INFORMATION AND COMMUNICATION TECHNOLOGY ADOPTION AND RECORD MANAGEMENT IN PUBLIC UNIVERSITIES IN KAMPALA CITY

AKULIA GRACE

REG. NO: 21/U/GMOP/14001/PE

A DISSERTATION SUBMITTED TO THE DIRECTORATE OF RESEARCH AND GRADUATE TRAINING IN PARTIAL FULLFILMENT OF THE REQUIREMENTS FOR THE AWARD OF THE MASTER DEGREE OF SCIENCE IN ORGANISATION AND PUBLIC SECTOR MANAGEMENT OF KYAMBOGO UNIVERSITY

APRIL 2025

DECLARATION

I **Akulia Grace,** do hereby declare that this dissertation is my original work and has never been submitted for any award in any University or Institution of Higher Education/Learning.

Signature…… Date: ……

Akulia Grace

APPROVAL

This is to certify that this dissertation by **Akulia Grace** has been done under our supervision and is ready for submission for examination with our approval as University Supervisors

Sign: ---------- Date: ----------

Associate Professor Jacob L Oyugi

Sign: ---------- Date: ----------

Dr. Sam Eyamu

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ACRONYMS

ACMIS	Academic Management Information System
AIMS	Academic Information Management System
DV	Dependent Variables
ICT	Information and Communication Technology
IV	Independent Variables
KyU	Kyambogo University
MUBS	Makerere University Business School
MUK	Makerere University Kampala
NITA-U	National Information Technology Authority Uganda
PEOU	Perceived Ease of Use
PT	Perceived Trust
PU	Perceived Usefulness
RLT	Records Lifecycle Theory
RM	Record Management
SMEs	Small and Medium Enterprises
TAM	Technology Adoption Model
UNCST	Uganda National Council of Science and Technology
UTAUT	Unified Theory of Acceptance and Use of Technology

ABSTRACT

This study examined the Information and Communication Technology (ICT) adoption and Record Management in Public Universities in Kampala City. The study was specifically guided by mainly four objectives: (i) to establish the influence of perceived ease of use on record management, (ii) to examine the effect of perceived usefulness on record management, (iii) to examine the effect of perceived trust on record management and (iv) to examine the mediating role of perceived trust on the relationship between ICT adoption and record management in Public Universities in Kampala City. The study population was 615 from which a sample of 516 staff members was drawn across 3 Public Universities in Kampala City. This study performed regression analysis the variances. The findings revealed that perceived ease of use, perceived usefulness, and perceived trust significantly influenced record management. Specifically, perceived ease of use of ICT had a significant positive effect on record management ($B = 0.159$, $Beta = 0.144$, $p < 0.01$), indicating that respondents who found the systems easy to use were more likely to adopt them. Perceived usefulness of ICT also showed a strong positive relationship with adoption ($B = 0.364$, $Beta = 0.283$, $p < 0.01$), with users who perceived the system as useful being more likely to adopt it for record management. Moreover, perceived trust of ICT was found to have the strongest impact on adoption ($B = 0.914$, $Beta = 0.630$, $p < 0.01$), emphasizing that trust in the system is a key determinant in whether users adopt ICT for record management. The study concluded that fostering trust, improving system usability, and demonstrating the utility of ICT systems are critical to enhancing ICT adoption in record management. Based on these findings, the study recommends that government, policymakers, and University management focus on standardizing ICT systems, improving data security, and providing continuous training to ensure the effective implementation of ICT systems for record management in Higher Institutions of Learning.

Key words: Information and Communication Technology adoption, Perceived ease of use, Perceived usefulness, Perceived trust and Record Management.

CHAPTER ONE

INTRODUCTION

1.1 Introduction

In most organisations today, contemporary technology has become the cornerstone for process enhancement and enhanced effectiveness. One industry where technology is now unavoidable is record management. There is a growing demand for technology that can be utilized to efficiently manage the records of organisations. However, little is known on how ICT adoption affects record management. The purpose of the study was to examine Information and Communication Technology adoption and Record Management in Public Universities in Kampala City, a case of Makerere University, Kyambogo University and Makerere University Business School. This chapter presents the background to the study, the purpose of the study, the statement of the problem, the scope of the study, the significance of the study, the conceptual framework and the definitions of key terms and concepts used in the study.

1.2 Background to the study

The background to the study is presented in four categories including; historical perspective, theoretical background, conceptual background and contextual background.

1.2.1 Historical Background

Records management has a history that dates back nearly 6000 years, originating with the concept of the archive. Around 4000 BC, the Sumerians established the first known archive, using cuneiform writing on clay tablets to document property ownership and

commercial transactions. In 1620, Sir Thomas Bodley of England created one of the earliest alphabetical author-title catalogues (Atherton, 1979).

The fascinating origin of official record administration is dated way back in the 1780s. However, records management received less attention not until the 18th Century when there was a need to concentrate on the preservation of important public records. The Public Record Office was established in 1838 by the United Kingdom (UK) government with a mandate of ensuring that Researchers could access public documents (Atherton, 1979).

According to Adebayo (2013) the post second world war period (Between 1950 & 1960) saw a rapid emergency in records management. Initiatives were under way to codify best practices for records management. Three Government Organizations were established in the UK in the late 19th Century to make rules governing the preservation of particular records.

Many specialized document storage facilities were consequently built throughout the globe. Majority of records management companies were established in UK and initially focused and primarily provided services to nearby enterprises. But soon, a batch of records management businesses started offering services that connected many sectors. These businesses invested in trucks and constructed warehouses in prominent locations across numerous cities and villages across the globe. As a result, they were able to meet the records retrieval needs of larger clients with a wider geographic distribution and pick up and deliver documents between branches (Read, & Ginn, 2015).

With the emergence of computers in the 1970s, the globe saw a tremendous transformation in records administration. The increased creation of documents, as well as the growth of file preservation requirements, stimulated the necessity for increasingly more complex levels of records administration (Asogwa, 2012). The use of technology in Organisations, record management began to gain wide recognition with three goals in mind: to enhance organisational competence by mechanising data processing, to increase administration effectiveness by meeting information demands, and to develop competitiveness by influencing corporate approach (Seyal, 2019).

At the close of the 1970s, the foremost computers came into African academic establishments to relieve a load of management in monitoring and controlling scholars' academic information generated, so simply by clicking a button (Mutisya, 2017). Among the East African states, Kenya was the first to enact a policy on electronic governance and they further developed their state policy on ICT this was further evidenced by the publication of the National Access Report which was the peak of their Information Communication Technology policy (Ngoepe, 2010).

In 2006, the Ugandan Government introduced a National ICT Policy Agenda to encourage Digital Literacy and Information and Communication Technology incorporation in Academic Institutions throughout the Country (McLeod, 2012). Through the Ministry in charge of Education, Uganda sought several strategies for introducing new technology into the Education system, such as utilizing ICT in the learning process (McLeod, 2012). The Uganda National Council of Science and Technology (UNCST) launched the National ICT

Policy Formulation Process in 1998 to catch the ultimate goal of lasting schooling for everybody. Uganda adopted its first National ICT Policy in 2003 (Ochwo & Sekiwu, 2018).

According to Luyombya (2019), the Education Institutions all over the globe and above all in developing Nations in Africa have inaccurate or incomplete information, are suffering from financial or legal loss due to failure to produce needed timely evidence and are failing to handle confidential information with the proper level of care. In Uganda, the Institutions of Higher Education such as Public Universities are victims of low record management. They have; rising cases of record leakages, record insecurity, unreliable and inaccurate records which are often altered, manipulated and updated without authorization.

Efforts have been made in Public Universities to provide instructional content based on ICT (Nangonzi, 2019). In order to focus on giving Administrators error-free and instant data, Public Universities developed policies on ICT. A case in point is Kyambogo University that developed e-kampus interface as mechanism to enable Administrators easily manage the Institution's data (Kyambogo University, 2014). The year 2018 saw the advancement of e-kampus service to Academic Information Management Systems (AIMS) and currently to Academic Management Information System (ACMIS) which has enabled automation of student admissions, registering of learners, admission, processing of results, printing academic transcripts, payment of University dues and other processes (Nangonzi, 2019).

Whereas the literature on the evolution of records management points out its fundamental relevance to organizations, it is clear that most Organizations have been slow to embrace it. Not only that, the adoption of ICT to facilitate record management in Organization is

also yet to reach its heights. Even the organizations that have tried to adapt to the technological trends have very few of their employees embracing it. This continues to raise questions as to whether the adoption of ICT would influence record management in Public University in Kampala City, hence, the justification for this study.

1.2.2 Theoretical Background

The study was informed by insights from two theories: the Unified Theory of Acceptance and Use of Technology (UTAUT) and the Records Lifecycle Theory (RLT) developed by Atherton (1985)

1.2.2.1 Unified Theory of Acceptance and Use

The Unified Theory of Acceptance and Use of Technology (UTAUT) was developed by Venkatesh, Morris, Davis, and Davis in 2003 as a comprehensive framework to understand user acceptance and usage behavior of technology. The Theory posits that behavioural intention to use technology is a key predictor of actual usage behaviour. This intention, in turn, is influenced by four primary constructs:

Performance Expectancy: Refers to the degree to which an individual believes that using the system will enhance job performance. In the context of this study, it implies that staff in Public Universities are more likely to adopt ICT for record management if they perceive it as useful in improving the efficiency, accessibility, and accuracy of records.

Effort Expectancy: Looks at the perceived ease of using the system. A user-friendly ICT system that simplifies tasks is more likely to be embraced by record management personnel.

Social Influence: Refers to the extent to which individuals perceive that important other (such as peers, supervisors, or institutional leaders) believe they should use the new system. This is relevant in organizational settings such as Universities where peer norms and managerial directives can significantly influence behaviour.

Facilitating Conditions: Focuses on the belief that an adequate organizational and technical infrastructure exists to support system use. This includes training, technical support, and institutional policies that create a conducive environment for ICT adoption.

UTAUT is particularly relevant to this study because it provides a robust framework for analysing how individuals in Public Universities decide to adopt ICT for record management. It recognizes both individual-level factors (perceived usefulness and ease of use) and organizational conditions, which are critical in determining technology adoption in institutional settings. The theory's strength lies in its comprehensive and empirically validated constructs that directly relate to user behaviour, making it a suitable lens through which to examine the ICT adoption process.

By applying UTAUT, this study measures the key drivers behind ICT adoption in record management systems in Public Universities. The theory helps in explaining why some staff are more inclined to use ICT tools based on their perceptions and external environment. For example, if a record officer perceives the system as useful and easy to use, receives support from colleagues and management, and operates in a well-facilitated environment, the likelihood of ICT adoption increases.

Despite its strengths, UTAUT has notable limitations. One key criticism is its limited consideration of contextual variables. The model predominantly focuses on individual-level psychological factors and may not fully account for broader institutional, regulatory, or cultural factors that influence adoption.

1.2.2.2 Records Lifecycle Theory

The Records Lifecycle Theory, attributed to Atherton (1985), provides a foundational framework for understanding effective records management. This theory conceptualizes the life of a record as a series of distinct but interconnected stages: creation (or birth), active use and maintenance (life), and eventual disposition (death). It emphasizes the importance of managing records throughout their entire lifecycle to ensure their availability, reliability, and usability over time.

The theory assumes that all records follow a predictable life path, and each phase of this lifecycle has distinct management requirements (Atherton, 1985). It presumes that appropriate interventions at each stage, from creation to disposal. In the context of digital transformation, the theory also assumes that institutions must adapt lifecycle processes to accommodate digital records, which require different management strategies compared to paper-based systems.

The Records Lifecycle Theory was highly relevant to this study because it frames records management as a process that requires ongoing oversight, resource allocation, and institutional commitment (Seyal, 2019). Its strength lies in emphasizing a structured, systemic approach to managing records, from their inception to their final disposition. This structure aligns well with the goals of ICT adoption in Public Universities, where managing

the vast volume of student records, administrative files, and academic data requires careful planning and technological support throughout the records' life (Adebayo, 2013).

This study leveraged the Records Lifecycle Theory to explore how ICT can be integrated into each phase of the record lifecycle in Public Universities in Uganda. For example, ICT can streamline the creation phase through automated data entry, facilitate the use and maintenance phase through centralized access and secure storage, and enhance the disposition phase through digital archiving or systematic deletion protocols. The theory underscores the need for continuity and consistency in managing digital records, which becomes crucial in environments like Kyambogo University (KyU), Makerere University (MUK), and Makerere University Business School (MUBS), where records are vital for policy formulation, accountability, and operational efficiency.

