

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

AN EVALUATION OF STUDENTS INFORMATION MANAGEMENT SYSTEMS IN
INSTITUTIONS OF HIGHER LEARNING: THE CASE OF KWEKWE POLYTECHNIC

BY

Lynette Tshuma

(N013 11124N)

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Academic Supervisor

Ms D.B. Mupambwa

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LIBRARY NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY P.O. BOX 346 BULAWAYO ZIMBABWE		
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ABSTRACT

The study was an evaluation of the Students Information Management System at Kwekwe Polytechnic. The research was prompted by widespread user dissatisfaction with the system and lack of system review since its implementation in 2010. The main objectives were to ascertain the net benefits of the system and contribute to its efficiency in the institution. The aspects of system quality, information quality, user satisfaction, service quality and system benefits were the main focus in evaluating the system. The Information Systems Success Model, the Organisational Memory Information Systems (OMIS) Success Model and the Business Benefits Framework were used as the theoretical framework to inform the study. The study adopted a mixed methods approach and a descriptive survey in order to thoroughly evaluate the system. Self administered questionnaires, face to face interviews and non participant observation were used as the research instruments for gathering data. Purposive sampling was used to select four Registry Unit Staff, two IT Managers, the Accountant and one Accounts Clerk who responded to interviews and three Heads of Divisions, eleven Heads of Departments and nineteen Lecturers-in-Charge who responded to questionnaires. Stratified and simple random sampling techniques were used to select fifty three National Diploma and Higher National Diploma students who responded to questionnaires. The findings revealed that despite the availability of the technical expertise for developing and maintaining a proper system, the institution continued to use a poor Students Information Management System which produced inaccurate, incomplete and unusable students' records. Findings also revealed that all categories of the users were not satisfied with the performance of the system. Findings revealed that the system was deliberately designed to be inefficient and ineffective because of lack of motivation amongst the developers. Views from the respondents indicated that the Registry Unit personnel were contributing to the poor information quality in the institution due to negative attitudes and lack of professionalism. The study concluded that the system was ineffective and inefficient and there was need for the development or purchase of a better system. The researcher recommended the development of an Integrated Students Information Management System which would counter the limitations of the one that was currently in use.