision-makers involved in ERMS management. This combination improved the study's ability to successfully address the research objectives while also providing a comprehensive review of the policies and

regulations regulating ERMS at WCF.

### **Methods of Data Collection**

A questionnaire survey was used to collect primary data from operational and technical personnel of WCF included but are not limited to marketing, ICT, Record and Accounts departments. According to Buckingham and Saunders (2004), a questionnaire survey is an effective method for gathering statistical data about a population's qualities, opinions, or behaviors by asking standardized questions to a sample or the full population. In this study, the questionnaire was provided to employees who use the electronic records management system (ERMS) on a daily basis. This method allowed the researcher to collect specific data pertinent to the study and provide insights that other methods might not have caught (Saris & Gallhofer, 2014). The use of a questionnaire allowed respondents to deliberate on and react to questions at their own leisure, ensuring that the data obtained was extensive and well-thought out (Kothari 2009).

Furthermore, the interview approach was used to gather thorough qualitative data from respondents by oral questioning, either individually or in groups. Vijayalakshimi and Sivapragasam (2008) define interviews as a data gathering strategy that uses verbal engagement to elicit replies. Interviews can be structured, with pre-set questions asked in the same order to all respondents, or unstructured, allowing the interviewer to explore pertinent themes more freely (Krishnaswami, 2003). In this study, face-to-face structured interviews were done with two department heads and the director of operations. This strategy aims to collect detailed information from key informants, allowing for a thorough grasp of ERMS operations while also allowing for clarification and additional investigation of the subject.

Furthermore, the observation approach was used to directly witness and document the nature of the subject under investigation. Magigi, (2015) defines the observation approach as systematically selecting, watching, and documenting the behaviors and characteristics of entities or occurrences. Observations can be divided into participant and non-participant categories. Participant observation involves the researcher participating in the actions of the subjects being researched, whereas non-participant observation involves monitoring participants without direct involvement (Kothari, 2004). For this study, the non-participant observation method was used to investigate the availability and accessibility of legal and

regulatory frameworks, the interaction between users and the ERMS, and the documentation of staff issues using logbooks.

In addition, the documentary review approach was utilized to collect secondary data from diverse sources, such as published and unpublished journal articles, books, and reports. This strategy entailed reviewing both print and digital resources, including books, scholarly articles, theses, and dissertations, which were accessed using databases and search engines such as Google and Google Scholar. The documentary review supplied contextual background and secondary data to the study, allowing the researcher to synthesize key findings and include them into the overall analysis.

### **Data Analysis**

The data collected were processed and analysed using both quantitative and qualitative methods. Quantitative Data Analysis: The quantitative data were systematically cleaned and coded before analysis. Statistical analysis was conducted using IBM Statistical Product and Service Solution (IBM-SPSS) version 20 and Microsoft Excel. These tools facilitated the generation of tables, graphs, and charts to visually represent the frequency and percentage distributions of respondents' answers. This approach provided a clear statistical overview of the data, enabling the researcher to identify patterns and trends within the dataset. Qualitative Data Analysis: For the qualitative data, content analysis was employed to systematically examine and interpret the textual data. Content analysis involves coding and categorizing textual information to identify patterns, themes, and relationships among concepts (Hsieh & Shannon, 2005). In this study, relational analysis was used to explore the connections between different concepts discussed in the literature and data collected from interviews and observations. This method allowed in-depth understanding of the context and nuances of the data. The findings from both quantitative and qualitative analyses are presented in a narrative format in the subsequent chapter. This presentation includes detailed descriptions and relevant quotations to illustrate the key insights and themes identified during the analysis.

