ASSESSING THE FACTORS THAT AFFECT THE ADOPTION OF INFORMATION AND COMMUNICATIONS TECHNOLOGY ON COURT SERVICE DELIVERY IN ZAMBIA

BY

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DECLARATION

I, Mable Kowa Mvula, do hereby declare that this work is my original work achieved through personal reading and research. This work has never been submitted to the University of Zambia or any other Universities. All sources of data used and literature on related works previously done by others, used in the production of this Dissertation have been duly acknowledged. If any omission has been made, it is not by choice but by error.

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APPROVAL

This Dissertation by Mable Kowa Mvula, is approved as a partial fulfilment of the requirements for the award of the Degree of Master of Business Administration in General.

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ABSTRACT

The study was conducted to establish the factors that affect the adoption of information and communications technology on court service delivery in Zambia. This study was guided by the updated Information System Success Model (ISSM). This research adopted the explanatory research design and used the quantitative methodology within a positivistic paradigm. The target population consisted of approximately 180 employees that use information systems and it was from this population that the sample was drawn. The sample of 103 was selected by utilizing the stratified random sampling method. Descriptive analysis and Pearson's correlation were used to analyze the results. Correlation analysis was used to determine the relationships between the dependent variable and the independent variables. Hypothesis testing was conducted using 1 tailed test to establish the significance of the determined relationships. The findings revealed that there is a positive (r = 0.383) statistical relationship (0.00) between the use of ICT and self-efficacy, and a positive (r = 0.351) statistical relationship (0.00) between the use of ICT and user satisfaction. There was a positive statistical relationship between the Information Quality and use of ICT, and a positive (r = 0.463) statistical relationship (0.00) between the Information Quality and user satisfaction, as well as a positive statistical relationship between the Information Quality and use of ICT. The findings revealed a positive (r = 0.591) statistical relationship (0.00) between the Information Quality and user satisfaction, and a positive statistical relationship between the IT Security and use of ICT. The findings revealed a positive statistical relationship between the IT Security and user satisfaction, and a positive statistical relationship between the System quality and use of ICT, as well between the System quality and user satisfaction, and a positive statistical relationship between the Service quality and use of ICT. The findings revealed a positive (r = 0.591) statistical relationship (0.00) between the Service quality and user satisfaction, and a positive (r = 0.565) statistical relationship (0.00) between the use of ICT and the net performance, as well as a positive statistical relationship between the use of ICT and user satisfaction, and a positive statistical relationship between user satisfaction in ICT and the net performance. The study recommends that although the Service Quality was statistically significant to both System use and User satisfaction in the adoption of ICTs, the government is required to build technical capability of users to make them help each other when they are facing difficulties in using ICT systems in their daily activities.

Keywords: Adoption, ICT, ISSM Model, Court Service Delivery, Zambia

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DEDICATION

To my family

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF APPENDICES

LIST OF ACRONYMS

ISSM Information System Success Model

ICT Information Communication Technology

ICF Climate Facility for Africa

CHAPTER 1

INTRODUCTION

1.1 Introduction

The primary formal mediator of disputes between the state and individuals as well as between persons per se, according to Kagucia (2010), is the judiciary. It is required by statute to hear cases quickly, make decisions that are sound and based on the rule of law, and otherwise advance justice. The judiciary has incorporated the use of ICT into its operations to increase efficiency in their mission to spread justice for all. It was thought that the judiciary's desire to use information and communication technology (ICT) to streamline the process was a result of some of the difficulties it encountered in ensuring that everyone had access to justice (Mbugua, 2012). This has been accomplished with the use of tools like voice recognition software, video conferencing, and the internet. For instance, using the internet allows one to easily access legal resources from the comfort of his home using only a mobile phone. This study attempted to evaluate the factors that influence the adoption of ICT in the judiciary as a result. This chapter consists of seven main sections in this chapter. The first section, the background to the research, describes the strategic importance of information communications technology in fostering efficient and effective court service delivery. It also describes how information communications is being utilised in ensuring efficient and effective service delivery at the High Court of Zambia in Lusaka. Furthermore, the business context within which digitization is being implemented is also explained in this section. Following this, is the problem statement, which explains the problem at the High Court of Zambia in Lusaka by giving the ideal situation and then by describing the existing situation. The problem's financial and economic costs are also explained. The aim of the study is the third section, and it goes on to describes the goals of the research and defines a link between the topic, title, purpose and objectives. The objectives of the study and the research questions are then described respectively. Finally, the significance of the study is presented which explains the importance of the study to the management of justice, contract enforcement and economic development. The section also indicates how the research will make original and creative contributions to existing knowledge on the subject. Chapter 1 concludes by describing how the chapters are organised.