Despite its practical utility, the Records Lifecycle Theory has limitations. It was originally developed in a paper-based records environment and may not fully capture the complexities of digital records management. The theory also underemphasizes the dynamic and evolving nature of digital information, such as metadata, version control, and cybersecurity risks (Luyombya, 2019).

1.2.3 Conceptual Background

The main concepts in this study were ICT adoption and Record Management. The concepts and their indicators used in this study were carefully adapted from existing literature to provide reliable and valid measures of the constructs being studied. The study focused on Perceived ease of use, Perceived usefulness and Perceived trust as key determinants of ICT adoption.

Records are information or data that has been gathered and stored on a certain subject, (Ofanide, 2012). In other definitions, Academic records are described as information or data pertaining to students in both paper and computer versions that offer proof of and details on the deeds or events that occurred (Asogwa, 2012).

Record management as a depended variable (DV) is the orderly oversight of an institution's records over their lifespan cycle to fulfil routine demands of the Institution, Legislative and budgetary obligations, and public prospects, according to (McLeod, 2012). Records serve as a standard by which choices are made since they convey information about an action and give proof that it took place. Records are precious resources which ought to be maintained and preserved (Nelly, 2015). Records are crucial for the functioning of organizations because they support corporate operations and act as vital proof of organizational transactions, decisions, and activities.

Records and information are crucial resources in any organization. All organizations rely on them to function. Timely retrieval and availability of relevant documentation is critical to an institution's ability to make critical decisions (Stewart & Ken, 2020). Note that not all documents are records. A record is a specific piece of information created or received that serves as evidence of activity and has sufficient content, structure, and context to aid in making informed decisions (Kayiwa, 2016). Management of these records is very crucial for institution to aid quick decision making. Therefore, record management has been measured based on timely access of records, security and safety of records and reliability of records.

On the other hand, the Independent Variable (IV) was Information Communication Technologies (ICT) adoption. According to Hedberg (2005), ICTs are the tools used to transmit, manipulate, and store data electronically. This is consistent with Aini and Norizan (2008) who describe ICT as a broad word referring to technology used for gathering, storing, modifying and transmitting (communicating) information in a variety of ways. This restricts technology not just to hardware but also to software. Initiation, adoption and implementation are the three distinct steps that make up the adoption of ICTs, according to Nguyen (2009), Rogers (2003), and Thong (1999). ICT innovation assessment is a part of the start step. The choice to accept an ICT innovation occurs during the adoption stage of which it is assumed that user perception is a significant determinant for adoption. In these cases, therefore, this study was necessary.

1.2.4 Contextual Background

Uganda is home to 11 accredited Public Universities, with Makerere University, Kyambogo University, Mbarara University, Gulu University, Busitema University, and Makerere University Business School among the most prominent (National Council for Higher Education (NCHE, 2024). These institutions serve a large student body and are entrusted with managing extensive administrative and academic records. The increasing volume of these records has necessitated the adoption of Information and Communication Technology (ICT) systems to streamline their management processes (NITA-U, 2021). To enhance efficiency, reduce costs, and improve productivity, these Universities have progressively integrated ICT infrastructure and services to support the processing, accessing, dissemination, retrieval, and disposal of records.

One such initiative is the Academic Management Information System (ACMIS), an upgraded version of the e-kampus system, which has been widely adopted across public Universities. The system facilitates various services, including the storage, access, and retrieval of academic records, payment of university fees, online registration, remote confirmations, and the verification of academic transcripts (Kyambogo University ICT Report, 2012). While ACMIS has made significant strides in improving record management, challenges persist, particularly in relation to the management of student coursework information, academic transcripts, and the retrieval of results from previous semesters (Serwaniko, 2015).

For example, a report published by New Vision Report (2021), highlighted a major incident at Kyambogo University, where academic records of over 2,900 students were inadvertently deleted from the ICT system. Similarly, the migration from E-Kampus to AIMS and subsequently to ACMIS has been marred by data loss and inaccurate data migration (NCHE, 2024). This issue is not unique to Kyambogo University, as other institutions such as Makerere University and Makerere University Business School (MUBS) have faced similar challenges, including the alteration of data and mismanagement of financial records (Eagle Online Report, 2021).

Despite the recognition of ACMIS as the best system for records management by the Ugandan government (NITA-U, 2021), it has yet to fully achieve the desired outcomes. One contributing factor is the resistance from some staff members, who have been slow to adopt and embrace the system. Additionally, there is a lack of empirical evidence demonstrating the impact of ICT adoption on the effectiveness of records management in

public universities. These persistent challenges in ICT-based records management underscore the need for further investigation into how ICT adoption influences the management of records within these institutions.

Moreover, the selected public universities in Kampala, Makerere University, Kyambogo University, and MUBS continue to face recurring issues in generating, managing, and securing student records during the application, admission, registration, examination, and graduation processes. Problems such as misplacement, incomplete files, falsification of data, loss of vital information, and difficulty in retrieving records are commonly reported. As highlighted in the New Vision Report (2021), the loss of data from the ICT system at Kyambogo University is a particularly alarming example of these issues. Additionally, the transition between different ICT systems (from E-Kampus to AIMS to ACMIS) has exposed gaps in data integrity, leading to lost or inaccurate data across the three selected universities.

These challenges present a critical gap in the management of academic and administrative records within Uganda's public universities, emphasizing the need for continued improvements in ICT systems and the development of comprehensive strategies to mitigate risks associated with data loss and system inefficiencies. Thus, the current study aims to explore the influence of ICT adoption on records management in these public universities, providing empirical insights into the effectiveness of ICT systems in addressing the ongoing challenges.

1.3 Statement of the Problem

Globally, records management has undergone a profound transformation, primarily driven by rapid advancements in information and communication technologies (ICT). These transformations are marked by the gradual obsolescence of traditional paper-based systems, the proliferation of new information sources, the widespread adoption of cloud storage solutions, and the increasing use of electronic mail platforms for record creation and storage (Katharina, Sandra, & Ralf, 2021). As a result, ICT-enabled records management systems have increasingly been adopted across institutions of higher learning as a strategic response to the growing complexity and volume of institutional data (Stewart & Ken, 2020). Despite these technological advancements, records management continues to pose significant challenges globally, particularly in terms of efficiency, accuracy, and security (Read & Ginn, 2015).

In Uganda, Public Universities have been acknowledged by the Government for demonstrating innovation in records management through the adoption of ICT-based systems such as the Academic Management Information System (ACMIS). Nevertheless, the overall effectiveness of records management remains growing concern across these institutions. Public Universities continue to face persistent challenges in managing critical student-related data, including academic transcripts, examination records, and result retrieval systems (Serwaniko, 2015). For example, a report published by the *New Vision* (August 24, 2021), highlighted the loss of academic records for over 2,900 students at Kyambogo University shortly before graduation. Comparable challenges have also been reported at other institutions such as Makerere University, Gulu University, and Makerere University Business School (MUBS), where poor record-keeping practices have attracted

public criticism. Additionally, systemic issues such as data manipulation, inaccuracies in financial records, and operational inefficiencies during key administrative processes, ranging from student application and admission to examination and graduation have been documented in government reports (Ministry of Education and Sports, 2022). These challenges are often attributed to the misplacement of records, incomplete student files, data falsification, and the inability to retrieve vital information in a timely manner.

Although existing literature acknowledges the potential influence of ICT adoption on enhancing records management, there remains a notable gap in empirical evidence specifically relating to the context of Public Universities in Kampala. Accordingly, this study sought to examine the influence of ICT adoption on records management within selected Public Universities in Kampala City, namely Kyambogo University (KyU), Makerere University (MUK), and Makerere University Business School (MUBS).

1.4 General Objective

The general objective of this study was to establish the influence of ICT adoption on Record Management in Public Universities in Kampala City.

1.5 Specific Objectives

i. To establish the influence of perceived ease of use of ICT on Record Management in Public Universities in Kampala City.
ii. To investigate the influence of perceived usefulness of ICT on Record Management in Public Universities in Kampala City.
iii. To determine the connection between perceived trust and record administration in Public Universities in Kampala City.

iv. To examine the mediating role of perceived trust on the relationship between ICT adoption and Record Management in Public Universities in Kampala City.

1.6 Research Hypotheses

H_1 Perceived ease of use of ICT has significant influence on Record Management in Public Universities in Kampala City.

H_2 Perceived usefulness of ICT has significant influence in Record Management in Public Universities in Kampala City.

H_3 There is a significant relationship between perceived trust and record management in Public Universities in Kampala City.

H_6 Perceived trust has a significant mediating role on the relationship between ICT adoption and Record Management in Public Universities in Kampala City.

1.7 Significance of the Study

Universities: This study will add to existing body of knowledge on how ICT adoption impacts record management so that Universities streamline their administrative processes, leading to increased efficiency and productivity. Secondly, the study can provide insights into how ICT can be used to enhance the security of academic and administrative records, reducing the risk of data breaches.

Researchers: The study provides a basis for further research where researchers can use the findings to identify trends and patterns in ICT adoption and its impact on record management within Higher Education Institutions. The study can serve as a reference point

for comparative studies across different regions or countries, enhancing the understanding of ICT adoption in varying contexts.

Policymakers: Policymakers can use the findings to formulate policies that encourage ICT adoption in record management, ensuring that Higher Education Institutions are aligned with global best practices. Insights from the study can help in the efficient allocation of resources towards ICT infrastructure and training in Higher Education Institutions.

Government: The Government can incorporate the findings into national education strategies, emphasizing the importance of ICT in modernizing education administration. Lastly, the study highlights the need for capacity-building programs to train staff in Higher Education Institutions on effective ICT use for record management.

1.8 Scope of the Study

1.8.1 Content scope

The current study focused on establishing the effect of ICT adoption and Record Management in Public Universities (KyU, MUK, MUBS). ICT adoption was the Independent Variable (IV) and this was measured based on perceived ease of use, perceived usefulness, and perceived trustworthiness. Besides, Record Management (Academic and Administrative Records) was measured based on, timely access to records, security and safety of records and reliability of records.

1.8.2 Geographical scope

The current study was conducted in KyU, MUK, MUBS which are situated in Kampala Capital City Authority. These Institutions were selected because they pioneered the ICT-

driven facilities among all Public Universities with facilities like the “E-kampus” students’ portal, AIMS and recently the ACMIS, all put in place with the ultimate goal of improving the management of academic records of the Universities (Luyombya , 2019). However, to date, the way records at these Universities are handled and managed is still wanting, hence prompting an investigation.

1.8.3 Time scope

The study took a period of 6 months and majorly utilised empirical information and reports between 2016 to date such as government reports, Ministry Reports and University Reports. It is within these periods that selected Public Universities adopted advanced ICT systems to manage students’ records, and 2018 was used as the benchmark year in which records management problems intensified at the Universities (Luyombya, 2019).

1.9 Conceptual framework

Information and Communication Technology Record Management

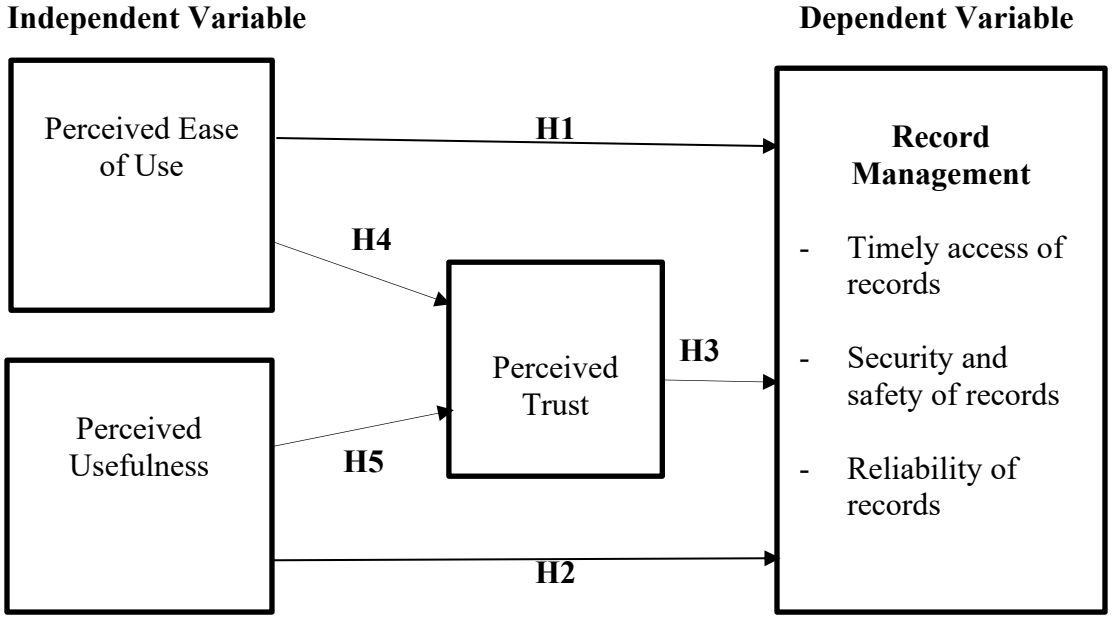

Figure 1: Conceptual framework

Source: Conceptual framework Adapted from Luyombya (2011), Newa and Mwantimwa (2019) and modified by Researcher in 2023.