### **Results and Discussion**

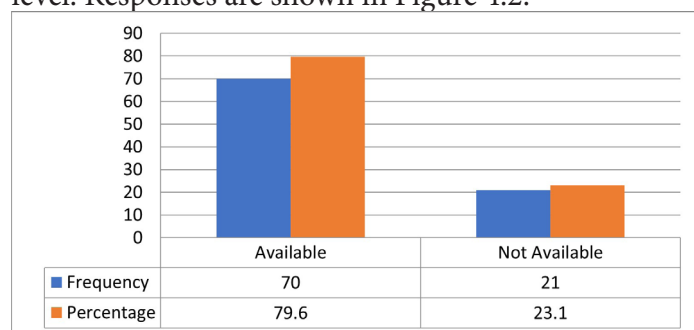
The Existing policies and regulations that governing the implementation and use of e-records management system

The objective of this section was examined the existing policies and regulations that guide the

implementation and use of e-records management system. The researcher wanted to know the policies and regulations that govern the operation system of electronic records management in both the organisational and at the national level. The specific measured aspects based on the availability of policies and regulations that guide the use of ERMS, types of policies and regulations that are available at the organisation effectiveness of national policies and ACT in guiding management of ERMS by respondents.

### **Availability and Types of Organisational Guidelines for Managing ERMS**

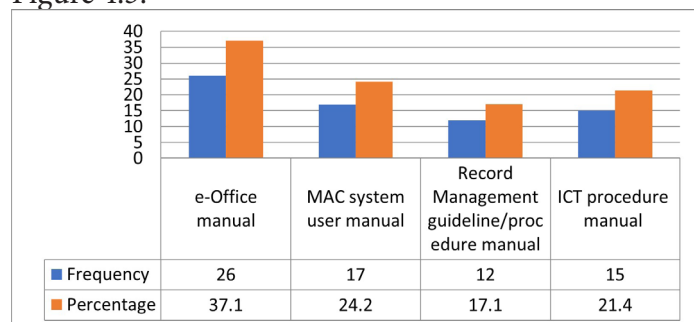
Researcher asked respondents if electronic records management system guidelines are available for guiding day-to-day operations in organisational level. Responses are shown in Figure 4.2:



**Figure 4.2: Availability of ERMS Guidelines**

Figure 4.2 demonstrates that 70(79.6%) of respondents agreed that ERMS guidelines are available in their organisation while 21(23.1%) said the guideline is not available. These findings therefore, show that the majority of staff of 79.6 percent who participated to this study is aware of the availability of ERMS guidelines in organisation.

The study further sought to find out types of ERMS guidelines available in the Organisation. The 70 staff that is aware of availability of guidelines in organisation were required to identify these types of the available guidelines. The results are illustrated in Figure 4.3:



**Figure 4.3: Types of ERMS Guidelines**

The findings in Figure 4.3 disclose that 26 (37.1%) of respondents said, e-Office manual is a guideline that is available in organisation, 17(24.2%) MAC system user manual, 15(21.4%) WCF ICT procedure manual and 12(17.1%) mentioned record management guideline/procedure manual.

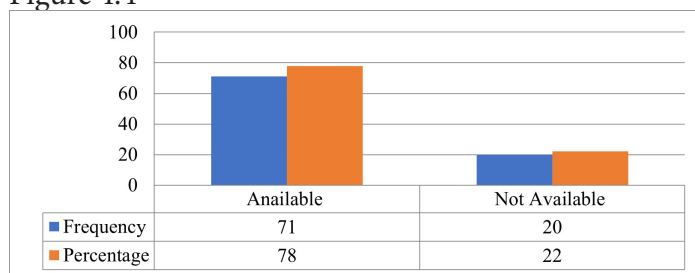
These findings mean that, 37.1 percent of respondents are more familiar of E-Office manual, although other guidelines are available. This could be due to the preference or accessibility of e-Office manual by staff than other existing guidelines in organisation. During the interview, one staff declared that;

*ICT security policy, WCF records management procedure manual, WCF ICT procedural manual, WCF security policy, WCA cap 263 ed 2015. Records retention and disposal schedule are there to guide the management of ERMS (WCF, 01).*

The statement means that, their organisation has the guidelines for the management of ERMS in insuring better service delivery. The findings also reflect to the conceptual framework in such a way that, presence of various types of legal and regulation frameworks as per objective number facilitate the effective management of ERMS. On the other hands, the findings are being of the same mind of Masanja, (2020) who found that the guidelines and tools for managing ERMS are available in studied area at the Tanzania Public Service College for helping the proper management of records and archives.

