International Journal of Applied Research in Business and Management (ISSN: 2700-8983)
an Open Access journal by Wohllebe & Ross Publishing, Germany.
Volume: 06 Issue: 02 Year: 2025
https://doi.org/10.51137/wrp.ijarbm.2025.asti.45880

The Impact of Electronic Record Management System on Job Performance at Selected TVET College

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Abstract:

In today's digitally driven academic landscape, the effective use of Electronic Records Management System (ERMS) has become pivotal to enhancing organisational performance, particularly in administrative operations. This study examines the impact of ERMS on job performance among administrative staff at Capricorn TVET College in South Africa. Job performance—understood as the efficiency and effectiveness with which employees fulfil their responsibilities in alignment with institutional goals—is a key factor in organisational success. While ERMS are increasingly adopted in educational settings, their specific influence on employee performance remains underexplored, especially within South Africa's Technical and Vocational Education and Training (TVET) sector. Employing a quantitative research design, the study targeted all 180 permanent and fixed-term administrative employees at the college using a census sampling method. Data were gathered via structured questionnaires and analysed using SPSS for reliability testing, correlation, and regression analysis. Findings indicate a statistically significant positive relationship between ERMS usage and job performance. In particular, ERMS were found to improve administrative accuracy, record retrieval efficiency, decision-making speed, and task completion rates. The results underscore the role of ERMS in streamlining workflows and fostering a more efficient and accountable administrative workforce. The study concludes that the strategic deployment of ERMS can significantly enhance job performance in educational institutions and recommends ongoing training and the integration of ERMS-related metrics into employee performance evaluations.

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Keywords:

Electronic Record Management System (ERMS), Job Performance, Administrative Employees, TVET Colleges, Technology Acceptance Model (TAM), Records Management

Submitted: 2025-08-11. Revised: 2025-08-14. Accepted: 2025-08-18.

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Introduction

In the rapidly evolving digital era, integrating technology into administrative processes has become essential for enhancing organizational efficiency, accountability, and performance. A key technological advancement in this regard is the implementation of Electronic Records Management Systems (ERMS), designed to streamline the creation, storage, retrieval, and disposal of digital records. These systems bolster the accuracy, accessibility, and security of institutional records—advantages that are especially critical in sectors such as education and the public sector, where documentation is both intensive and highly regulated (Garland, 2019).

Within the context of South Africa's Technical and Vocational Education and Training (TVET) colleges, effective records management is increasingly crucial due to rising student enrolment, evolving academic programmes, and regulatory frameworks established by bodies like the Department of Higher Education and Training (DHET) and Umalusi. Efficient handling of academic, financial, and administrative records ensures compliance, supports operational continuity, and upholds service delivery standards. Internationally, case studies—such as those in Pakistan's local government—have demonstrated that implementing ERMS leads to increased efficiency, transparency, and accountability in public service delivery (Henriksen & Andersen, 2008).

Capricorn TVET College, like many other public institutions, faces mounting pressure to improve administrative efficiency in support of academic operations and overall institutional effectiveness. Although ERMS adoption is on the rise, persistent problems—such as delayed document retrieval, misfiled records, and inconsistent record-keeping practices—continue to undermine administrative performance. These inefficiencies compromise productivity, inflate operational costs, and diminish the quality of service delivery, thereby impacting students and educators who rely on accurate and timely administrative support. While literature indicates that ERMS can elevate organizational efficiency, empirical evidence specific to their influence on job performance in South African TVET contexts—particularly regarding task accuracy, speed, and overall productivity—remains scarce (Johnston & Bowen, 2005).

To address this gap, the present study investigates the influence of ERMS on the job performance of administrative employees at Capricorn TVET College. Specifically, it examines the relationship between ERMS usage and job performance, focusing on task efficiency, accuracy, and administrative productivity. By doing so, this study aims to provide insights that can inform implementation strategies, help address performance bottlenecks, and support institutional growth and service excellence.

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Literature Review

Theoretical and Conceptual Background

This study is grounded in the Technology Acceptance Model (TAM) and Job Performance Theory. TAM suggests that user acceptance of technology depends on perceived usefulness and ease of use. Job Performance Theory links employee productivity to tools, systems, and individual capacity to achieve organisational goals.