The framework above illustrates the relationship between ICT adoption (Independent Variable) and record management (Dependent Variable) as adapted from Luyombya (2011). It shows that when elements which include perceived trust, perceived ease of use and perceived usefulness of ICT are in place, record management is achieved hence depicting the benefit of ICT adoption.

1.10 Definition of key terms

Information and Communication Technology: refers to any hardware, software, data, related procedures, infrastructure, and equipment that is owned, visible and hidden, under the control of, or used by the institution (Stewart & Ken, 2020).

Records Management: Is the broad set of tasks that a company ought to, complete to maintain its records effectively. Putting in place and promulgating processes and guidelines, determining records management policy, allocating duties, developing systems, implementing them, and managing recordkeeping systems are among the important activities (Vainikainen *et al.*, 2014).

CHAPTER TWO

LITERATURE REVIW

2.1 Introduction

Whereas the study was focused on establishing the effect of ICT adoption and Record Management, it is paramount to gather insights from prior studies in the same line. Therefore, this chapter presents literature as reviewed from empirical studies as in line with the objectives of the current study.

2.2 Theoretical review

2.2.1 Unified Theory of Acceptance and Use

The Unified Theory of Acceptance and Use of Technology (UTAUT) was developed by Venkatesh, Morris, Davis, and Davis in 2003 as a comprehensive framework to understand user acceptance and usage behavior of technology. The Theory posits that behavioural intention to use technology is a key predictor of actual usage behaviour. This intention, in turn, is influenced by four primary constructs:

Performance Expectancy: Refers to the degree to which an individual believes that using the system will enhance job performance. In the context of this study, it implies that staff in Public Universities are more likely to adopt ICT for record management if they perceive it as useful in improving the efficiency, accessibility, and accuracy of records.

Effort Expectancy: Looks at the perceived ease of using the system. A user-friendly ICT system that simplifies tasks is more likely to be embraced by record management personnel.

Social Influence: Refers to the extent to which individuals perceive that important other (such as peers, supervisors, or institutional leaders) believe they should use the new system. This is relevant in organizational settings such as Universities where peer norms and managerial directives can significantly influence behaviour.

Facilitating Conditions: Focuses on the belief that an adequate organizational and technical infrastructure exists to support system use. This includes training, technical support, and institutional policies that create a conducive environment for ICT adoption.

UTAUT is particularly relevant to this study because it provides a robust framework for analysing how individuals in Public Universities decide to adopt ICT for record management. It recognizes both individual-level factors (perceived usefulness and ease of use) and organizational conditions, which are critical in determining technology adoption in institutional settings. The theory's strength lies in its comprehensive and empirically validated constructs that directly relate to user behaviour, making it a suitable lens through which to examine the ICT adoption process.

By applying UTAUT, this study measures the key drivers behind ICT adoption in record management systems in Public Universities. The theory helps in explaining why some staff are more inclined to use ICT tools based on their perceptions and external environment. For example, if a record officer perceives the system as useful and easy to use, receives support from colleagues and management, and operates in a well-facilitated environment, the likelihood of ICT adoption increases.

Despite its strengths, UTAUT has notable limitations. One key criticism is its limited consideration of contextual variables. The model predominantly focuses on individual-level psychological factors and may not fully account for broader institutional, regulatory, or cultural factors that influence adoption.

2.2.2 Records Lifecycle Theory

The Records Lifecycle Theory, attributed to Atherton (1985), provides a foundational framework for understanding effective records management. This theory conceptualizes the life of a record as a series of distinct but interconnected stages: creation (or birth), active use and maintenance (life), and eventual disposition (death). It emphasizes the importance of managing records throughout their entire lifecycle to ensure their availability, reliability, and usability over time.

The theory assumes that all records follow a predictable life path, and each phase of this lifecycle has distinct management requirements (Atherton, 1985). It presumes that appropriate interventions at each stage, from creation to disposal. In the context of digital transformation, the theory also assumes that institutions must adapt lifecycle processes to accommodate digital records, which require different management strategies compared to paper-based systems.

The Records Lifecycle Theory was highly relevant to this study because it frames records management as a process that requires ongoing oversight, resource allocation, and institutional commitment (Seyal, 2019). Its strength lies in emphasizing a structured, systemic approach to managing records, from their inception to their final disposition. This structure aligns well with the goals of ICT adoption in Public Universities, where

managing the vast volume of student records, administrative files, and academic data requires careful planning and technological support throughout the records' life (Adebayo, 2013).

This study leveraged the Records Lifecycle Theory to explore how ICT can be integrated into each phase of the record lifecycle in Public Universities in Uganda. For example, ICT can streamline the creation phase through automated data entry, facilitate the use and maintenance phase through centralized access and secure storage, and enhance the disposition phase through digital archiving or systematic deletion protocols. The theory underscores the need for continuity and consistency in managing digital records, which becomes crucial in environments like Kyambogo University (KyU), Makerere University (MUK), and Makerere University Business School (MUBS), where records are vital for policy formulation, accountability and operational efficiency.

Despite its practical utility, the Records Lifecycle Theory has limitations. It was originally developed in a paper-based records environment and may not fully capture the complexities of digital records management. The theory also underemphasizes the dynamic and evolving nature of digital information, such as metadata, version control, and cybersecurity risks (Luyombya, 2019).

2.3 Empirical review

2.3.1 Perceived Ease of Use of ICT and Record Management

Perceived ease of use assesses how difficult it is to use ICT systems and applications according to the prospective user (Davis, 1993). Applications and systems that are viewed as difficult and that have a steep learning curve are regarded to be dangerous to adopt

because users of ICT applications seek mental effortlessness, which influences the desire to adopt and use ICTs (Opia, 2008).

Adebi (2012) noted that the ease of use as perceived very vital for ICT adoption in record management. It has been discovered that the elements affecting the usage of ICT in record management are lack of training, understanding of computers, and experience using computers. Therefore, when employees perceive ICT to be easy to use in record management, its adoption is likely to increase across organizations. The interest of employees is to accept the ICT system that they find easy to manage and access information. It's vital to keep in mind when using any type of electronic system in record management, employees are interested in seeing that it is simple to use. Some computer programs need someone to declare a record before they can properly manage it. Some systems require a unique identifier for every record in order for it to function. All this should be easy for the users of ICT in record management or else the adoption is likely to be low.

According to BenMoussa (2009), many firms tend to focus too much on and invest in ICT that is easy to use by the existing labour force. However, according to Aziz et al. (2018), ICT adoption may not allow person with skill to share it with others. Some people may not be persuaded to accept ICT system when they lack the ability to use. A learning organization, a meritocracy, or a knowledge-creating corporation won't just appear because of technology. If the firm's employees are unable to use these systems, this strategy might not produce the desired results (Mnjama & Wamukoya, 2007). Therefore, it is crucial that

many firms get ready to invest in their employees in order to improve their views, capacities, and experiences in order to successfully resolve records management issues.

Henderson and Divert (2003) established a favorable substantial association between perceived usability and ease of use, indicating that these two variables are also crucial in predicting ICT adoption and usage in record management. According to the findings, compatibility had an impact on how easy to use something was evaluated. Lee's (2009) and Enderson and Divert (2003) also reported comparable findings in which they found a positive and substantial association between perceived usability and perceived ease of use, indicating that these two characteristics are crucial in predicting ICT adoption in record management.

Huai (2008) and Kim (2008) established that when employees regard the ICT to be relevant and user-friendly, they are likely to accept it. Brown (2002) also concluded that people should be encouraged to practice and use ICT on their own, with positive reinforcement provided when this has been done. This, in his opinion, was to increase their self-efficacy and directly affect how easy they perceive ICT adoption in record management. According to Teo (2010) how easy to use an ICT plays an important role in the adoption of ICT in record management.

Furthermore, Teo (2010) noted perceived ease of use was affect behavioural intentions to adopt ICT in record management. Venkatesh and Davis (1996) noted that the perceived ease of use has an impact on the inclination to adopt ICT. The organization adopted ICT for record management more frequently if they believe it to be simple to use. According to Kashaija (2022) Perceived ease of use plays a critical role in the adoption of ICT in record

management. It is an autonomous and essential concept that contributes to adoption of ICT (Chau, 1996).

2.3.2 Perceived Usefulness of ICT and Record Management

The ability of recently created ICT programs to generate and solve challenges of record management is becoming increasingly important. The adoption of such ICT programs enables employees to access, share, and keep safe records. However, few organizations have benefited. There are a number of empirical studies explaining how ICT adoption affects record management. However, the studies have mix arguments as discussed below.

According to a study by George et al. (2013) on the use and accessibility of ICT in Polytechnics, perceived usefulness is very vital during the introduction of more and diverse ICT into record management in educational settings including classrooms and other learning environments. Albert et al (2012) conducted study on the usage of ICT in Ghanaian chain hotels' Front Office Operations. The study established that perceived usefulness influences ICT adoption in record management.

According to Krubu and Osawaru (2011), ICT gives any information service-focused organization, the opportunity to offer its customers availability of diverse digitally-based information resources as well as value-added information services. Additionally, these organizations are implementing management information systems, developing institutional repositories/central location of digital local content and services, creating efficient and effective collaboration and resource sharing networks, automating core functions, and launching ICT-based capacity building programs. It is these perceived benefits that push organizations to adopt ICT in record management.

Similarly, Mnjama and Wamukoya (2007) also assert that the perceived ability of ICT to enable quick access to records plays a major role in influencing adoption of ICT in record management. The gap left by conventional record-keeping could be filled by ICT use. ICT has unquestionably solidified its position at the Centre of Record and Archival Management Practice, ensuring a promising future for the two fields. This is due to the fact that one of ICT's most significant contributions has been to simplify the complexity of traditional record keeping, an influence that cannot be reversed or equalled by any other action.

ICT also improve online search tools and retrieval systems. ICT offer users faster and better record retrieval services (Ritz & Mcquitty, 2018). According to Laudon and Laudon (2012), many consumers no longer wait in line to access services such as water bills, rates, and tax data from revenue authorities. With a computer or other internet-capable devices like smartphones and tablets, individuals can retrieve information and work from home or any location. The automation of documents also frees up workplace space and saves time and energy. Due to the non-physical nature of handling, records cannot be easily damaged. Additionally, the user may receive the desired information in a selective manner.

Additionally, it is feasible to offer the user the information they want only when they specifically request it. ICTs can also convert raw data into usable information with little additional expense in terms of time and resources (Yaseen et al., 2019) According to Ralph and Reynolds (2008), ICTs allow numerous individuals to exchange information more effectively, more quickly, and at a lower cost. For instance, a communication that once

required weeks or even months to reach the receiver due to the manner of delivery, such as a messenger, can now be sent with the press of a computer button.

In addition to expanding access, digitisation improves it. New search and browsing possibilities made possible by digitization allow Researchers to locate information more quickly and precisely (Zaman et al., 2022). For instance, while working with written documents in physical copy, the only method to find a particular piece of information is to read the entire document. While the program uses server-based records management systems like D-space, Alfresco, and InfoRouter to categorize, index, and file or store the scanned documents. Scanner drivers are required so that computers may interface with scanners and servers when scanning records.

2.3.3 Perceived trust in ICT and Record Management

Numerous studies have been conducted that demonstrate the significance of perceived trust on ICT adoption and record management. Information Communication Technology (ICT) adoption is altering company operations as well as how management assign tasks to employees with regards to safety and accessibility of records in organizations. ICT-related innovations are continually being created and perceived trust in ICT could be very vital for record management success.

According to Vainikainen et al. (2014), the success of ICT in transforming record management in Organization is influenced by perceived trust. When management in support of moving away from traditional approaches of managing records, there are higher chances that an organization has to adopt ICT. Therefore, perceived trust is very vital in promoting the adoption of ICT which is likely to promote integrity and quality. It is so

crucial to note that without management trust and belief in the existing ICT infrastructures, its application to records management may not be successful.