### **National Policies to Guide the Use of ERMS**

The other aspect studied apart from organisational guidelines and regulations was the presence of national policy documents in an organisation. First, respondents were asked to state the availability of policy documents that guide the use of ERMS in their organisation. Results are shown in Figure 4.4



**Figure 4.4 Availability of National Policy**

Responses in Figure 4.4 indicate that, 71(78%) respondents said that, the organisation has policy documents to guide the use of ERMS at WCF while

20(22%) respondents said that the policy document is not available in an organisation. The results therefore reveal the majority of 78 percent of respondents know that the organisation has the policies that guide the use of ERMS. One among the staff supports this during the interview, recommended that,

*...Records and archive management policy is more based on management of manual records, there is a need for review to address management of electronic records requires major review to meet e-world. (WCF,01).*

This statement means that the policy is available in an organisation regardless the efficiency and effectiveness in managing electronic record management system. This question responded by 71staff who were aware of the availability of national policies in organisation as shown in Table 4.6:

**Table 4.6 National Policies Types that Guide the Use of ERMS (n=71)**

Respondents' category	Total population	Sample
Operational employees (ICT staff, record management staff, account department & marketing department)	106	91
Head of departments	6	2
Directors	3	1
Total	115	94

Table 4.6 shows that, 32(45%) respondents mentioned ICT policy, when they asked to mention types of policies found in organisation to guides the use of ERMS, 26(37%) mentioned ICT security policy and 13(18%) mentioned record management policy, 2011.

The findings show that, the organisation has different types of national policies although the ICT policies become familiar to workers. For instance, the highest number of staff of 45 percent mentioned the ICT policy as the policy available in organisation although there are other available policies. During the interview, one of respondent asserted that;

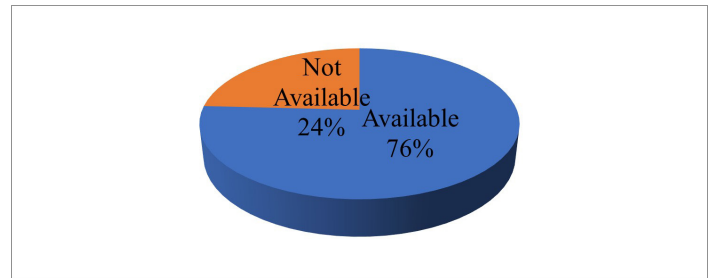
*National records and archive management policy 2011 and others that they used as guide to come up with WCF own guiding policies and manuals, national registry procedural manual, data management guideline (provided by social security authority), access to information act 2017, cybercrime Act and financial regulation*

*Act. (WCF,03).*

The statement proves that the organisation has different guidelines in making sure that management of electronic records management system is running accordingly. Accordingly, these findings also concur to those of Hawash et al., (2020) in the study of the adoption of electronic records management system (ERMS) influencing factor. The study found that, with other factors, the presence of policy was the one of the adoptions of the system. Respondents were further, asked to identify types of national policies that are used in the organisation.

**Availability of National Regulations to Guide the Use of ERMS**

Availability of national regulations was also the measured aspect in this study. When researcher asked this question with the intention of knowing if the selected area has any national regulation to guide the e-record management system, the answers to this question are presented in Figure 4.5



**Figure 4.5. Availability of National Regulations**

The results in Figure 4.5 show that, 69(76%) respondents said that the national regulations that guide the use of ERMS are available at the work place while 22(24%) respondents said that they not available. The findings mean that, majority (76) percent of respondents are aware of and use the available organisation regulations that guide the use of ERMS in performing organisation activates. The findings to this objective are surmount to Delone and Mclean (2003) Model of information systems success in such a way that, information quality and service quality depend on the availability of system guidelines, legal frameworks and policies that guide the effectiveness managing of ERMS in Organisation. Also, the concept of net benefit in a model acts as dependent variable which corresponds to organisational impact in which comes as a result of the presence of policies and guidelines that guide the management of ERMS.

These findings also are assured by one of the staff during the interview, he argued that,

*The organisation complying with the standard and practices of records management through the available national legal frame works such as Acts and Policies, for instance we have Access to information Act 2016, WCA cap 263 ed 2015 etc. We operate the system accordingly...(WCF,02).*

The statement means, the organisation has nation policies Acts and other guidelines in guiding the use of ERMS.