Job Performance

Job performance is a critical concept in organisational behaviour and human resource management, referring to the degree to which an employee effectively carries out assigned tasks and responsibilities in alignment with organisational goals (Rugchoochip et al., 2022). It encompasses various dimensions, including task proficiency, quality and accuracy of work, timeliness, and overall contribution to organisational objectives. The assessment of job performance provides valuable insights into the functionality and efficiency of an organisation by highlighting strengths and identifying areas for improvement (Singh et al., 2021).

In administrative settings, job performance is especially pivotal because administrative roles support the broader functions of institutions through record-keeping, communication, coordination, and resource management. Effective job performance among administrative employees ensures that organisational processes run smoothly, deadlines are met, and information is accurate and accessible. Conversely, poor job performance can lead to errors, delays, and inefficiencies that negatively affect institutional outcomes and stakeholder satisfaction.

Work performance evaluation, as defined by Rugchoochip et al. (2022), involves assessing how well employees execute their duties in relation to organisational goals. This evaluation is essential for understanding employee productivity and for guiding managerial decisions regarding training, resource allocation, and system improvements.

Employee job performance is influenced by multiple factors, including individual competencies, motivation, working conditions, and the availability of appropriate tools and technologies. Records management systems, particularly electronic ones, have emerged as key enablers of improved job performance in administrative roles. According to Sabine and Spychala (2019), employees engaged in records management tend to demonstrate higher organisational skills, attention to detail, and task completion rates. This is supported by Lin and Huang (2021), who found that employees performing records management tasks exhibit enhanced accuracy and efficiency, leading to superior job performance outcomes.

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The nature of records management requires systematic organisation, timely retrieval of information, and compliance with procedural standards. These demands cultivate skills and work habits that directly contribute to better job performance. For example, administrative employees who proficiently use ERMS are better equipped to handle large volumes of data, reduce errors caused by manual handling, and respond quickly to information requests. Anwar and Abdullah (2021) emphasize that the integration of ERMS into daily work routines positively correlates with increased job satisfaction and motivation, which are further linked to improved performance.

In the context of public educational institutions, where administrative tasks are extensive and often complex, leveraging ERMS can mitigate many challenges associated with paper-based or fragmented record-keeping. Enhanced job performance through ERMS adoption thus translates into more effective organisational functioning, better support for academic activities, and overall institutional success.

Empirical Review and Hypothesis Development

The relationship between ERMS and job performance has been a growing focus in organisational research, particularly in administrative and educational settings. Empirical studies consistently indicate that the adoption and effective use of ERMS positively influence employee productivity, accuracy, and overall job effectiveness.

Sabine and Spychala (2019) conducted a study on administrative personnel in public institutions and found that employees who regularly engaged with ERMS showed improved organisation and task management skills, which led to higher performance ratings. Their research highlighted that ERMS foster better document tracking and retrieval, which reduces time wasted on searching for information and decreases errors caused by manual handling.

Similarly, Rugchoochip et al. (2022) emphasized that job performance evaluations in organisations are closely linked to the implementation of technology systems like ERMS. Their findings suggested that employees using ERMS demonstrated increased reliability, accuracy, and accountability in their daily tasks. These attributes directly contribute to an organisation's operational efficiency and ability to meet strategic goals.

Lin and Huang (2021) supported these findings by showing that administrative employees who integrate ERMS into their workflow perform tasks more proficiently than those who rely on traditional paper-based methods. The study underscored that ERMS streamline record-keeping, reduce redundancy, and enable faster decision-making, which collectively enhance job performance.

Anwar and Abdullah (2021) provided further evidence by demonstrating a positive correlation between ERMS usage and job satisfaction among administrative staff. They argued that the sense of

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empowerment and reduced workload stress from efficient record management systems encourages employees to perform better and maintain higher motivation levels.

Despite the established positive links between ERMS and job performance, few studies have specifically examined this relationship within the South African TVET sector, where unique challenges such as resource constraints and varying levels of digital literacy may impact outcomes. This gap necessitates an investigation focused on Capricorn TVET College to provide context-specific insights and inform institutional strategies.

Methods and Data

Based on the Literature Reviewed, the Following Hypothesis is Proposed:

H1: The effective use of Electronic Record Management System positively influences the job performance of administrative employees at Capricorn TVET College.

This hypothesis aligns with the broader theoretical understanding that technology adoption enhances employee capabilities and organisational effectiveness, and it seeks to validate this relationship within the specific institutional environment of Capricorn TVET College.

Research Methodology

This study adopted a quantitative approach to examine the impact of ERMS on job performance among administrative employees at Capricorn TVET College. This method allows for systematic measurement and statistical analysis, offering objective and generalisable results. The focus was on quantifying how ERMS usage influences efficiency, accuracy, and task completion rates.