Chun and Hong (2015) also contend that management should have trust that integration of ICT into record management should follow the necessary processes and provide long-term protection, and accessibility to the records. Management frequently supports an ICT record management system that provides reliable, comprehensive, unaltered, and usable information. According to Eze, Obichukwu, and Kesharwani (2021), perceived trust is a key factor driving the adoption of ICT for record management. This is because management prioritizes having accurate records of policies, transactions, and organizational activities to ensure reliable information for decision-making and accountability. Therefore, ICT should be incorporated into record management from the planning and design stages, rather than being added only during or after implementation.

In the study by Popela, Zuva and Appiah (2019) it was established that perceived trust in ICT significantly affects record management at organizations. Management is interested in adopting ICT systems to make sure that policies are in place that accomplish the following security objectives in order to meet e-records management requirements. The focus of management is to guarantees that only authorized personnel have access to electronic records. Management should trust that the ICT supports the backup and recovery of records to prevent information loss.

According to Utomo and Dodgson (2001) in their study conducted to identify the factors driving the adoption of ICT in Indonesia within Small and Medium Enterprises (SMEs), they established that management perceived trust in ICT is very vital. It enables the

protection of sensitive or classified electronic records in an organization is likely to motivate the adoption and application of ICT in record management. Management only trusts integration of ICT into record management when there is trust that there was minimized risk of unauthorized alteration or e-records destruction. Therefore, a highly competent and knowledgeable management is more likely to implement ICT systems, since there was trust and belief in the system (Chuang, Rutherford, & Lin, 2007).

Wojitkowski and Hardesty (2001) also asserts that the perceived trust of owners and Senior Managers in relation to ICT adoption is vital for the success of record management. In their study, they established that key managers' familiarity, trust and belief in the emerging technological developments is crucial for record management within firms. Silvius (2004) also contends that managers and owners perceived trust and foundational understanding of ICT, particularly in emerging economies has a significant role in record management. The extent of ICT knowledge and the attitude of a company's management will determine whether the organization adopts ICT and integrate it to record management.

According to a study by Caldeira and Ward (2002), businesses that had succeeded in implementing ICT systems and infrastructure in record management either had Top Management that was open to implementing new systems to increase work output or had partnered with an IT Company that provided consulting services and managed their ICT infrastructure.

2.4 Summary of literature review

Based on the review mentioned above different publications about ICT adoption and Records Management, majority of the findings showed that ICT adoption and Records

Management is crucial in effective and efficient running of activities. However, few publications challenge ICT adoption and Records Management due to inadequate skilled personnel in use of ICT tools. The Researcher therefore, investigated whether ICT adoption ensures effective and efficient record management in Public Universities in Kampala City, a case of study (KyU, MUK, MUBS) as found in the majority of the literature or not.

CHAPTER THREE

METHODOLOGY

3.1 Introduction

This chapter outlines the systematic and logical steps followed in designing, conducting, and analysing research results. It also addresses the fundamental ethical issues involved in research.

3.2 Research design

A cross-sectional survey design was utilized. This design was selected because the study involved gathering data from Public Universities in Kampala City (Makerere University Business School, Kyambogo University and Makerere University). The design enabled the study to gather data on the influence of ICT adoption and Record Management across these Universities based on evidence gathered at a single point in time as supported by (Tierney, 2002).

3.3 Research Approach

A mixed-methods approach was adopted, combining both quantitative and qualitative methods concurrently. The quantitative methodology was first used to provide statistical expressions on the nature of relationships between study variables and establish the coefficient of determination of ICT adoption and Record Management as supported by (Saunders, Lewis, and Thornhill, 2009).

The qualitative approach was used for collecting detailed opinions, suggestions, and explanations from respondents to allow for detailed disclosure of the issues underlying the

study problem as a back up to the statistical findings expressed in the quantitative findings, as noted by (Creswell, 2014).

3.4 Population size

The study population was 656 staff who include the Academic (Teaching) and Administrative (Non-teaching) staff members at various levels of Management and in various Faculties which were directly affected by the management of records. The key institutions of focus in this study were KyU, MUK and MUBS which have been in the headlines for cases associated with record management.

3.4.1 Sample size

The study targeted a minimum sample size of 516 participants. This determination was guided by the widely accepted rule of thumb that recommends at least 10 observations per indicator variable to ensure sufficient statistical power and reliability in structural equation modelling and other multivariate analyses (Nunnally, 1967; Wolf et al., 2013). This approach was deemed appropriate to enhance the robustness and generalizability of the study findings.

3.5 Sampling Technique

Taherdoost (2016) contends that sampling is a technique used by Researchers to choose representative respondents from the target group. The sample size for the investigation was chosen using three (3) different sampling approaches as detailed below: -

Purposive sampling technique; The respondents from the office of the Senior Management officials such as Deputy Vice Chancellors, Directorates of ICT and Academic

Registrars were chosen following the purposive sampling technique. Pursuant to the specific objective of providing unbiased estimate, sampling units were chosen when employing the purposive sampling technique (Saunders, Lewis, & Thornhill, 2012). Purposive sampling was used in order to gain access to private data on the administration of students' academic records. This method was selected since these members were in charge of guaranteeing correct input, storage, access/retrieval, and destruction while also possessing rich and deeper information.

Simple random sampling; The selection of Department Heads, Deans of Faculties, and Administrative Assistants was done through simple random sampling. Each unit had a same chance of being selected for the sample. This was because, according to Saunders et al. (2012), the technique yields an accurate and enhanced estimation of the parameters or a homogeneous population.

Table 3. 1: Population and Sample Distribution

Category	**Population**	**Sample**	**Sampling Technique**
Deputy Vice Chancellors, Academics	03	03	Purposive sampling
Academic Registrars	03	03	Purposive sampling
Directorates of ICT	03	03	Purposive sampling
Department Heads	181	143	Simple Random Sampling
Deans of Faculties	50	44	Simple Random Sampling
Administrative Assistants	419	323	Simple Random Sampling
Totals	**656**	**516**	

3.6 Sources of data

Both primary and secondary data were embraced by this study. A survey method was used and specifically a questionnaire was used in collection of primary data. For secondary data, well established published scholarly works like journal articles, conference papers, government reports and other forms of published works was reviewed especially those in line with records management in Public Institutions in Uganda.

3.7 Data Collection Methods

3.7.1 Survey

Quantitative data; questionnaire was used by the Researcher since it was practical and allowed for the quick and reasonably inexpensive collection of significant amounts of data from a big number of respondents.

3.7.2 Interview

Qualitative or descriptive data; Interviews involve a conversation between two or more persons, where the interviewer poses questions to elicit information or assertions from the interviewee (Luyombya, 2019). Interviews were used to collect qualitative data because it provided the advantage of probing for additional information, clarifying responses, and capturing the interviewees' facial expressions (Babbie, 2010). In addition to the quantitative data gathered through questionnaires, interviews facilitated the acquisition of qualitative or descriptive data

3.8 Data collection instruments

3.8.1 Questionnaire

Closed-ended structured questionnaires were utilized. The structured questionnaires with a 5-point Likert scale were used because it is an effective method for measuring attitudes, perceptions, and behaviours in social research (Cohen, Manion, & Morrison, 2017). The Likert scale allows respondents to indicate their level of agreement or disagreement with a series of statements, providing quantifiable data that can be easily analyzed (DeVellis, 2017). According to (Likert, 1932), a 5-point range (ranging from 1 - Strongly Disagree to 5 - Strongly Agree) provides sufficient response variation while maintaining simplicity and ease of use for participants.

3.8.2 Interview guide

Yin (2003), refers to it as a dialogue that offers the respondent the opportunity to take part actively in the process. These involved interactions of the Researcher using interview schedules with the staff of the selected Universities in use of ICT in records management. This is in line with Kerlinger (1973) who recommend oral communication to writing. The interview schedule is framed following the study objectives and questions.

3.9 Validity and Reliability of Instruments

3.9.1 Validity

According to Creswell (2014), validity describes the accuracy of results or the degree to which an instrument is appropriate for assessing the intended outcome. Upon designing the research instruments which included questionnaire and interview guide, the Supervisors checked for the clarity of the items. To ensure validity of quantitative data, the study

computed for content validity index (CVI) based on responses from the pre-tested instruments that have been obtained from specific response group from Kyambogo University.

This threshold of 0.7 was applied to assess the validity of the study instrument as computed below:-

$$\text{Content Validity Index (CVI)} = \frac{\text{Number of items declared valid}}{\text{Total number of items}} \quad (16)$$

$$\text{CVI} = \frac{16}{22}$$

$$\text{CVI} = 0.73$$

With a CVI of 0.73, the instrument was considered valid for data collection as it exceeded the 0.7 threshold recommended by Amin Amin (2005).

3.9.2 Reliability

Reliability refers to the degree of consistency exhibited by a research instrument when used repeatedly. For quantitative data instruments, a pre-test of the questionnaire was done to establish the instruments' reliability in order to guarantee consistency and dependability. The instrument's reliability was assessed using the Cronbach's Alpha coefficient and Factor Analysis. According to reliability test results presented in Table 3.1 below, all variables met the threshold of 0.7, therefore, this suggests that the instrument was good for final data collection as supported by Amin (2005).

Table 3. 2: Reliability tests

Reliability Statistics		
Variables	**Cronbach's Alpha**	**N of Items**
Perceived ease of use	.783	5
Perceived usefulness	.766	4
Perceived trust	.709	4
Record management	.797	4

From the pre-test results, it is observed that the questionnaire was reliable given that all coefficients were above 0.7 as suggested by Amin (2005). This was a confirmation that the questionnaire is good for data collection.

Similarly, according to the factor analysis results as shown in Table 3.3 below, only the items that met the threshold of 0.7 based on pre-test results were included in the final instruments as suggested by Sekaran and Bougie (2010).

Table 3. 3: Factor Analysis Results

Component Matrix	
Perceived ease of use	**Component**
	1
PE 3	.743
PE 4	.826
PE 5	.858
PE 6	.740
PE 7	.775
Perceived usefulness	**Component**
	1
PU 1	.735
PU 2	.796
PU 3	.872
PU 4	.939
Perceived Trust	**Component**

	1
PT 1	.766
PT 2	.886
PT 3	.920
PT 4	.765
Records management	**Component**
	1
RM 1	.768
RM 2	.862
RM 3	.932
RM 4	.790
Extraction Method: Principal Component Analysis.	
a. 1 components extracted.	

3.10 Measurement of items

In this study, ICT adoption was regarded as an Independent Variable (IV) specifically conceptualized through perceived ease of use and perceived usefulness. The two constructs were measured by items that were adapted from prior similar studies Luyombya (2011). An ordinal scale following the Likert scale format was employed, where responses ranged on a scale from 1 to 5. The Likert scale allows respondents to indicate their level of agreement or disagreement with a series of statements, providing quantifiable data that can be easily analyzed (DeVellis, 2017).

Perceived trust in this study was assessed in terms of satisfaction level of users and the level of commitment to continue using the ICT system for record management. Respondents were therefore required to rate their level of satisfaction and commitment on a scale of 1 to 5.

On the other hand, records management, which served as a Dependent Variable, was assessed based on timely access, security, and safety using an ordinal scale on a scale of 1 to 5, as adapted from (Newa and Mwantimwa 2019).

3.11 Procedure for data collection

The Researcher requested a letter of introduction from Directorate of Research and Graduate Training which was introducing her to the administration of Kyambogo, Makerere and MUBS Universities for permission to conduct the study.

3.12 Data Processing

The Statistical Package for the Social Sciences (SPSS) was used to manually edit, code, tabulate, and analyse the collected data. The questionnaire data was coded and then entered into a computer using a coding sheet. Data was uniformly input and structured to enable coding and tabulation and editing was done to verify data accuracy and consistency. To make statistical calculations easier, data was organised in columns and rows using tabulation. To verify the significance of the data from which inferential statistics was derived, tabulation primarily made use of statistical procedures such as tables, frequencies, percentages, averages, and standard deviations (Creswell, Vicki, & Plano, 2017).

3.13 Data Analysis

3.13.1 Quantitative data analysis

Quantitative analysis was done using Statistical Package for the Social Sciences (SPSS) for analysis to perform descriptive and inferential statistics.

3.13.2 Inferential statistics

Particularly linear regression analysis, were used to address the study objectives (Phellas & Constantinou, 2018). Linear regression was chosen as the analytical method to determine the magnitude of influence of how the independent variable influences the dependent variable.