Furthermore, the study entailed to find out the types of national regulations to guide the use of ERMS at WCF. The 69 conscious staff on the availability of national regulations in organisation to guide the use of ERMS was required to name the types of those regulations. Responses are analysed in Table 4.7.

**Table 4.7 Types of National Regulations to Guide the Use of ERMS (n=69)**

National regulation categories	Frequency	Percent
WCA cap 263 ed 2015	15	21.7
Cybercrime act 2015	37	53.6
Access to information Act 2016	17	24.7
Total	69	100

Table 4.7 summarizes results on types of national

regulations that guide the use of ERMS at WCF. The results indicate that 37(53.6%) respondents mentioned cyber-crime Act 2015, 15(21.7%) mentioned WCA cap 263 ed 2015 and 17(24.7%) mentioned the access to information Act, 2016. The findings imply that, majority of respondents (53.6 percent) are familiar with cybercrime Act 2015 however the other guidelines are also known in organisation by respondents.

The concepts in DeLone and McLean (2003) model that used to guide this study proof that, the concepts of system quality, information quality and service quality in the model depends on the available policies that guide the establishment and management of the system which later led to targeted information to use and user satisfaction due to effective management of the system.

#### **Relevance and Effectiveness of National Policies and ACTs**

Researcher provided four ranks for respondents to measure the relevance and effectiveness of national policies and Acts that guide the management of ERMS to the selected area. Six categories of policies and Acts were introduced include record and archive management policy 2011, ICT policy 2005, access to information Act, 2016, electronic governance Act, 2019, electronic transaction Act, 2015 and cybercrime Act, 2015. Respondents' responses on rating the relevance of national policies and Acts in guiding management of ERMS are presented in Table 4.8:

**Table 4.8 Relevance of National Policies and ACTs(n=91)**

Category	Very relevant		Relevant		Somehow Relevant		Not Relevant		Total	
	F	%	F	%	F	%	F	%	F	%
Record and Achieve management policy 2011	31	34.1	26	28.6	24	26.4	10	11	91	100
ICT policy 2005	32	35.2	27	29.7	22	24.2	10	11	91	100
Access to information Act 2016	27	29.7	31	34.1	22	24.2	11	12.1	91	100
Electronic governance Act 2019	28	30.8	30	33.0	22	24.2	11	12.1	91	100
Electronic transaction Act 2015	25	27.5	33	36.3	21	23.1	12	13.2	91	100
CybercrimeAct2015	34	37.4	24	26.4	22	24.2	11	12.1	91	100

From Table 4.8 the results show that, 34.1 percent of respondents realized that record and archive management policy 2011 is very relevant in guiding management of ERMS since it accommodates the all the business activities relating to records. Moreover, the 35.2 percent of respondents recognized the presence of ICT policy that is very relevant in guiding the management of ERMS since the ICT policy provides instructions on how to work via the ICT tools like computer and accessories associated to internet. This policy associate with the organisational activities since in most cases use file transfer via the internet on the system. However, the 34.1 percent of respondents look upon the access to information Act 2016 as a relevant Act in guiding the managing of ERMS.

This can be bonded with the WCF activities in

accessing different information of different staff of different organisations, for instance in preparation of staff compensation on death or injuries at work via ERMS. On top of that, the 33 percent of respondents declared that, electronic governance Act 2019 is relevant in guiding the management of ERMS. This could be seen as a helpful act in context of how WCF operates in relation to ERMS. Additionally, the 36.3 percent of workers said that, the electronic transaction Act 2015 is relevant to guide the management of ERMS. Finally, the cybercrime Act 2015 was rated by 37.4 percent of respondents in this study as a relevant Act's in helping the WCF staff to manage the ERMS.