Primary data was collected through a structured questionnaire targeting measurable variables on ERMS use and job performance. This aligns with prior studies in information management and organisational performance (Sabine & Spychala, 2019; Rugchoochip et al., 2022). The research was descriptive (to summarise demographics and usage patterns) and correlational (to examine the strength and direction of relationships).

This approach enabled hypothesis testing and allowed for valid conclusions that can be compared or replicated in other TVET or similar contexts.

Research Participants

The population comprised all 180 permanent and fixed-term administrative employees at Capricorn TVET College. A census sampling technique was used, including every member of the population to ensure comprehensive data collection, eliminate sampling bias, and enhance the reliability of findings.

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College Number of Participants

Capricorn TVET	180

Table 1: College Number of Participants

Measuring Instruments

A self-administered structured questionnaire with three sections—demographics, ERMS usage, and job performance—was used. Responses were measured on a four-point Likert scale, ranging from 1 (strongly disagree) to 4 (strongly agree).

Research Procedure and Ethical Considerations

Permission was obtained from Capricorn TVET College management. Participants were informed about the purpose of the study and signed informed consent forms. Participation was voluntary and anonymous. Ethical clearance was obtained from the university's research ethics committee.

Results

Statistical Analysis

Data were analysed using **SPSS** software. Descriptive statistics were used to summarise demographic data, while Pearson correlation and regression analysis were used to test the relationship between ERMS usage and job performance. Cronbach's alpha was calculated to ensure internal consistency.

Item description		Cronbach's alpha coefficient
Employees' performance		
Q25	The ERM system provides efficient task management that will enhance my overall performance.	0.86
Q26	The ERM system provides effective task management to plan my work so that it is done on time.	0.86
Q27	The profitability of our organisation is reasonable relative to the overall performance of our business sector.	0.84
Q28	I judge the quality of my work to be much improved when using the ERM system.	0.87

Table 2: Item analysis on employees' performance

Table 2 shows that the alpha values are consistently positive, ranging from 0.84 to 0.87, which means that employees perceived a positive impact on their performance.

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Relationship Between the Electronic Records Management System and Work Performance

The correlation between the ERM system and work performance is essential for comprehending the influence of technology on organisational efficiency. This section analyses the correlations among various elements of the ERM system, such as perceived usefulness, ease of use, adoption, legal considerations, knowledge and attitude, and overall employee performance. The Spearman correlation coefficient was employed to evaluate these relationships, offering insight into the strength and direction of associations among the variables. The analysis identified substantial positive correlations that reinforce the theoretical frameworks of technology acceptance and adoption in the workplace.

Perceptions of Electronic Records Management System Using the Technology Acceptance Model (TAM)

This section examines the utilisation of the technology acceptance model (TAM) to comprehend user perceptions of ERM system. The study employs multiple regression analysis to investigate the impact of critical factors, such as demographic variables, perceived usefulness, ease of use, legal considerations and user knowledge on system performance. The analysis elucidates the importance of these factors, emphasising which elements are central to user adoption and overall performance. The results provide significant insights into the assessment of ERM system 's efficacy and user acceptance, highlighting the necessity for specific enhancements to improve usability and compliance.

Performance	Coefficient	Std. err	t	P>|t|	Confidence levels	
Gender						
Male	**-0.114**	**0.213**	**-0.54**	**0.593**	**-0.535**	**0.307**
Age						
22-29 years	**0.152**	**0.588**	**0.26**	**0.796**	**-1.010**	**1.314**
30-39 years	**0.101**	**0.625**	**0.16**	**0.872**	**-1.135**	**1.338**
40-49 years	**0.582**	**0.664**	**0.88**	**0.382**	**-0.731**	**1.895**
50-59 years	**0.582**	**0.749**	**0.78**	**0.438**	**-0.899**	**2.064**
60 years and older	**0.861**	**1.101**	**0.78**	**0.436**	**-1.313**	**3.038**
Employment status						
Part-time employee	**0.000**	**0.350**	**0.00**	**1.000**	**-0.692**	**0.692**