1.2 Background

Information and Communication Technology (ICT) provides powerful instruments for efficiency and effective business operations. Because of their importance, organisations and individuals invest effort for their adoption (Johnston and Jali, 2015). The impact of technology is one of the most critical issues in education (Webber, 2003). The use of information and communication technology (ICT) creates a powerful learning environment and it transforms the learning and teaching process in which students deal with knowledge in an active, self-directed and constructive way (Volman & Van Eck, 2001). ICT is not just regarded as a tool, which can be added to or used as a replacement of existing teaching methods. ICT is seen as an important instrument to support new ways of teaching and learning. It should be used to develop student's skills for cooperation, communication, problem solving and lifelong learning (Plomp et al., 1996; Voogt, 2003).

The increasing interdependence between an organisation's ability to use ICT and its ability to achieve strategic objectives is one that cannot be ignored. ICT is affecting all aspects of everyday life; decent work, employment, business, community development and the whole economic development. Governments have not been left behind as they are increasingly changing their mode of operation to improve public service delivery, while public administrators themselves are incorporating digital transformation in their own day-to-day practices (Mergel et al., 2019; Lusaka Times, 2021; Lusaka Times, 2022). A further increase in the adoption of ICTs has been noted during the COVID-19 crisis as ICTs have been instrumental in keeping economies and societies going (EU Africa DIGILOGIC, 2022). As similarly noted by UNGIS (2020), telecommunication networks have been so vital to our health and safety, and to keeping our economy and society working; they are helping children continue to learn, they are helping adults continue to work, they are helping people to access critical medical and financial services, and they are helping keep the food supply chain moving.

When it comes to general organizational performance, digitalization and its proper adoption have proven to be very cardinal in that they bring about increased efficiency, increased productivity, lower operational costs, improved customer experience, higher agility, enhanced employee morale, improved communication, increased transparency, improved competitive advantage, and faster decision making (Laudon and Laudon, 2014).

It follows, therefore, that information systems have been an important tool in the advancement of service delivery in the public sector including Courts where the use of information systems has become prominent (Larsson (2002) cited in Mbugua (2012)). In this respect, the use of information systems has been known to introduce more efficiency in judiciaries by increasing trial speed, facilitating the improvement of trial quality by ensuring efficient allocation of judicial resources, facilitating access and exchange of judicial information, increase uniformity of judicial practice and interpretation of the law and minimise malpractice and occurrence of judicial errors. Introduction of information systems has the potential to boost public confidence in the judicial system by reducing the risk of misplacement or loss of court files (Judiciary, 2014:2).

Many researches conducted by scholars revealed that, a lot of obstacles have appeared to impede the efforts of information users to satisfy their information needs from Information and Communication Technologies facilities. Many problems were identified by scholars. For instance, Uwaifo (2009) mentioned. erratic power supply, which deters the users of information from getting access to required information they need using ICT facilities. Ogbomo (2011) identified challenges associated with the use of ICT facilities to include infrastructure related challenges. These, according to him, would involve a deliberate effort by policy makers and planners to consider the building, electrical wiring, heating cooling and ventilation, etc. to provide conductive environment for ICT facilities operations. Other problems also identified by Ilaonisi and Osuagwu (2010) included paucity of ICT infrastructure and lack of access, high enrolments, inadequate funding and absence of funding allocation to technology, high cost of ownership and cost to the consumer and policy implications of the mismatch between the advertised capabilities of ICT technology and the aims of individual institutions. Thus, it is imperative for us to investigate the factors that enhance the adoption of ICT in institutions especially the Judiciary. Generally, research studies in the area of technology adoption are important so as to ensure the identification and use of key findings in different areas of relevance (Ayim, Tekinerdogan, Addison, & Kassahun, 2022). In addition, they assist in the process of building theories necessary to guide practises. Furthermore, the study by Crow, Broussard and Geisler (2012) suggested that research findings are critical because they aid the process of decision making by individuals or the organisations. The process of decision making is enhanced because individuals become aware of what works better to their environment (Gono, Harindranath, & Özcan, 2010; Johnston & Jali, 2015).