3.13.3 Qualitative data analysis

Qualitative data obtained from interviews was edited and categorized into meaningful information. It was then thematically integrated with quantitative data, and direct excerpts were used in reporting, as supported by Creswell (2014).

Data were analyzed using the following steps: gathering all notes from observations and interviews; reading through all the data; classifying the data based on the research problem statement; describing the classified data; and drawing conclusions based on the essential information gathered from interviews and observations (Ary, 1990).

3.14 Ethical considerations

The researcher adhered to the principles of informed consent, participant confidentiality, and ensuring respondent protection throughout the study. As a result, the Researcher stated that the study's goal was to meet the requirements of a Master’s degree programme and not for any other ulterior motive. Respondents were asked to engage in the study voluntarily, and the Researcher accepted refusals or abstentions in good faith. The Researcher also promised to keep respondents' responses secret and state that the results would only be utilised for academic study (Moore, 2016).

3.15 Limitations and Delimitations

The Researcher faced the following challenges:

Self-Reported Data: The study employed self-reported data collection methods, such as surveys and questionnaires. This approach may have introduced social desirability bias, where participants may have provided responses, their believe are socially acceptable rather than their true experiences or opinions. As a result, the accuracy of the data may have been compromised, particularly in sensitive areas such as data handling and records management practices.

Sampling errors; This was expected to arise because of the difficulty to arrive at the most appropriate sample frame. There may have been an inclusion of some elements/respondents that may not have provided appropriate responses as required by this study. However, the research addressed this by adopting a large sample of 516 staff so as to have an appropriate representation of the population.

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND INTERPRETATION OF FINDINGS

4.1 Introduction

The study findings are presented in this section. It is organized in line with study objectives. It begins with presenting the response rate, followed by the demographic variables. Next is the presentation of descriptive statistics, followed by correlation and lastly, regression results are presented to test the hypothesis.

4.2 Response Rate

A total of 516 questionnaires were distributed to the respondents and 349 valid questionnaires were received back arising to a response rate of 67.64%. Besides, a total of 08 interviews were arranged with some University Administrative officials.

4. 3 Sample characteristics

Table 4. 1: Demographic characteristics

		Frequency	Percent
Gender of respondent	Female	177	50.7
	Male	172	49.3
	Total	**349**	**100.0**
Level of education	Certificate	22	6.3
	Diploma	46	13.2
	Bachelor's	160	45.8
	Master's	87	24.9
	Others	34	9.7
	Total	**349**	**100.0**
Respondent's university	Kyambogo	163	46.7
	MUBS	50	14.3
	Makerere	136	39.0
	Total	**349**	**100.0**
Length of service	Less than 1 year	11	3.2
	1-3 years	116	33.2
	4-6 years	72	20.6
	7-9 years	130	37.2
	10 years and above	20	5.7
	Total	**349**	**100.0**
Designation of respondent	Administrative Assistant	95	27.2
	Records officer	20	5.7
	Faculty Dean	12	3.4
	Administrative secretary	75	21.5
	ICT Officer	29	8.3
	Examination Coordinator	51	14.6
	Heads of Departments	34	9.7
	Faculty Registrars	33	9.5
	Total	**349**	**100.0**

The study findings in table above indicate that the gender of the respondents was fairly distributed with 50.7% females and 49.3%. the results further indicate that there was a variation on the levels of education of respondents with the majority being Bachelor holders 175(45.8%) and these were followed by master holders 87(24.9%). Those who held

Diplomas were 16(13.2%) and those who had Certificates were 22 (6.3%) and 34(9.7%) belonged to other education categories.

Regarding the University of the respondents, 163 (46.7%) were from Kyambogo University, 136 (39%) were from Makerere University and 50 (14.3%) were from Makerere University Business School (MUBS). This shows there was a relatively fair representation of the three selected universities to participate in the study.

When asked about the length of time they had spent in service, 130 (37.2%) had served for a period of 7-9 years. Those who had served for a period of 1-3 years were 116 (33.2%). The ones who reported to have served for 4-6 years were 72 (20.6%) and 11 (3.2%) had served for a period of less than 1 year and 20 (5.7%) had served for a period of 10 years and above.

Regarding the designation of the respondent, the study findings indicate that Administrative Assistant were 95 (27.2%) and Administrative Secretaries constituted 75 (21.5%) of the respondents, Examinations Coordinators constituted 14.6% and Heads of department were 9.7%. Those who held Faculty Registrar's positions were 9.5% and ICT Officers were 8.3%. Records Officers constituted 5.7% of the sample and Faculty Deans were only 3.4% of all participants who were involved in the study.

4.4 Descriptive statistics

4.4.1 Descriptive statistics on Perceived ease of use

This study was focused on a comprehensive descriptive analysis of respondents' perception of perceived ease of use drives ICT adoption in record management. This was aimed at

eliciting insights directly from the users themselves who included University staff, on what could be factors shaping their attitudes and behaviors towards ICT adoption within the realm of record management.

Table 4. 2: Descriptive statistics on Perceived ease of use

Items	Min	Max	Mean	Std. Dev
In this University, staff embrace ICT system that has clear programed instructions on how to use	1	5	3.59	1.125
In this university, before ICT system is acquired for record management, all staff are trained on how to use it	1	5	3.48	1.368
In this University, the University often acquires ICT systems that are easy to install and manage by existing expertise	1	5	3.40	1.326
In this University, before the University acquires a given ICT system, staff capabilities and expertise are analyzed	1	5	3.15	1.384
In this University whenever an ICT system is acquired for record management, staff embrace it only if it is easy to learn	1	5	3.10	1.492
Grand Mean			**(3.34)**	

Source: Primary data

According to statistics in Table 4.2 above, it is evident that employees in the selected Universities embrace ICT systems only when it has clear programmed instructions on how to use. This is indicated by the highest mean score of 3.59 and SD of 1.125. Additionally, the results also revealed that the staff are willing to accept an ICT system only when they have received training on how to use (Mean=3.48, SD=1.368).

Furthermore, the results also revealed that the selected Universities are often willing to acquire ICT systems that are easy to install (Mean=3.40, SD=1.326). Not only that, the results also indicated that analyzing staff capabilities and expertise before acquiring a given ICT system is fundamental as gauged by respondents with a mean score of 3.15and SD of

1.384. Lastly, it was also established from the results that whenever an ICT system is only embraced by staff when it is easy to learn (Mean=3.10, SD=1.492).

The quantitative findings are supported by the interview responses where when asked to gauge their perception regarding the perceived ease of use levels of ICT among University staff, the Heads of department that were interviewed said;

> *"...perceived ease of use for an ICT system is a key determinant for adoption in the Universities. Management has a clear policy on ICT integration where one of the key provisions of the policy is ensuring that the system should be perceived by all staff as an ease to use system. The key considerations before adoption include; easiness to learn, availability of expertise and clarity of usage instructions."*

In this case therefore, the findings suggest that at all levels of Institutions of Higher Education management, perceived ease of use is highly considered before any ICT systems is adopted to support in records management.

4.4.2 Descriptive statistics on Perceived usefulness

In this section, the study was focused on conducting a descriptive analysis of respondents' perception on how perceived usefulness drives ICT adoption in record management. This was aimed at eliciting insights directly from the University staff, on what could be key consideration on usefulness of ICT that drives its adoption.

Table 4. 3: Descriptive statistics on Perceived usefulness

Items	Min	Max	Mean	Std. Dev
In this University, before any ICT system is acquired, the University first conducts cost-benefit analysis	1	5	3.72	1.036
In this university, the staff are likely to accept ICT system that improves efficiency and effectiveness of record management	1	5	3.51	1.202
In this University, staff often embrace ICT systems that simplify access to University records	1	5	3.50	1.205
In this University, the staff embrace ICT systems that improves sharing and communication of University records	1	5	3.29	1.291
Grand Mean			**(3.51)**	

From the descriptive results in Table 4.3, it is observed that generally, majority of the respondents agree that perceived usefulness is key in adoption of ICT in records management (Grand Mean = 3.51). However, it is observable that there was variation on the rating of various items selected in this study to measure the level of perceived usefulness. For instance, when asked whether conduct a cost benefit analysis before acquiring any ICT system is important, majority of the respondents agreed with a mean score of 3.72 and SD of 1.036.

Similarly, the results also indicated that University staff are likely to accept ICT systems that improve their efficiency and effectiveness of record management (Mean = 3.51, SD = 1.202). Furthermore, findings also revealed that staff often embrace ICT systems only if it simplifies access to University records (Mean = 3.50, SD = 1.205). Lastly, the results also indicated that when University staff consider an ICT system to improve sharing and communication of University records, they are likely to adopt (Mean = 3.29, SD = 1.291).

The quantitative findings above concur with the interview responses that were gathered from Senior Administrative staff who note that;

> *"…adoption of ICT system is driven by perceived usefulness. The observation is that majority of the staff are willing to accept only the system that is useful. The focus on various aspect such as ability to improve efficiency and effectiveness in accessing records, fostering easy access to records, enhancing information sharing and ensuring economy in records management."*

Therefore, the findings agree that perceived usefulness is one of the key drivers of adoption of ICT in records management.

4.4.3 Descriptive statistics on Perceived trust

In this section, the study was focused on conducting a descriptive analysis of respondents' perception on how perceived trust drives ICT adoption in record management. This was aimed at eliciting insights directly from the University staff, on what could be key consideration if perceived trust is to influence ICT adoption in record management.

Table 4. 4: Descriptive statistics on Perceived trust

Items	Min	Max	Mean	Std. Dev
The University often assess the security of the system before adopting it	1	5	3.79	1.111
The staff often require the University to acquire ICT system that cannot be manipulated by the controllers	1	5	3.74	1.170
The staff often require the University to adopt an ICT system that ensures accuracy of university records	1	5	3.72	1.030
The staff confidence in the ICT system is very vital before adopting it	1	5	3.67	1.150
Grand Mean			**3.73**	

As indicated by results in Table 4.4, findings revealed that the universities are willing to adopt ICT system when it is considered secure to use (Mean=3.79, SD=1.111). Similarly, the results show that staff in the selected Universities agree that Universities are often willing to acquire ICT systems that cannot be manipulated by controllers (Mean=3.74, SD=1.170). Additionally, the results revealed that staff often require their university to adopt an ICT system that ensures accuracy of University records (Mean=3.72, SD=1.030). Lastly, the results show that when staff have confidence on given ICT system, University is likely to adopt it (Mean = 3.67, SD=1.150).

These findings agree with the interview responses from the Deans of Faculties who from the interviews noted the following;

> *"… Perceived trust is a key driver for adoption of ICT at the Universities. When all our staff have confidence in the system and it is secure, cannot be manipulated and ensures accuracy, the adoption rate is very high.*

4.4.4 Descriptive statistic on Record management

In this section, the study conducted a descriptive analysis of respondents' perception on the level of record management in selected Universities. This was aimed at eliciting insights directly from the University staff, on how they rate records management.

Table 4. 5: Descriptive statistic on Record management

Items	Min	Max	Mean	Std. Dev.
All staff can easily access University records they desire within and outside the University	1	5	3.74	1.171
The students can keep track of their academic records reliably	1	5	3.68	1.149

All University records have back up plans and thereby reduced loss of important records	1	5	3.50	1.205
The accuracy of University records has improved over time with the introduction of ICT systems	1	5	3.10	1.492
Grand mean			**(3.51)**	

From the descriptive results In Table 4.5, it is noted that overall, the majority of the respondents agree that records management existed in Public Universities represented by a grand mean of 3.51. However, there was a variance on how various respondents perceived the items that measured record management levels in universities. For instance, majority of the respondents agreed that all staff can easily access university records they desire within and outside the University (Mean = 3.74, S.D = 1.171). Similarly, there was agreement among respondents that students in universities are reliably keeping a good track of their academic records (Mean = 3.68, S.D = 1.149). Additionally, results show agreement among respondents regarding whether all University records have back up plans and thereby reduced loss of important records (Mean = 3.50, S.D = 1.205). Lastly, the findings show that respondents moderately perceived that the accuracy of university records has improved over time with the introduction of ICT systems (Mean = 3.10, S.D = 1.492).

During the interviews, several participants shared their experiences regarding records management in Public Universities, which helped shed light on the above. For instance, senior administrators at Kyambogo University noted,

> *"...with the integration of ICT systems, we've made significant strides in ensuring that staff can access records more efficiently. For example, they can retrieve any academic record within minutes, whether it is for a faculty member or a student, even if they are off-campus."*

Faculty members at Makerere University (MUK), noted,

"... while we have seen improvements in how students track their academic progress, sometimes the records can still be disorganized, especially during peak registration periods. However, overall, students can easily check their results and progress through the student portal, which I think is a huge leap forward."