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Performance	Coefficient	Std. err	t	P>|t|	Confidence levels	
Permanent employee	0.380	0.258	0.15	0.883	-0.472	0.548
Years of service						
1 year to less than 5 Years	0.114	0.619	0.18	0.854	-1.109	1.337
5 years to less than 10 years	-0.139	0.332	-0.42	0.676	-0.796	0.517
10 years to less than 20 years	-0.620	0.450	-1.38	0.170	-1.509	0.269
20 years to less than 30 years	-0.785	0.738	-1.00	0.289	-2.244	0.674
Education						
Grade 12/Matric	0.380	0.737	0.52	0.607	-1.078	1.837
N6 certificate/Higher certificate	-0.089	0.395	-0.22	0.823	-0.870	0.693
National diploma/Diploma	-0.139	0.374	-0.37	0.710	-0.879	0.601
Honours degree/Post graduate diploma	0.051	0.334	0.15	0.080	-0.610	0.711
Master's degree/M Tech	0.013	0.358	0.04	0.972	-0.696	0.721
Doctoral degree/D Tech	-0.152	0.794	-0.19	0.849	-1.721	1.417
Usefulness	0.253	0.072	3.53	0.001	0.111	0.394
EoU	0.139	0.095	1.46	0.146	-0.489	0.327
Law	0.152	0.072	2.11	0.036	0.010	0.293
Adoption	0.089	0.097	0.91	0.364	-0.104	0.281
Knowledge	0.266	0.057	4.67	0.000	0.153	0.378

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Performance	Coefficient	Std. err	t	P>|t|	Confidence levels	
Attitude	**8.330**	**0.057**	**0.00**	**1.000**	**-0.112**	**0.112**
_cons	**-1.076**	**1.060**	**-1.02**	**0.312**	**-3.171**	**1.019**

Table 3: Multiple quantile regression

The regression analysis demonstrates the influence of demographic factors and educational backgrounds on performance and other significant constructs. Gender (male coefficient = -0.114) and age categories, including 22-29 years (coefficient = 0.152) and 30-39 years (coefficient = 0.101), had statistically insignificant effects on performance ($p > 0.05$), indicating that these demographic factors did not significantly impact outcomes. The type of employment and duration of service showed negligible effects, as permanent employee status and experience spanning from under one year to 20-30 years had low and statistically insignificant coefficients.

In contrast, constructs like "usefulness" (coefficient = 0.253, $p < 0.05$) and "knowledge" (coefficient = 0.266, $p < 0.05$) had a significant association with performance, indicating that these variables positively influenced outcomes. This finding is consistent with existing literature that highlights perceived usefulness and knowledge as essential factors influencing task performance and technology adoption (Caffaro *et al.* 2020:269). The variable "law" had a significant effect (coefficient = 0.152, $p = 0.036$), suggesting the regulatory environment's influence on adoption behaviour, aligning with previous studies on regulatory compliance and performance metrics (Gupta & Gupta 2021:164). The findings underscore the complex influence of demographic factors and attitudinal constructs on performance outcomes.

Confirmatory Factor Analysis

The confirmatory factor analysis (CFA) data evaluate various factors influencing the adoption, usability, performance impact and attitudes to an ERM system. Each factor comprises multiple items that reflect user perceptions of the system's usefulness, adoption, ease of use, legal compliance and knowledge requirements. This analysis supports the multi-dimensional structure of technology acceptance, where effectiveness, ease of use and compliance often contribute to sustained adoption and positive performance outcomes.

Standardised	Coefficient	std. err.	s	P>|s|	Confidence level	
The ERM system enhances my work effectively.						
Use	**0.665**	**0.047**	**14.21**	**0.000**	**0.573**	**0.757**
_cons	**6.254**	**0.355**	**17.61**	**0.000**	**5.558**	**6.950**
The ERM system increases my performance in my work.						

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Standardised	Coefficient	std. err.	s	P>|s|	Confidence level	
Use	0.871	0.022	38.83	0.000	0.827	0.914
_cons	5.230	0.301	17.43	0.000	4.651	5.828
The ERM system enables me to accomplish tasks more quickly.						
Use	0.915	0.017	54.75	0.000	0.883	0.948
_cons	5.655	0.323	17.52	0.000	5.021	6.288
The ERM system makes my work easier.						
Use	0.884	0.021	43.06	0.000	0.844	0.925
_cons	5.572	0.318	17.50	0.000	4.948	6.196
The ERM system gives me greater control over my work.						
Use	0.788	0.033	24.19	0.000	0.724	0.852
_cons	5.013	0.288	17.38	0.000	4.448	5.579
The ERM system is easy to use.						
Ease	0.817	0.030	27.62	0.000	0.759	0.875
_cons	5.447	0.312	17.48	0.000	4.836	6.058
The ERM system is flexible.						
Ease	0.856	0.025	34.09	0.000	0.806	0.905
_cons	5.862	0.334	17.55	0.000	5.207	6.516
It is easy to retrieve information from the ERM system.						
Ease	0.813	0.030	27.16	0.000	0.755	0.872
_cons	4.829	0.279	17.33	0.000	4.283	5.375
It is easy to edit errors in the organisation's records when using the ERM system.						
Ease	0.864	0.024	36.31	0.000	0.817	0.910
_cons	5.383	0.308	17.46	0.000	4.778	5.987
I will use the electronic files provided by the ERM system.						
Adopt	0.819	0.029	28.36	0.000	0.762	0.875
_cons	5.798	0.331	17.54	0.000	5.150	6.446
I would use the ERM system to gather information.						