The Judiciary is one of the three branches of government and was established under Article 91(1) of the Zambian Constitution. Its duties include hearing cases involving the constitution, promoting the rule of law, and defending human rights. Prior to 2009, the Judiciary relied mainly on manual processes to administer justice, with the sole courtroom records being the Judges' handwritten notes, manual filing of case documents, and a lack of qualified court employees. The manual method was prone to several issues, including slow court transcript output, ineffective filing, subpar records administration, and a lack of properly trained court workers. These difficulties gave rise to problems including lost or misplaced case files, decreased security and access to case files, lower transparency, an increase in case backlogs, and a general delay in the resolution of court matters, all of which eroded the public's faith in the Zambian judiciary (Nabombe, 2012:62). The investment climate in Zambia and most of Southern Africa was also deemed to be very poor during this time due to issues with contract enforcement and obtaining commercial justice. Weak contract enforcement was slowing down trade, investment, and economic growth because it required a lot of time, money, and resources to resolve commercial disputes. (OECD, 2012:51; and ICF, 2016).

The Judiciary of Zambia enacted several judicial changes to address these issues, and a crucial component of these was the adoption of 21st-century innovations and information communications technology, which have a huge potential to address a wide range of current issues and enhance service delivery (Khanam et al., 2013:2433). Innovations in information systems (IS) are of particular importance since they have demonstrated to be crucial tools in the battle against inefficiencies and ineffectiveness in most organizational performance areas (Almashaqba, 757:2013). Therefore, in 2009, the Zambian Judiciary, in collaboration with the Investment Climate Facility for Africa (ICF), introduced IS as part of the Zambia Justice Information Systems (ZAJIS) project to enhance service delivery and enhance the investment climate in Zambia by removing obstacles to doing business, such as protracted dispute resolution. The ZAJIS project, which was launched on March 26th, 2010, is funded by ICF (75% of funding) and the government of the republic of Zambia (GRZ) (25% of funding). Its goals are to "reduce the time it takes to resolve a case; improve security and access to case files; increase transparency; and reduce the backlog of pending cases" (ICF, 2016). Additionally, in 2016, the European Union (EU) and the German Development Agency (GIZ) contributed K3.2 million worth of court equipment, including steno machines, computers, printers, and photocopying equipment. The Programme for Legal Empowerment and Enhanced Justice Delivery (PLEED) project, whose major goal was to increase

democratic governance and accountability to improve justice delivery for all people and raise respect for human rights, was responsible for this (Judiciary, 2022).

Therefore, digitization was essential to enhancing the delivery of judicial services. To digitise court records and end the problem of lost or misplaced records, the registries were specifically modernized with computerized case and record management systems. Modern courtroom technology was established for the sake of openness and public trust. Transparency and efficiency were increased by providing Court Reporters with contemporary stenotype machines because court hearings may now be recorded in real-time and broadcast on screens in courtrooms for the gallery to observe and follow the proceedings. After the court session, interested parties might get a transcript of the proceedings (Judiciary, 2022). Most businesses are aware that information communications technology is essential to carrying out their strategy and attaining their objectives. As a result, information systems are widely acknowledged in theory and in some empirical investigations as important predictors of an organization's ability to supply services. This is due to its widespread usage in gathering (or retrieving), processing, storing, and disseminating information to enable organizational decision-making and control (Laudon and Laudon, 2014:45). It is safe to say that information systems have an impact on service delivery because improving an organization's service delivery has been listed as one of the main goals of information systems deployment. This is evident from most of the early research examined, which concurs that information systems have a considerable impact on service delivery (Siam, 2012:671; Almashaqba, 2013:775).). Numerous courts all around the world have also been digitized to improve service delivery efficiency by speeding up case resolution, increasing transparency, boosting public faith in the legal system, and boosting the economy (Velicogna, 2007; and Cerrillo and Fabra, 2009 Cited in Hamin, 2013:49).

It should be highlighted, however, that despite the significance given to information systems as important factors in service delivery, there is still disagreement over the precise nature and scope of their influence. This study aims to assess the extent to which information systems are used at the High Court of Zambia and their consequent impact on service delivery at the High Court of Zambia in Lusaka.

1.3 Problem Statement

The High Court of Zambia embraced IS in 2009 as it was thought to be one of the most effective ways to enhance service delivery. This was done in an effort to reduce the growing backlog of cases, poor security and access to case files, delayed settlement of cases, and poor transparency. Furthermore, because less time and money would be spent on commercial litigation by firms, boosting service delivery was considered to improve contract enforcement. This would also free up a significant amount of capital for enterprises, which would promote investments even more (OECD, 2012:51; and ICF, 2016).