4.5 Correlation analysis results

The study also sought to establish whether the variables under study were related and, in that regard, a Pearson Correlation coefficient was computed and below are the correlation analysis results.

Table 4. 6: Correlation results on ICT adoption and Record Management

	Variable	1	2	3	4
1	Perceived ease of use	1			
2	Perceived usefulness	.321**	1		
3	Perceived trust	.390**	.388**	1	
4	Records management	.476**	.591**	.803**	1

**. Correlation is significant at the 0.01 level (2-tailed).

Source: Primary data

As presented in Table 4.6, the results demonstrate a significant positive association between perceived ease of use and record management ($r = 0.476$, $p < 0.01$). Similarly, the data show a notable positive correlation between perceived usefulness and record management ($r = 0.591$, $p < 0.01$). In addition, a strong and statistically significant relationship was observed between perceived trust and record management ($r = 0.803$, $p < 0.01$). These outcomes provide empirical support for the proposed hypotheses, reinforcing the role of these ICT adoption factors in enhancing effective record management.

4.6 Regression results

After conducting correlation analysis, I proceeded to conduct simple linear regressions before conducting multiple regression to test the overall influence of each of the predictor variables on (DV) which is record Management.

4.6.1 Simple Linear Regression

4.6.1.1 Perceived ease of use and record management

Under this section, the study established the effect of perceived ease of use on record management. A regression analysis was performed to examine the variances. Table 4.7 below presents the findings from the analysis.

Table 4. 7: Regression results on perceived ease of use and record management

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.026	.181		13.315	.000
	Perceived ease of use	.443	.044	.476	10.086	.000

F-statistic = 101.726

R-square = .227

Adjusted R-square = .224

a. Dependent Variable: Record Management

Source: Primary data

Results in Table 4.7 above indicate that the model fits the data well and thus perceived ease of use explains the variations in the record management in public Universities (F =

101.726, $P < 0.05$). According to the Adjusted R^2 of 0.224, it illustrates that perceived ease of use explains up to 22.4% variations in record management in public Universities. The results also show that a unit increase in perceived ease of use is associated with 0.443 improvement in record management ($b = 0.443$). This implies that when staff perceive an ICT system to be user friendly, it is likely to influence its adoption for record management. Therefore, should Institutions of Higher Education consider increasing record management, they should adopt an easy-to-use ICT system.

4.6.1.2 Perceived usefulness and record management

The study examined whether perceived usefulness as a determinant of ICT adoption explains the variations in record management. The study performed a regression analysis to test the rate at perceived usefulness explains the variances in record management. Table 4.8 below illustrates the findings.

Table 4. 8: Perceived usefulness and records management

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.266	.168		7.526	.000
	Perceived usefulness	.639	.047	.591	13.640	.000

F-statistic = 186.051

R-square = .349

Adjusted R-square = .681

a. Dependent Variable: Record Management

Source: Primary data

It is observed from the results in Table 4.8 above show that the model is a good fit for the data and therefore perceived usefulness of an ICT system significantly explains the variations in record management (F-statistic = 186.051, *P*-value < 0.05).

The results revealed that the perceived usefulness of ICT system explains 34.7% variations in record management (Adjusted $R^2 = 0.347$, $P < 0.05$). According to the beta coefficient of $b = 0.639$ shows that a unit increase in perceived usefulness of ICT system is associated with 0.639 increase in record management. This finding implies that perceived usefulness of an ICT system directly affects the level of record management in Institutes of Higher Education. The higher the staff perceive an ICT system useful, the higher the level of record management. Therefore, from the findings, the regression model below was developed;

$$RM = 1.266 + 0.639PU + e \quad \text{..... (iii)}$$

Where; RM = Record management, PT = Perceived usefulness and e = the standard error

4.6.1.3 Perceived trust and records management

The study performed a regression analysis to establish the contribution of perceived trust on record management in Public Universities. Results The results from the regression analysis are displayed in Table 4.9 below.

Table 4. 9: Perceived trust and records management

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.157	.148		11.061	.289
	Perceived trust	.982	.039	.803	25.107	.000

F-statistic = 630.381

R-square = .645

Adjusted R-square = .644

a. Dependent Variable: Record Management

Source: Primary data

Based on the findings presented in the regression models, it is observed that the regression model is significant which means perceived trust directly explain the changes in record management in Institution of Higher Education ($F = 630.381$, $P < 0.05$). According to adjusted R square of 0.644, it is observed that perceived trust for ICT system explain 64.4% changes in record management among Institution of Higher Education. Meanwhile, the Beta of 0.982 shows that a unit increase in perceived trust is associated with 0.982 increases in record management in Institution of Higher Education. The findings imply that should Universities consider improving record management, they should focus on adopting ICT system that is trusted by staff. Therefore, from the findings, the regression model below was developed;

$$RM = 0.157 + 0.982PT + e \quad \text{..... (iii)}$$

Where; RM = Record management, PT = Perceived trust and e = the standard error

4.6.2 Multiple regression

After conducting simple linear regressions, I proceeded to conduct multiple regression to ascertain the effect of each predictor variables on the depend variable (record management) in a single regression equation, i.e.

$$Y = b_0 = b_1x_1 + b_2x_2 + b_3 x_3 + \text{----}e$$

Table 4. 10: The multiple regression results

	Model 1			Model 2		
Variable	**B**	**Std. Error**	**Beta**	**B**	**Std. Error**	**Beta**
(Constant)	.717	.319		-5.048	.250	
Gender of respondent	.124	.105	.062	-.010	.054	-.005
Level of education	-.061	.053	-.060	.025	.027	.025
Respondent's university	-.255**	.057	-.236**	-.099**	.030	-.091**
Length of service	-.100	.051	-.102	.006	.027	.006
Designation of respondent	.022	.022	.053	-.015	.011	-.037
Perceived ease of use				.159**	.033	.144**
Perceived usefulness				.364**	.040	.283**
Perceived trust				.914**	.044	.630**
R^2	0.080			0.761		
Adjusted R^2	0.066			0.755		
F-Statistic	F=5.932, P<0.05			F=135.314, P<0.05		

Note

** p<0.01, * p<0.05

Std Error: Standard Error

Dependent variable: Record Management

Models

Model 1 = Individual factors (Gender, Age, Education, University, service period and Designation)

Model 2 = Perceived ease of use and Perceived usefulness

From the results, under Model 1 demographic variables observed in the table were regressed against records management. The results thus revealed that the model was a good fit for the data ($F = 5.932$, $P < 0.05$). It was established that among the demographic

variables, the University of the respondents significantly affects record management ($\beta = -2.55$, $p < 0.05$) while other factors have no significant effect on record management.

In Model 2, additional predictors related to ICT adoption namely, perceived ease of use, perceived usefulness, and perceived trust were integrated into the overall model. The inclusion of these factors resulted in a statistically significant enhancement, accounting for 76.1% of the variability in record management outcomes (Adjusted $R^2 = 135.314$, $p < 0.05$). The analysis revealed that perceived ease of use ($\beta = 0.159$, $p < 0.05$), perceived usefulness ($\beta = 0.364$, $p < 0.05$), and perceived trust ($\beta = 0.914$, $p < 0.05$) each had a meaningful and statistically significant impact on the effectiveness of record management practices. These results indicate that improvements in ICT adoption driven by how easy the system is to use, how useful it is perceived to be, and the level of trust users have in it are positively linked to enhancements in managing records effectively.

4.6.3 The mediation role of perceived trust

The study tested for mediation using Hayes' PROCESS Hayes (2018) to determine the extent to which perceived usefulness and perceived ease of use influenced record management through a mediator (perceived trust). The study took various routes through which mediation is assumed to take place as seen in Figure below.

Figure 2: The mediation results model

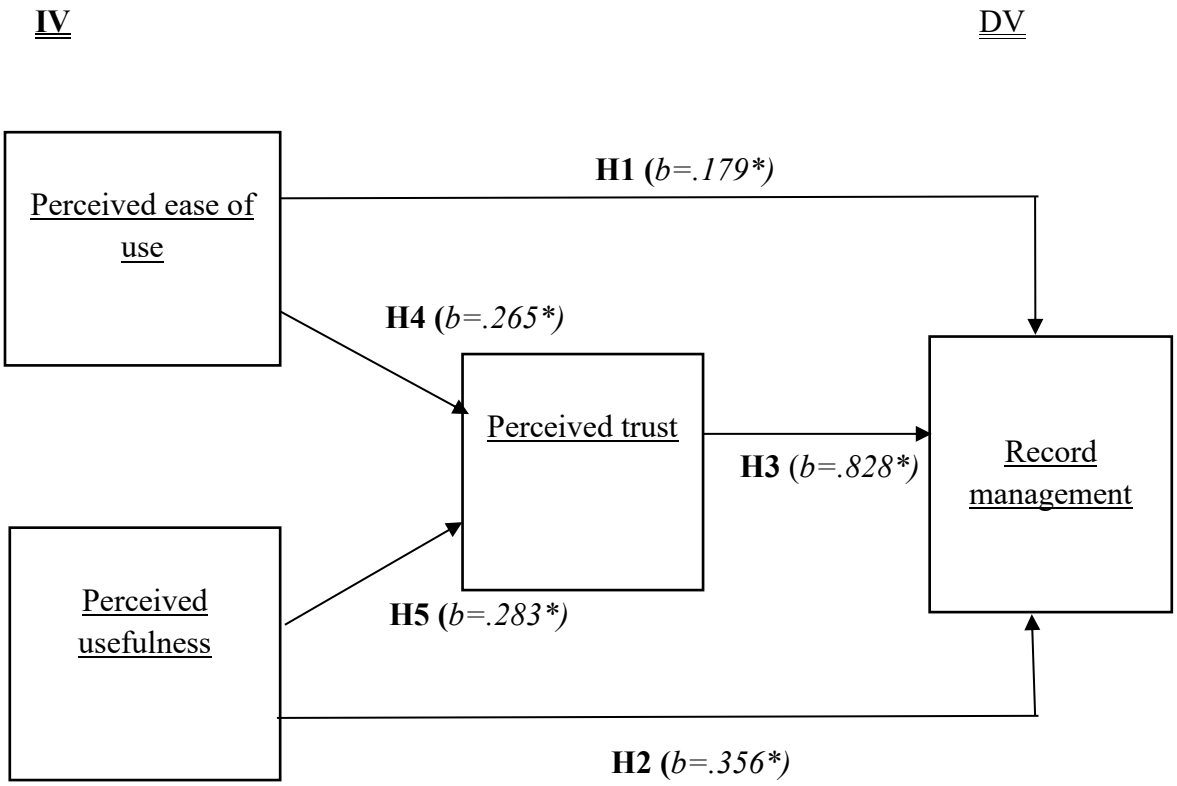

Table 4. 11: The mediation results

	Total effect				Direct Effect				Indirect effect			
Hypothesis	**Path**	**B**	**SE**	**P**	**B**	**SE**	**P**	**B**	**BootSE**	**LLC1**	**ULC1**	**Decision**
Hia	PE-RM				.179	.031	.000					Accepted
H2a	PU-RM				.356	.032	.000					Accepted
H3a	PT-RM				.828	.037	.000					Accepted
H4a	PE-PT				.890	.041	.000					Accepted

H5a	PU-PT				.828	.037	.000					Accepted
H6a	PE-PT-RM	.443	.070	.000				.265	.039	.193	.344	Accepted
H7a	PU-PT-RM	.639	.073	.000				.283	.041	.205	.364	Accepted

Model 1
R2 (Outcomes; PT) = .1524
R2 (Outcomes; RM) =.6762
R2 (Outcomes; OA) = Total effect model =.8286

Model 2
R2 (Outcomes; PT) =.1504
R2 (Outcomes; RM) =.7368
R2 (Outcomes; RM) =Total effect model =.8872

Model 1; Tested for mediation using perceived ease of use as IV, while in Model 2, it was perceived usefulness

Where PU-Perceived Usefulness, RM- Record Management, PE- Perceived ease of use, PT-Perceived trust

From the results, it is observed that;

The analysis shows that perceived ease of use significantly contributes to record management, both independently and through an intermediary influence. Specifically, the total contribution from perceived ease of use to record management is 0.443. Out of this, a direct influence of 0.179 is recorded, while the remaining 0.265 occurs indirectly through perceived trust. These results imply that making systems user-friendly not only has a direct effect on record handling but also boosts users' trust, which subsequently enhances record management performance. Together, ease of use and trust account for approximately 67.6% of the variation in record management performance, with perceived trust playing a more substantial role. These findings confirm the stated hypothesis.

