



**THE IMPACT OF ELECTRONIC RECORDS MANAGEMENT SYSTEM  
ON ORGANISATIONAL PERFORMANCE. A CASE OF MBALE  
DISTRICT LOCAL GOVERNMENT.**

**BY**

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MANAGEMENT SCIENCES**

## DECLARATION

### DECLARATION

I **KAIRANYA MARY** declare that the content of this research proposal is my original work reached upon as a result of intensive investigations and consultations. Therefore, it has never been submitted or presented to any institution for any academic award.

Signature   
Date Stu 104 / 2023

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## APPROVAL

### APPROVAL

I certify that this research proposal report satisfies the partial fulfillment of the requirements for the award of a Diploma in Records Keeping and Information Management of Busitema University faculty of management sciences.

Signature

Date

  
.....

MR. Wampande Jowalie

(Supervisor)

## **DEDICATION**

My wonderful parents, Mr. Kairanya Paul and Mrs. Nantume Sarah for their love, encouragement and support financially and morally you are greatly honored may God bless you abundantly

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## **LIST OF ABBREVIATIONS**

<b>ARMA:</b>	American Records and Management Archives.
<b>EDMS:</b>	Electronic Document Management System.
<b>EDRMS:</b>	Electronic Document Records Management System.
<b>ERMS:</b>	Electronic Records Management Systems.
<b>ICT:</b>	Information and Communication Technology.
<b>MDLG:</b>	Mbale District Local Government
<b>IT:</b>	Information Technology
<b>MOPS:</b>	Ministry of Public Service.
<b>RM:</b>	Records Management.

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## **ABSTRACT**

The increasing use of ICT in government operations has given an impetus to the generation of e-records. There exists much interest in organizations in use of technology-based systems to support records management processes, but the applications of such systems has shown to be problematic. This research is an investigation on the impact of Records Management system on organizational performance in Mbale district local government. The purpose of the study was to examine the contribution of electronic records management systems to the growth and development, and also areas of improvement to bolster electronic records management system to Mbale district local government. This investigation has been performed through the literature review and by performing a case study in Mbale district local government. It was shown that electronic records management systems have provided good results for achieving good results for achieving the records management goals of Mbale district local government. A more robust, technology based system of records management will be required to sustain the progress made by Mbale district local government. The study used questionnaire for data collection and 70 respondents is where we manage to get the relative data obtained. The study findings showed that perceived use of electronic record management systems had a positive impact. Throughout the implementation of the electronic records management system, there is need to have transparency and control so that the platform is not used or given less support by employees for other motives. The use of technology in business transactions has ascertained to be very impactful and saves a lot organizational resources. Through the use of systems, organizations are able to provide services throughout even in odd hours.

## CHAPTER ONE

### BACKGROUND STUDY.

#### 1.0 Introduction.

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

#### 1.1 Background of the study.

Globally, the implementation of information technology (IT) systems in highly developed nations like the United States of America, England, Russia, china, Sweden, and japan among others broadened the field of records management and allowed the people to manage the records electronically and from distance (World Bank, 2016). Electronic records management is both the electronic management of paper records and electronic records. Naturally nowadays, the type of records is different than that it was in the past (Zawiyah, 2009). Many documents exist in electronic form while in the past exists in paper form. However, the necessity, the usefulness and the aim of records management remains the same and this is to boost and enhance the business process and it is part of the culture of the organization performance (Zerehsaz, 2017).

(Kabel et al., 2021) define the term electronic records management system (ERMS) as an electronic system of managing paper records in a records center or registry. ERMS could also be a system for managing electronic records, i.e. computerized records. Because in the specific survey the systems that operate in the selected companies could be said that are a combination of electronic records management system (EDMS), the term electronic document records management system (EDRMS) will be used. However, a usual problem is how the workers face something new and something innovative. Another problem is the information security. Such systems are in danger of human disasters and it is very strategic to ensure the safety of the data (Dancan & Hardiman, 2009)

Electronic records management systems (ERMS) have shown benefit for organizational performance. In low-to-middle-income countries, the desire for ERMS will continue to rise, thus providing tithe people the records that are needed easily and quickly (Kabel et al., 2021) The

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