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Standardised	Coefficient	std. err.	s	P>|s|	Confidence level	
Adopt	0.781	0.033	23.53	0.000	0.716	0.846
_cons	5.385	0.308	17.46	0.000	4.780	5.898
I would capture information on an ERM system.						
Adopt	0.913	0.017	54.77	0.000	0.880	0.945
_cons	5.701	0.325	17.52	0.000	5.203	6.339
I would recommend the ERM system to other administrators.						
Adopt	0.917	0.016	56.68	0.000	0.886	0.949
_cons	5.857	0.334	17.55	0.000	5.203	6.511
There are security rules to implement the ERM system.						
Law	0.791	0.032	24.38	0.000	0.727	0.855
_cons	5.790	0.330	17.54	0.000	5.143	6.437
There is protection of personal information in using the ERM system.						
Law	0.901	0.018	47.45	0.000	0.864	0.938
_cons	5.728	0.327	17.53	0.000	5.088	6.369
There is legal protection in the use of the ERM system.						
Law	0.854	0.024	34.91	0.000	0.806	0.902
_cons	5.096	0.293	17.40	0.000	4.522	5.671
The existing laws are sufficient to protect the use of the ERM system.						
Law	0.843	0.027	31.40	0.000	0.790	0.896
_cons	5.255	0.301	17.44	0.000	4.665	5.846
Legislation is essential to comply with government requirements.						
Law	0.834	0.028	29.68	0.000	0.779	0.889
_cons	5.317	0.305	17.45	0.000	4.719	5.913
The ERM system provides efficient task management that will enhance my overall performance.						
Perf	0.802	0.033	24.67	0.000	0.738	0.866
_cons	5.076	0.292	17.39	0.000	4.504	5.648

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Standardised	Coefficient	std. err.	s	P>|s|	Confidence level	
The ERM system provides effective task management to plan my work so that it is done on time.						
Perf	0.846	0.027	31.18	0.000	0.793	0.899
_cons	5.650	0.323	17.52	0.000	5.017	6.282
The profitability of our organisation is reasonable relative to the overall performance of our business sector.						
Perf	0.871	0.025	35.40	0.000	0.823	0.919
_cons	5.297	0.304	17.44	0.000	4.702	5.892
I judge the quality of my work to be much improved when using the ERM system.						
Perf	0.757	0.038	19.96	0.000	0.683	0.834
_cons	4.533	0.263	17.24	0.000	4.018	5.049
I have the required administrative skills to use the ERM system.						
Know	0.653	0.049	13.27	0.000	0.557	0.749
_cons	5.255	0.301	17.44	0.000	4.664	5.846
I have general knowledge of ERM system concepts.						
Know	0.719	0.043	16.67	0.000	0.634	0.803
_cons	5.236	0.300	17.43	0.000	4.647	5.824
I have the technical skills required to use the ERM system (methods and techniques required).						
Know	0.815	0.032	25.77	0.000	0.753	0.877
_cons	5.447	0.312	17.48	0.000	4.836	6.058
I know the purpose of the ERM system.						
Know	0.861	0.026	32.83	0.000	0.809	0.912
_cons	5.283	0.303	17.44	0.000	4.689	5.876
I have administrative unit knowledge (work unit's objectives).						
Know	0.850	0.028	30.80	0.000	0.796	0.904
_cons	5.039	0.290	17.38	0.000	4.471	5.607
I get frustrated when I think of an ERM system.						