Likewise, perceived usefulness also has a meaningful impact. The combined effect on record management is 0.639, with a direct influence of 0.356 and an indirect contribution of 0.283 via perceived trust. This suggests that users who find the system beneficial are more likely to trust it, thereby improving how records are managed. The model explains about 73.7% of the variation in record management. As with ease of use, perceived trust serves as a significant link between usefulness and effective record handling. These results support the proposed hypothesis.

CHAPTER FIVE

SUMMARY, DISCUSSION, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of findings and discussion of findings in line with the study objectives. The chapter also shows the conclusion, recommendations, limitations and areas for further research

5.2 Summary of findings

The study investigated the influence of ICT adoption on Record Management in selected Institutions of Higher Education in Central Region of Uganda. A case of three selected Public Universities which included; Kyambogo University, Makerere University and MUBS was considered to provide empirical evidence. The findings revealed that generally perceived ease of use, perceived usefulness, and perceived trust were much more influential, with perceived trust being the most significant determinant of adoption influencing record management. The results indicate that perceived ease of use has a significant positive effect on record management ($B = 0.159$, $Beta = 0.144$, $p < 0.01$). Respondents who find the system easy to use are more likely to adopt record management. Similarly, findings revealed that Perceived usefulness has a strong positive relationship with adoption ($B = 0.364$, $Beta = 0.283$, $p < 0.01$). The more respondents find record management useful, the more likely they are to adopt it. Lastly, Perceived trust had the strongest impact on adoption ($B = 0.914$, $Beta = 0.630$, $p < 0.01$). Trust in the platform or system is a key determinant in whether respondents adopt record management.

5.3 Discussion of Findings

This section emphasizes how the current study's findings correspond with previous research in various prior studies, individual perceptions and postulates in various theories.

5.3.1 Perceived ease of use of ICT on Record Management

This study investigated the influence of perceived ease of use on record management. The assumption was that if there is high perceived ease of use of an ICT system among university staff, record management would increase. In this case, the study conducted regression analysis on the evidence gathered from university staff. From the analysis, the results showed that perceived ease of use significantly affects record management. Therefore, the study findings supported the hypothesis that stated that perceived ease of use of ICT has significant influence on Record Management in Public Universities in Kampala City.

The findings therefore agree with the general perception in which ICT adoption has been considered an everlasting solution to record management in organizations. An ICT system is said to provide quick accessibility, cost effective and an efficient way to record management. Most Universities have been grappling with record management challenges inform of loss of records. Efforts have been made to digitalize systems; however, adoption has been slow. The findings therefore agree with the assertions of UTAUT which demonstrate that the driving factors of ICT adoption are perceived ease of use and perceived usefulness.

Similarly, the findings agree with Adebi (2012) who also established that perceived ease of use is very vital for ICT adoption in record management. The study established that the elements affecting the usage of ICT in record management are lack of training, understanding of computers, and experience using computers. Therefore, when employees perceive ICT to be easy to use in record management, its adoption is likely to increase across organizations which influence record management. Not only that findings also agree with BenMoussa (2009) who also revealed that for record management to improve, focus is on invest in ICT that is easy to use by the existing labour force. Similarly, findings agree with Aziz et al. (2018) who also established that if the firm's employees are unable to use ICT systems, it might not produce the desired results.

Therefore, it is crucial that many firms get ready to invest in their employees in order to improve their views, capacities, and experiences in order to successfully resolve records management issues.

Additionally, the study's findings align with Henderson and Divert (2003), who determined a positive and substantial association between perceived ease of use and usefulness, indicating that these two variables are also crucial in predicting ICT adoption and usage in record management. The findings also concur with Lee's (2009) and Enderson and Divert (2003) who established that there is a positive and substantial association between perceived usability and perceived ease of use, indicating that these two characteristics are crucial in predicting ICT adoption in record management.

Therefore, for organizations to improve on their record management, findings suggest that the systems adopted should be easy to use for it to influence record management.

5.3.2 Perceived usefulness of ICT on Record Management

In today's digital age, ICT systems play a crucial role in various organizational processes, including record management in Institution of Higher Education. Understanding the influence of perceived usefulness of these ICT systems on record management is vital for enhancing efficiency and effectiveness in administrative operations. The study investigated the influence of perceived usefulness of ICT system on record management in Institutions of Higher Education.

The study conducted a regression analysis to determine the extent to which perceived usefulness of ICT influences record management. The regression analysis revealed a significant positive relationship between perceived usefulness of ICT systems and record management in Institution of Higher Education. Specifically, the coefficient of perceived usefulness was identified as statistically significant, indicating that an increase in perceived usefulness leads to improvements in record management practices.

The findings of this study align with George et al. (2013) emphasizing the importance of ICT systems in enhancing record management processes. Similarly, findings agree with Krubu and Osawaru (2011) who also revealed perceived benefits of ICT system significantly affects record management. Therefore, the significant influence of perceived usefulness on record management underscores the need for Institutions of Higher Education to invest in ICT infrastructure that is perceived as beneficial by users (Mnjama & Wamukoya, 2007). The findings agree with Laudon and Laudon (2012), who also asserted that by providing training and support to users to maximize the perceived

usefulness of ICT systems, Universities can optimize their record management practices and improve overall organizational efficiency.

In conclusion, this study demonstrated the influence of perceived usefulness of ICT systems on record management in public universities. The findings underscore the importance of considering users' perceptions when implementing ICT solutions for record management purposes.

5.3.3 The mediating role of perceived trust on the relationship between ICT adoption and Records Management

The study investigated the role of perceived trust on the influence if perceived ease of use on record management. The study performed hierarchical regression to address the study objective. The findings of the study revealed that perceived trust is a significant mediator on the relationship between perceived ease of use and record management. In this case, the study findings support the hypothesis that perceived ease of use significantly affects record management when mediated by perceived trust.

The revelation that perceived trust serves as a significant mediator in the relationship between perceived ease of use and record management underscores the importance of interpersonal factors in shaping individuals' perceptions and behaviors towards ICT systems. This agrees with the findings of to Vainikainen et al. (2014). In the context of Public Universities in Kampala City, where organizational culture and interpersonal relationships play pivotal roles, the role of trust becomes particularly salient. The significant mediating effect of perceived trust implies that individuals' trust in the

reliability, integrity, and security of ICT systems influences the extent to which they perceive these systems as easy to use and, consequently, their willingness to engage in record management activities facilitated by these systems. This finding resonates with the broader literature on technology adoption (Chun & Hong (2015), which emphasizes the significance of trust as a crucial factor in users' acceptance and utilization of technology (Venkatesh et al., 2012).

In the context of in Public Universities in Kampala City, where concerns about data security, privacy, and system reliability may be prevalent, fostering a culture of trust is paramount to promote the effective adoption and utilization of ICT systems for record management purposes. Building trust among users entails not only ensuring the technical reliability and usability of ICT systems but also addressing broader organizational factors, such as transparency, communication, and accountability. By recognizing the pivotal role of perceived trust as a mediator, efforts can be directed towards implementing strategies aimed at building and maintaining trust among users. This may involve providing adequate training and support to users, implementing robust data security measures, and fostering a culture of openness and accountability in ICT governance.

Overall, the study findings reveal the role of perceived trust in influencing ICT adoption and record management practices in the context of Public Universities in Kampala City.

The findings underscore the importance of addressing not only technical aspects of ICT implementation but also socio-cultural factors that shape users' perceptions and behaviors.

5.3.4 The influence of perceived usefulness of ICT on Record Management when mediated by perceived trust

The study investigated the role of perceived trust on the relationship between perceived usefulness and record management. The study performed hierarchical regression to address the study objective. The study's findings showed that perceived trust significantly mediates the relationship between perceived usefulness and record management. Therefore, the study findings support the hypothesis that perceived usefulness significantly affects record management when mediated by perceived trust.

The findings of the study regarding the role of perceived trust as a mediator between perceived usefulness and record management reveal perceived trust as a significant mediator in the relationship between perceived usefulness and record management. The findings underscore the importance of socio-psychological factors in shaping individuals' attitudes and behaviors towards technology-enabled processes. In the context of record management, where the accuracy, reliability, and security of information are paramount, trust in the underlying ICT systems and processes plays a pivotal role in determining users' willingness to engage with and rely on these systems for their record management (Silvius, 2004).

Besides, the finding suggests that individuals' perceptions of the trustworthiness of ICT systems act as a bridge between their perceived utility and their actual engagement in record management practices. When users perceive ICT systems as useful and trustworthy, they are more likely to embrace and utilize these systems to manage records effectively (Wojitkowski & Hardesty, 2001). Conversely, if trust in the systems is lacking or

compromised, users may hesitate to fully leverage the perceived usefulness of the technology, thereby impeding effective record management efforts. This finding aligns with theoretical UTAUT, However, the inclusion of perceived trust as a mediator adds a nuanced understanding of the underlying cognitive and affective processes that influence individuals' acceptance and utilization of ICT systems in organizational contexts.

In addition, the study agrees with findings of Caldeira and Ward (2002), who asserted that in Universities, where concerns about data security, confidentiality and integrity are prevalent and the mediating role of perceived trust assumes heightened significance. Universities ought to build trust among users. Therefore, by addressing users' trust concerns and promoting a culture of trustworthiness in ICT governance, Institutions of Higher Education can optimize the perceived usefulness of technology and enhance record management practices, ultimately contributing to improved organizational efficiency, compliance, and decision-making.

5.4 Conclusion

The study concludes that the key factors driving ICT adoption in record management are perceived ease of use, perceived usefulness, and perceived trust. Among these factors, perceived trust emerged as the most significant determinant of adoption, highlighting the importance of building trust in the ICT systems used for record management. Institutions must ensure that these systems are reliable, secure, and trustworthy to encourage widespread adoption.

Furthermore, perceived ease of use was found to have a positive effect on adoption. Respondents who found the systems easy to use were more likely to embrace ICT for

record management. Similarly, perceived usefulness also had a strong positive relationship with adoption, with respondents being more likely to adopt ICT systems that they believe will benefit them in terms of efficiency and effectiveness in managing records.

Therefore, the study underscores the critical role that user perceptions play in the adoption of ICT for record management in higher education institutions. To enhance ICT adoption, institutions should focus on improving system usability, demonstrating the value of the technology, and fostering trust among users. By addressing these factors, public universities in Uganda can improve their record management systems, leading to more efficient and reliable management of academic and administrative records.

5.5 Recommendations

Based on the findings of the study, the following recommendations are made;

The government should establish and enforce national ICT standards for record management in higher education institutions. This will ensure that all public universities adhere to the same guidelines, enhancing consistency, security, and reliability in the management of academic and administrative records.

Policymakers should develop frameworks that focus on ensuring data security, privacy, and system reliability to build trust in the adoption of ICT. This could include implementing regular audits, improving cybersecurity measures, and ensuring transparency in how records are managed and accessed.

University management should prioritize the development or acquisition of ICT systems that are user-friendly and efficient. The adoption of systems with intuitive interfaces and

functionalities will increase their ease of use, which, as found in the study, positively influences adoption rates.

University administrators should ensure that both staff and students are adequately trained in the use of ICT-based record management systems. Continuous professional development programs should be established to enhance users' confidence and competence in managing digital records.

Future studies should focus on exploring the factors influencing ICT adoption in specific departments within universities (e.g., administrative staff, academic staff, students) to provide a more granular understanding of the challenges and opportunities in each area.

5.6 Areas of further research

This study recommends future Researcher to delve deeper into the mechanisms through which perceived trust operates as a mediator. Exploring additional contextual factors and conducting longitudinal studies could provide further clarity on the long-term effects of perceived ease of use, perceived usefulness, and perceived trust on record management within the evolving landscape of Public Universities in Kampala City.

REFERENCES

Adebayo, S. (2013). The impact of application of Information and Communications Technology. International Journal of Students Research in Technology & Management (ICT) in the administration of polytechnics in ogun state, Nigeria, 505-615.

Amin, M. (2005). Social Science Research Concepts: Methodology and Analysi. Makerere Printery.

Asogwa , B. (2012). The readiness of universities in managing electronic records A study of three federal universities in Nigeria Nnamdi Azikiwe Library, University of Nigeria. Nsukka, Nigeria The Electronic Library, 792-807.

Atherton, J. (1979). The origins of the public archives records centre, 1897–1956. *Archivaria*, 35-59.