In measuring the effectiveness of national policies and Act's in guiding management of ERMS on the other hand, the results are presents in Table 4.9

**Table 4.9 Effectiveness of National Policies and ACTs n=91)**

Category	Very effective		Effective		Somehow Effective		Not Effective		Total	
	F	%	F	%	F	%	F	%	F	%
Record and Archive management policy 2011	31	34.1	26	28.6	24	26.4	10	11.0	91	100
ICT policy 2005	33	36.3	27	29.7	22	24.2	9	9.9	91	100
Access to information Act 2016	27	29.7	31	34.1	22	24.2	11	12.1	91	100
Electronic governance Act 2019	28	30.8	30	33.0	22	24.2	11	12.1	91	100
Electronic transaction Act 2015	26	28.6	32	35.2	18	19.8	15	16.5	91	100
CybercrimeAct2015	34	37.4	25	27.5	21	23.1	11	12.1	91	100

Responses in Table 4.9 reveals that, most of respondents' 34.1 percent realized that, record and archive management policy 2011 is very effective in guiding management of ERMS, the findings are correlated to that of measuring efficiency of this record and archive management policy 2011 to the current study. This is due to the accuracy of performance outcome as relied on the policy by staff. The findings also show that, 36.3 percent of participated respondents to this study appreciated that, the ICT policy 2005 is very effective in guiding management of ERMS, possibly due to awareness of staff in consulting the policy in performing their businesses. Moreover, the 34.1 percent as a big number of respondents participated to this study have the views that, the Access to information Act 2016 is effective. It is useful in managing ERMS in

an organisation, while the 33 percent of respondents as a highest percent of all respondents in this study appreciate that, the electronic governance Act, 2019 is effective in guiding the managing of ERMS.

Again, the 35.2 percent of respondents value the electronic transaction Act 2015 as an Effective Act in managing the ERMS in at WCF, probably due to its accessibility to organisation. Lastly, the big number of participated respondents to this study that is 37.4 percent appreciates the cybercrime Act, 2015 as a very effective Act to guide the management of ERMS. The Act is useful in electronic records management and the system in an organisation regarding to creation, use and distribution of e-records.

## Conclusion and Recommendations

The research examined policies and regulations pertaining to Electronic Records Management Systems (ERMS) at organizational and national levels. The results indicate that: A significant proportion of respondents (79.6%) affirmed the presence of ERMS rules in their workplace. The predominant guidelines are the E-Office manual, MAC system user manual, and ICT process manuals. These principles are crucial for the successful management of electronic records. The study revealed that 78% of respondents are cognizant of national policy guidelines that govern ERMS inside their firm. Essential national policies encompass the ICT policy, the ICT security policy, and the Record Management Policy of 2011. Notwithstanding their existence, modifications are necessary to adequately meet contemporary electronic record-keeping requirements. Seventy-six percent of respondents are acquainted with national regulations governing ERMS. The Cybercrime Act 2015 is the most prominent legislation, succeeded by the Access to Information Act 2016 and WCA Cap 263 Ed 2015. The study examined

the significance and efficacy of national policies and legislation. Numerous respondents regarded the Record and Archive Management Policy 2011 and the ICT Policy 2005 as significantly pertinent and effective. Nonetheless, there exists potential for enhancement in the revision and alignment of these rules with contemporary technology and operational requirements. In light of these conclusion, the study suggest that following strategies which could be put to enhance the implementation of policies and regulation that governing e-record management system as:-

First, ERMS regulations and policies should be reviewed regularly. Both organizational and national guidelines need continuous assessment and updating to keep pace with emerging technologies and operational requirements. This will ensure that policies remain relevant and effective in overseeing electronic records.

Second, there is a need to strengthen policy awareness and training. Institutions should conduct regular sensitization, advocacy, and training sessions to ensure that staff members are familiar with ERMS guidelines, national policies, and regulations.

Third, compliance monitoring mechanisms should be enhanced. Stronger systems are needed to oversee and enforce adherence to ERMS rules and national regulations. This may include periodic audits and evaluations to verify compliance and measure policy effectiveness.

Fourth, national policies should be better integrated. Efforts should be made to harmonize different policy frameworks into a unified system that accommodates both electronic and manual recordkeeping requirements. A consolidated framework would promote consistency and create a more coherent strategy across all levels of records management.

Finally, access to ERMS guidelines and policies should be improved. Making these resources available in digital formats would ensure that all staff can easily access and apply them in their daily work..

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