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Standardised	Coefficient	std. err.	s	P>|s|	Confidence level	
Attitude _cons	0.100 2.087	0.080 0.140	1.25 14.95	0.211 0.000	-0.057 1.813	0.257 2.360
I believe that using the ERM system is useful.						
Attitude _cons	-0.768 4.960	0.036 0.286	-21.32 17.36	0.000 0.000	-0.839 4.400	-0.697 5.519
I believe that using the ERM system is a good idea.						
Attitude _cons	-0.900 5.465	0.020 0.313	-44.01 17.48	0.000 0.000	-0.940 4.852	-0.860 6.077
I like using the ERM system.						
Attitude _cons	-0.855 5.317	0.0251 0.305	-33.97 17.45	0.000 0.000	-0.904 4.720	0.806 5.914
I prefer using the ERM system to do my work.						
Attitude _cons	-0.867 5.810	0.024 0.331	-35.84 17.54	0.000 0.000	-0.915 5.162	-0.820 6.460

Table 4: Confirmatory factor analysis on ERM system

Effectiveness of the ERM system: The "use" construct had significant standardised coefficients for task accomplishment speed (0.915, $p < 0.001$), ease of work (0.884, $p < 0.001$) and performance enhancement (0.871, $p < 0.001$). This implies that users regarded the ERM system as a key facilitator of task efficiency and productivity. These findings are consistent with the technology acceptance model (TAM) and its extended versions, which identify perceived usefulness as a critical driver of system adoption and utilisation (Abdekhoda, Dehnad & Zarei 2019). The high significance values and strong coefficients indicate that the ERM system effectively met user needs for task facilitation, reinforcing the theoretical position that practical utility is most important in determining technology acceptance. According to Mukred, Yusof and Alotaibi (2019), perceived utility correlates positively with user satisfaction, which may improve engagement and long-term system retention.

Easy to use: The CFA results showed significant loadings in the "ease" construct, including system flexibility (0.856, $p < 0.001$) and ease of error correction (0.864, $p < 0.001$). This is consistent with TAM's "perceived ease of use" component, which indicates that users find the ERM system accessible and manageable in daily operations (Vichinrojjarul 2022:153). In practical applications, ease of use is critical for reducing cognitive load and increasing user efficiency, as complex systems frequently encounter

resistance due to perceived difficulty (Khashan *et al.* 2024:5). The high coefficients suggest that the ERM system's design might lower usability barriers, potentially increasing productivity as users encounter less friction when accessing, retrieving and editing information. This is consistent with usability literature, which states that systems perceived as easier to use result in more consistent adoption and higher satisfaction rates (Pal & Vanijja 2020:8).

Adoption intention: Legal compliance adoption intentions, such as "I would recommend the ERM system" (0.917, $p < 0.001$) and "I would capture information" (0.913, $p < 0.001$), had significant coefficients. This reflects a strong desire to use and recommend the system, most likely due to its utility and ease of use. These findings are consistent with theories, such as the unified theory of acceptance and use of technology (UTAUT), which contend that social influence and facilitating conditions increase adoption intentions (Bayaga & du Plessis 2024:9699). Data protection (0.901, $p < 0.001$) and adherence to government requirements (0.834, $p < 0.001$) were two legal compliance items with significant loadings. This suggests that users regarded the system's legal safeguards as integral, which is consistent with research indicating that perceptions of security and regulatory compliance increase user trust and system acceptance, particularly in sectors that handle sensitive information (Mashatan, Sangari & Dehghani 2022:69443).

Knowledge and skills: The knowledge construct included items such as "technical skills" (0.815, $p < 0.001$) and "knowledge of ERM concepts" (0.719, $p < 0.001$), with significant coefficients indicating that users possessed, or recognised the need for, specific competencies. These findings suggest that while users might find the ERM system accessible, a basic level of knowledge improved their experience and efficiency when using it. According to the literature on the technology-to-performance chain (Park and Kim (2022), knowledge aligns technology capabilities with individual performance, implying that users who understand ERM principles can better leverage the system for optimal results.

Attitude: The "attitude" construct showed negative coefficients for items like "using the ERM system is a good idea" (-0.900, $p < 0.001$) and "I prefer using the ERM system" (-0.867, $p < 0.001$), suggesting user resistance or ambivalence. Such findings may indicate that despite the system's effectiveness and usability, some users might feel compelled to use it, possibly due to limited engagement during the implementation process or insufficient training (Borghouts *et al.* 2021:3). Research on change management, such as Kotter's eight-step model, suggests that addressing underlying resistance is critical to successful adoption. Strategies such as user-centred training, involving users in decision-making and proactively addressing concerns can help to mitigate negative attitudes and align user sentiment with the system's capabilities and organisational goals.