Aziz, A. A., Yusof, Z. M., Mokhtar, U. A., & Jambari, D. I. (2018). A conceptual model for electronic document and records management system adoption in Malaysian public sector. International Journal on Advanced Science, Engineering and Information Technology, 8(4). https://doi.org/10.18517/ijaseit.8.4.6376

Bryman, A. (2016). *Social Research Methods* (5th ed.). Oxford University Press.

Campus Bee Report. (2021). *Makerere University VC Prof. Nawangwe applauds team behind implementation of ACMIS*. https://campusbee.ug/news/makerere-university-vc-prof-nawangwe-applauds-team-behind-implementation-of-acmis/

Chibuye, B., & Phiri, J. (2022). An Assessment for Record Keeping and Cemetery Management: A Case of Lusaka City Council, Zambia Based on Technology Acceptance Model (TAM). Open Journal of Business and Management, 10(02). https://doi.org/10.4236/ojbm.2022.102032

Chun, J. R., & Hong, H. G. (2015). Factors Affecting on Personal Health Record. Indian Journal of Science and Technology, 8(S8). https://doi.org/10.17485/ijst/2015/v8is8/70534

Cohen, L., Manion, L., & Morrison, K. (2017). *Research Methods in Education* (8th ed.). Routledge.

Creswell, J. W. (2014). Research Design: Qualitative, Creswell, J. W. (2014). Research design Qualitative quantitative and mixed methods approach. https://doi.org/10.1007/s13398-014-0173-7.2antitative, Research Design Qualitative Quantitative and Mixed Methods Approaches. https://doi.org/10.1007/s13398-014-0173-7.2

DeVellis, R. F. (2017). *Scale Development: Theory and Applications* (4th ed.). Sage Publications.

Drost, E. A. (2011). Validity and Reliability in Social Science Research. Education Research and Perspectives, 38(1), 105–123.

Eagle Online Report. (2021). *Public universities to use ACMIS system for data backup*. https://eagle.co.ug/2021/08/31/public-universities-to-use-acmis-system-for-data-backup/

Eze, N. U., Obichukwu, P. U., & Kesharwani, S. (2021). Perceived Usefulness, Perceived Ease of Use in ICT Support and Use for Teachers. IETE Journal of Education, 62(1). https://doi.org/10.1080/09747338.2021.1908177

Faida, E. W., Supriyanto, S., Haksama, S., Markam, H., & Ali, A. (2022). The Acceptance and Use of Electronic Medical Records in Developing Countries within the Unified Theory of Acceptance and Use of Technology Framework. Open Access Macedonian Journal of Medical Sciences, 10(E). https://doi.org/10.3889/oamjms.2022.8409

Kashaija, L. S. (2022). E-records management readiness for implementation of e-government in local authorities of Singida Municipal Council. Journal of the South African Society of Archivists, 55. https://doi.org/10.4314/jsasa.v55i.4

Katharina, N., Sandra, D., & Ralf, T. (2021). Employee perceptions of information and communication technologies in work life, perceived burnout, job satisfaction and the role of work-family balance. Elsevier Journal of Business Research, 652-666.

Kayiwa , S. (2016). Role of ICT in Higher Educational Administration in Uganda. World Journal of Educational Research, 3(1).

Kurian, G. (2014). Reliability and Validity Assessment. In The Encyclopedia of Political Science. https://doi.org/10.4135/9781608712434.n1341

Kyambogo University. (2012). Kyambogo University Strategic Plan 2012/13 - 2022/23). Kampala: Kyambogo University.

Kyambogo University. (2014). yambogo University Information and Communication Technology Policy. Kampala: Kyambogo University.

Likert, R. (1932). A technique for the measurement of attitudes. *Archives of Psychology*, 140, 1-55.

Luyombya , D. (2019). Framework for effective public digital records management in Uganda. Unpublished doctoral dissertation, University College London. Kampala: Unpublished Disseration.

Luyombya, D. (2011). ICT and digital records management in the Ugandan public service. Records management journal, 21(2), 135-144.

McLeod, J. (2012). On being part of the solution, not the problem: taking a proportionate approach to managing records. Records Management Journal, 186–197.

Mnjama, N., & Wamukoya, J. (2007). E-government and records management: An assessment tool for e-records readiness in government. In Electronic Library (Vol. 25, Issue 3). https://doi.org/10.1108/02640470710754797

Nelly, C. (2015). Challenges of Adoption of Information Communication Technology on Teaching and Learning in Public Preschools in North Rift Region, Kenya. International Journal of Economics, Commerce and Management United Kingdom, 515. Retrieved from http://ijecm.co.uk/ISSN 2348 0386

Newa, J. R., & Mwantimwa, K. (2019). E-records management in Tanzania public service: determinants, perceived importance and barriers. University of Dar es Salaam Library Journal, 14(1), 116-133.

Ngoepe, M. (2010). An exploration of records management trends in the East African Public sector case study of the Department of Provincial and Local Government. Nairobi: University of Nairobi. Retrieved from http://hdl.handle.net/10500/2705

NITA-U. (2010). ICT Policies, Strategies and Initiatives Put In Place In Uganda. The Inter-Sessional Panel Of The United Nations Commission On Science And Technology For Development. The United Nations Commission On Science And Technology (pp. 15-17). Kampala: NITA Uganda.

NITA-U. (2021). *Winners of the 2021 e-Government Excellence Awards*. PC Tech Magazine. https://pctechmag.com/2021/12/e-government-excellence-awards-winners.

Ochwo, D., & Sekiwu, D. (2018). Efficacy of information and communication technology in digitalized students' records management in universities in Eastern Uganda. African Educational Research Journal.

Ofanide , J. (2012). Importance of Record keeping in Universities. Being Paper Presented to the Department of PHE, University of Ilorin. Ilorin: University of Ilorin,.

Phellas, C. N., & Constantinou, C. S. (2018). Literature review. In Social Research in Health and Illness. https://doi.org/10.4324/9781315609607-2

Popela, I., Zuva, T., & Appiah, M. (2019). Factors That Influence the Adoption of Electronic Patients Records Management Systems in South Africa. Proceedings - 2019 International Multidisciplinary Information Technology and Engineering Conference, IMITEC 2019. https://doi.org/10.1109/IMITEC45504.2019.9015918

Read, J., & Ginn, M. L. (2015). *Records management*. Cengage learning.

Ritz, W., & Mcquitty, S. (2018). Digital marketing adoption and success for small businesses. 13(2), 179–203. https://doi.org/10.1108/JRIM-04-2018-0062

RVSPK, R., Priyanath, H. M. S., & Megama, R. G. N. (2020). Methods and rules-of-thumb in the determination of minimum sample size when applying structural equation modelling: A review. *J Soc Sci Res*, *15*(2), 102-109.

Serwaniko, C. (2015). Integrating Information and Communication Technology into Vocational Pedagogy: A Case of Faculty of Vocational Studies, Kyambogo University, Uganda. Kampala: Makerere University.

Seyal , A. (2019). Evaluating Information Technology Strategic Planning Process: Lesson Learnt from Bruneian Small Businesses. International Journal of Innovative Interdisciplinary Research, 204-217.

Stewart, K., & Ken, C. (2020). Adoption of the Electronic Document Records Management System within the Public Sector in Namibia: Exploring the Challenges and Opportunities. International Journal of Operations Management, 7-18.

Vainikainen, V., Soriyan, H. A., Korpela, M., & Saranto, K. (2014). Good practices to enhance the perceived usefulness of computerized hospital information systems–case study in Nigeria. Journal of Health Informatics in Africa, 2(2).

Yaseen, H., Al-adwan, A. S., & Al-madadha, A. (2019). DIGITAL MARKETING ADOPTION AMONG SMES IN JORDAN: A MIXED- METHOD APPROACH. 97(4).

Zaman, S. Bin, Khan, R. K., Evans, R. G., Thrift, A. G., Maddison, R., & Shariful Islam, S. M. (2022). Exploring Barriers to and Enablers of the Adoption of Information and Communication Technology for the Care of Older Adults with Chronic Diseases: Scoping Review. In JMIR Aging (Vol. 5, Issue 1). https://doi.org/10.2196/25251

APPENDICES

Appendix 1: Questionnaire

Dear respondent,

I am Akulia Grace, a student of Masters in Organization and Public Sector Management of Kyambogo University. I am conducting research on ICT adoption and Record Management in selected Institutions of Higher Education in Uganda; a case of Makerere University, Kyambogo University and Makerere University Business School, Kampala City. You have been identified as the respondent to this questionnaire. Your responses will be treated with utmost care and will be purely for academic purpose.

Your response is highly appreciated.

Please tick in the box the option of your choice

SECTION A: DEMOGRAPHICS

1. Gender of respondents.

1. Female ☐ 2. Male ☐

2. What is your highest level of education?

1. Certificate ☐ 3. Undergraduate ☐

2. Diploma ☐ 4. Masters ☐

If others, please specify……

3. Which one is your University?

1. Kyambogo ☐ 3. Makerere University ☐

2. MUBS ☐

4. For how long have you been working in this University?

1. Less than 1 year. ☐

2. 1-3years ☐

3. 4-6 years ☐

4. 7-9 years ☐

5. 10 years and above ☐

5. What is your designation in this university?

1. Administrative assistant ☐

2. Records officer ☐

3. Faculty Dean ☐

4. Administrative Secretary ☐

5. ICT officer ☐

6. Others ☐
Specify……..

7. Examination Coordinators ☐

SECTION B: PERCEIVED EASE OF USE

Note: In the subsequent section, please show your level of agreement or disagreement in regards to the following statements using the scale provided below.

		SD	**D**	**NS**	**A**	**SA**
	Perceived ease of use	1	2	3	4	5
PE1	In this university, before adopting of any ICT system, all user departments and employees are consulted on their ability to use of the system					
PE2	In this university, only those ICT systems that are user-friendly to all staff and students are acquired					
PE3	In this university, before ICT system is acquired for record management, all staff are trained on how to use it					
PE4	In this university whenever an ICT system is acquired for record management, staff embrace it only if it is easy to learn					
PE5	In this university, staff embrace ICT system that has clear programed instructions on how to use					

PE6	In this university, before the university acquires a given ICT system, staff capabilities and expertise are analyzed					
PE7	In this university, the university often acquires ICT systems that are easy to install and manage by existing expertise					

PERCEIVED USEFULNESS

Note: In the subsequent section, please show your level of agreement or disagreement in regards to the following statements using the scale provided below.

Code	**Items**	**SD**	**D**	**NS**	**A**	**SA**
	Perceived usefulness	1	2	3	4	5
PU1	In this University, before any ICT system is acquired, the University first conducts cost-benefit analysis					
PU2	In this University, the staff embrace ICT systems that improves sharing and communication of University records					
PU3	In this University, the staff are likely to accept ICT system that improves efficiency and effectiveness of record management					
PU4	In this University, the staff embrace ICT system that promotes accountability from the users					
PU5	In this University, only ICT systems that have backup plans for records is likely to be embraced					

PERCEIVED TRUST

Note: In the subsequent section, please show your level of agreement or disagreement in regards to the following statements using the scale provided below.

		1	2	3	4	5
	Perceived trust					
PT1	The University often assess the security of the system before adopting it					
PT2	The staff confidence in the ICT system is very vital before adopting it					
PT3	The staff often require the University to adopt an ICT system that reliable					
PT4	The staff often require the University to adopt an ICT system that ensures accuracy of University records					

SECTION F: RECORDS MANAGEMENT (Timely Access to Records, Security and Safety of Records, Reliability of Records)

Note: In the subsequent section, please show your level of agreement or disagreement in regards to the following statements using the scale provided below.

		SD	**D**	**NS**	**A**	**SA**
	RECORD MANAGEMENT	1	2	3	4	5
	Timely Access					
RM1	All staff can easily access University records they desire within and outside the University					
RM2	The students can keep track of their academic records reliably					
	Security and Safety					
RM3	All University records are secure from misrepresentation and forgery					
RM4	All University records have back up plans and thereby reduced loss of important records					
	Reliability					
RM5	The quality of University records has improved over time with the introduction of ICT systems					
RM6	The accuracy of University records has improved over time with the introduction of ICT systems					

Thank you for your response

Appendix 2: Interview guide

i. Would you please comment on factors that have influenced the adoption of ICT in this University?

ii. Do you think perceived trust that management has of the ICT system plays a role in the adoption of ICT in Record Management?

iii. Do you think perceived usefulness of an ICT system is one of the major drivers for ICT adoption in this University?

iv. Do you think perceived ease of use amongst staff plays a role in driving ICT adoption in Record Management?

v. In what ways has ICT adoption influenced Records Management in this University?

Appendix 3: Letter of introduction

Appendix 4: Letter of acceptance

Appendix 4: Plagiarism Report