

Information and Communication Technology Adoption and Digitalized Students' Records  
Management in Universities in Eastern Uganda

Deogracious Ochwo

BU/GS15/EDM/8





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### Declaration

I, Deogracious Ochwo, hereby declare that this dissertation has been written by me under the guidance of my supervisor as fulfillment of the award of Master of Education Leadership and Management of Busitema University. To the best of my knowledge it has not been presented for any award of a degree in any other university or higher education institution.

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**Approval**

This dissertation was written by Deogracious Ochwo (Reg. No.BU/GS15/EDM/8) under my supervision and meets the requirements for the award of Master of Education Leadership and Management of Busitema University. It has been submitted with my approval.

Signature:  Date: 24/09/2018

Dennis Zami Atibuni (PhD)

### **Dedication**

This work is dedicated to my mother Mrs. Imelda Benedet Nyakecho, My wife Mrs Carolin Akech, My children Nyaketcho Imelda, Apio Immaculate, Adongo Eva and Akello Vivian who accepted my absence from home and also accepted to go to school while I was at school.

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### Abstract

This study examined the level of adoption of Information and communication Technology (ICT) and the Effectiveness of digitalized students Records management (DSRM) among staff in Universities in Eastern Uganda. The study adopted Cross-sectional survey design. Data was collected from 129 randomly selected participates comprising of Administrative n 28 (36.12%), Academic n 28 ( 36.12%), and support n 101 (26.12%), staff in public and private universities in Eastern Uganda using ICT Adoption Scale and Digitalized Students Records Management scale. The result reveal that the level of ICT adoption and the effectiveness of Digitalized students Records Management in universities in Eastern Uganda was moderate (M=47.42, SD=4.74). At a minimum of 20 and a maximum of 60. There was a moderate positive correlation between ICT adoption and the effectiveness of DSRM ( $r = .46, p < .01$ ). it was concluded that there was a moderate level of ICT adoption, moderate level of effectiveness of digitalized students records management, and a positive relationship between the two variables. It was recommended that managements in the universities need to procure enough ICT equipment such as computers for the staff to enable the adoption of ICT. It was also suggested that university managements needed to have a well-defined ICT policy backed with enough funds so as to promote the effectiveness of digitalized student's records management. Training needs assessment and continuous professional training in the field of ICT was required at all time.

## **Chapter One**

### **Introduction**

#### **Overview**

This chapter contains the background of the study. It also contains the statement of the problem, the purpose of the study, specific objectives of the study, the hypotheses of the study, scope of the study, significance, and conceptual framework.

#### **Background**

The worldwide increased usage of ICTs to conduct business and transmit information contributes to a need to manage students' digital records. Digital records need to be managed well as part of the transition to the electronic environment. Failure to do this could have far reaching implications, such as loss of records leading to serious business, legal, financial and academic consequences. Digital records have been generated in Uganda as the country moves to adopting the use of information and communication technologies (ICTs). To the level of adoption of ICTs in service delivery, which is in line with the New Public Management (NPM) strategy. This has resulted in the creation, processing, use dissemination, storage, retrieval and disposition of digital records in the public and private universities in Uganda and Eastern Uganda in particular. This study sought to the establishment of the level of adoption of ICT and the Effectiveness of digital students records management in universities in Eastern Uganda so as to make a number of recommendations that need to be adopted for the effective management of students' digital records.

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