The "use" construct had high standardised coefficients across items such as task accomplishment speed (0.915, $p < 0.001$), ease of work (0.884, $p < 0.001$) and performance enhancement (0.871, $p <$

International Journal of Applied Research in Business and Management (ISSN: 2700-8983)
an Open Access journal by Wohllebe & Ross Publishing, Germany.
Volume: 06 Issue: 02 Year: 2025
https://doi.org/10.51137/wrp.ijarbm.2025.asti.45880

0.001). This implies that users perceived the ERM system as a significant facilitator of task efficiency and productivity. Such results align with the technology acceptance model (TAM) and its extended versions, where perceived usefulness consistently emerges as a critical driver of system adoption and utilisation (Rahimi & Grace 2024:7). The high significance values and strong coefficients suggest that the ERM system effectively met user needs for task facilitation, reinforcing the theoretical stance that practical utility is paramount to technology acceptance. For example, Zhang *et al.* (2023:23) emphasise that perceived utility positively correlates with user satisfaction, which may improve engagement and long-term system retention.

This CFA indicates that although the ERM system excelled in effectiveness, usability and legal compliance, user sentiments suggest possible resistance that might hinder complete adoption. The results highlight the significance of perceived utility, usability and compliance as critical factors in technology acceptance, aligning with models such as TAM, UTAUT and change management literature. Mitigating user apprehension through organised engagement and training can reduce resistance, fostering a more favourable disposition towards the ERM system and allowing organisations to maximise its potential.

Spearman correlation coefficient							
	Performance	Usefulness	EoU	Adoption	Law	Knowledge	Attitude
Performance	**1.000**						
Usefulness	**0.650** **0.000**	**1.000**					
EoU	**0.620** **0.000**	**0.769** **0.000**	**1.000**				
Adoption	**0.587** **0.000**	**0.693** **0.000**	**0.725** **0.000**	**1.000**			
Law	**0.661** **0.000**	**0.613** **0.000**	**0.665** **0.000**	**0.680** **0.000**	**1.000**		
Knowledge	**0.659** **0.000**	**0.527** **0.000**	**0.551** **0.000**	**0.517** **0.000**	**0.614** **0.000**	**1.000**	
Attitude	**0.361** **0.000**	**0.356** **0.000**	**0.357** **0.000**	**0.312** **0.000**	**0.448** **0.000**	**0.535** **0.000**	**1.000**

Table 5: Spearman correlation coefficient

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The Spearman correlation results indicate distinct relationships among the variables: performance, usefulness, ease of use (EoU), adoption, law, knowledge and attitude. A significant positive correlation was observed between usefulness and ease of use (ρ = 0.769), suggesting that improvements in ease of use correspond with increases in perceived usefulness. This aligns with the technology acceptance model (TAM), which asserts that usability affects perceived usefulness (Lah, Lewis & Šumak 2020:1216). There was a significant correlation between adoption and EoU (ρ = 0.725), indicating that systems with greater ease of use are more likely to be adopted. Additionally, law knowledge and adoption exhibited a moderate positive correlation (ρ = 0.680), suggesting that comprehension of legal frameworks may improve system adoption, consistent with research highlighting knowledge as a facilitator of adoption (Toufaily, Zalan & Dhaou 2021:10). Finally, attitude exhibited weaker correlations with the majority of variables, with the most significant correlation observed with knowledge (ρ = 0.535). This indicates that knowledge may have a positive impact on attitudes, a finding that aligns with established behavioural research (Borges-Tiago *et al.* 2024:5).

Results and Discussion

Acceptance or Rejection of the Hypothesis

This study formulated the following hypothesis:

H_1: The effective use of ERMS positively influences the job performance of administrative employees at Capricorn TVET College.

To test this hypothesis, Spearman's correlation coefficient and regression analysis were conducted using SPSS. The results revealed a statistically significant and positive correlation between ERMS usage and employee job performance, with a Spearman's rho of 0.650 ($p < 0.001$) for perceived usefulness and 0.620 ($p < 0.001$) for ease of use. Additional correlations between ERMS adoption and other performance-related variables also demonstrated consistent, positive relationships.

The regression analysis further supported the correlation results, showing that ERMS usage was a strong predictor of job performance, particularly in areas related to task management, accuracy, and timeliness.

Given these statistically significant results, the study accepts the hypothesis (H_1). The findings confirm that the effective implementation and use of ERMS contribute positively to improving the job performance of administrative employees at Capricorn TVET College.

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Validity and Reliability

The questionnaire's internal consistency was verified with a Cronbach's alpha of 0.89, indicating high reliability. Construct validity was ensured through expert review.

Construct	Cronbach's Alpha
Perceived Usefulness	0.85
Perceived Ease of Use	0.83
Behavioural Intention	0.81
Employee Performance	0.86

Table 6: Construct validity

All values exceed the 0.70 threshold, confirming strong internal reliability.

Demographic Characteristics of the Respondents

The demographic analysis revealed a diverse participant pool in terms of age, gender, educational qualifications, and experience. This diversity contributed to robust and representative data across various administrative functions.

The findings of this study provide valuable insights into the influence of ERMS on the job performance of administrative employees at Capricorn TVET College. The results affirm the hypothesis that ERMS usage positively impacts job performance, with multiple dimensions of the system—such as usefulness, ease of use, adoption, legal compliance, knowledge, and attitude—playing key roles in enhancing administrative efficiency.

The Cronbach's alpha coefficients for the job performance-related items ranged from 0.81 to 0.87, indicating strong internal consistency and reliability of the scale used to measure employees' perceptions. This suggests that the statements used to assess performance consistently reflected the same underlying construct—namely, the perceived effect of ERMS on performance. Employees overwhelmingly agreed that the ERMS helped them manage tasks efficiently and improve the quality of their work.

The correlation analysis further reinforced the theoretical underpinnings of the Technology Acceptance Model (TAM). A significant positive correlation was found between perceived usefulness and ease of use ($\rho = 0.769$), confirming that the easier a system is to use, the more useful it is perceived to be—an essential tenet of TAM (Lah, Lewis & Šumak, 2020). Furthermore, ease of use also strongly correlated

with system adoption (ρ = 0.725), suggesting that user-friendly systems are more likely to be fully implemented and utilised across the organisation.

Legal compliance and employee knowledge also emerged as influential factors. A strong correlation between legal knowledge and system adoption (ρ = 0.680) implies that when employees understand regulatory requirements, they are more inclined to adopt ERMS in their workflows. This finding aligns with Toufaily, Zalan, and Dhaou (2021), who identified legal awareness as a significant enabler of technology adoption in organisational settings. Similarly, knowledge positively influenced both performance (ρ = 0.659) and attitude (ρ = 0.535), suggesting that capacity-building initiatives and training could be strategic levers for improving ERMS utilisation and boosting job performance.

Although attitude showed relatively weaker correlations compared to other variables, its most meaningful relationship was with knowledge. This supports the behavioural theory premise that understanding a system promotes favourable attitudes toward its use (Borges-Tiago et al., 2024). Despite the weaker associations, this does not diminish the importance of attitude but rather highlights it as a downstream effect of other more influential factors like knowledge and experience.

Overall, the discussion illustrates that ERMS do not function in isolation; rather, their effectiveness in improving job performance is contingent upon how well users understand, accept, and engage with the system. By demonstrating statistically significant relationships across several dimensions, the study strengthens the argument for continued investment in ERMS, not only as a technological solution but also as a strategic tool for employee development and organisational efficiency.

Conclusion, Limitations and Recommendations

This study concludes that Electronic Records Management System (ERMS) play a crucial role in improving job performance in public educational institutions. At Capricorn TVET College, the use of digital records enhances administrative efficiency, accuracy, and decision-making. Proper implementation and continuous training on ERMS are essential to unlocking their full potential, and the findings advocate for strategic digital adoption as a performance-enhancing tool in the public education sector.

However, several limitations should be acknowledged. The study was confined to a single college, limiting the generalisability of the results. It also focused exclusively on administrative staff, excluding academic employees whose experiences with ERMS may differ. Furthermore, the reliance on self-reported data introduces the possibility of response bias, as participants' perceptions may not fully align with objective performance outcomes.

In light of these limitations, the study recommends providing targeted training to improve staff proficiency in ERMS tools, integrating ERMS usage metrics into performance evaluation frameworks, and

conducting follow-up studies across multiple colleges to capture a broader perspective. Future research should also include academic staff to develop a more comprehensive understanding of ERMS' impact across all roles in the institution. By addressing these areas, institutions can ensure that ERMS implementation achieves maximum effectiveness, ultimately driving improved performance and service delivery across the education sector.

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