13 years later, however, contract enforcement methods and procedures are still onerous, expensive, and time-consuming. Evidence suggests that there is still a backlog of cases; cases are still being settled slowly, and case files are being lost because the transition away from using paper has not been completed. There are still issues with transparency, and not all courts are equipped with the necessary technology, which is a blatant sign that digitization has not been adequately implemented (Kasama, 2020; Banda, 2019:80; Mudenda, 2017).

Further evidence demonstrates that substantial funds have been spent on the deployment of IS at the High Court of Zambia in Lusaka, primarily by non-governmental organizations (NGO), such as ICF, GIZ, and EU (Judiciary, 2022; ICF, 2016), without the desired net impact. According to previous research, these problems are caused by a variety of factors that have an impact on how well information systems are used, including a lack of top-level management commitment, organizational and technological issues, and a general lack of competence among users (Mukred et al. 2018, 2019 cited in Masanja and Lwoga, 2020). As a result, systems malfunction, the initiative falls short of its goals, and efficient and effective service delivery and organizational performance.

This study, therefore, seeks to assess the major factors that affect adoption of information communications technology at the High Court of Zambia, in Lusaka, by focusing on how critical service delivery components are affected by IS implementation and sustainability.

1.4 Aim of the study

The aim of the study is to evaluate the factors that affected the digitalization adoption and its effects in the High Court of Zambia in Lusaka.

1.5 Specific objectives

The following were the objectives of this study:

(i) To assess the factors that affect the adoption of ICTs at the High Court of Zambia in Lusaka.

(ii) To formulate suggestions on how to improve the level of adoption of ICTs in order to positively contribute to court service delivery.

1.6 Research questions

Based on the research objectives outlined above, the study was designed to address the following questions:

(i) What factors affect the adoption of ICTs at the High Court of Zambia in Lusaka?

(ii) What suggestions can be formulated on how to improve the level of adoption of ICTs in order to positively contribute to court service delivery?

1.7 Significance of the Study

The importance of efficient and effective court service delivery cannot be overemphasised. “Justice delayed is justice denied.”. Due to poor service delivery in criminal courts, suspects spend more time in remand than is necessary. Due to delayed justice delivery in commercial courts, funds vital for investments, growth and development of the country are held up for longer than necessary, delaying the rate of economic growth. In the civil courts poor service delivery results in increased strife and suffering for the general members of the public.

The High Court in Lusaka, Zambia, is implementing information communications technology to streamline service delivery and ensure prompt administration of justice. This study evaluates the elements needed for the High Court of Zambia in Lusaka to successfully adopt information communications technology and its overall effect on service delivery. Therefore, the High Court in Lusaka's justice administrators, who are responsible for leading and managing the justice system in a way that will guarantee efficient and effective service delivery, should take note of this study. The study will also show whether nationwide implementation of information communications technology is feasible and what needs to be taken into account for it to be successful. This study is important for investors as well since prompt judicial services increase investor trust and have an impact on a nation's investment climate and economic growth. The study has also contributed to the body of knowledge about how information communication technology can impact service

delivery in courts in general and, therefore, promoted further investigation across the current field of study as seen from the work of Mvula and Phiri (2023).

Furthermore, even if a plethora of international academic literature exists on how digitalization impacts or influences court service delivery, there exists very little literature on the impact of digitalization on Zambian Courts. The results of this study could therefore be used elsewhere in other jurisdictions that intend to use information communications technology for efficient and effective court service delivery. The study will also contribute to the body of knowledge about how information communication technology can impact service delivery in courts and in general and will therefore, promote further investigation across the current field of study. It is, therefore, hoped that findings from the study will be an anchor upon which further studies on how information communications technology can be implemented to enhance service delivery.

Additionally, the newly established Ministry of Technology and Science of the Government of the Republic of Zambia (GRZ) is working toward having a fully digitalized government workspace. Given the importance of this study and the fact that it was done within the judiciary, a branch of the government, it should serve as a wake-up call to the government regarding the proper policies, tactics, and legal frameworks to follow to accomplish full digitization.

1.8 Scope of the study

This study will be conducted at the High Court of Zambia, Lusaka. The questionnaires will be distributed directly to the sampled respondents via a series of face-to-face deliveries. The ideality of Lusaka as the location of the study is that all parts of the sample frame are represented at the headquarters of the target institution. Further, conducting this study in Lusaka will save resources that could be inadequate if other areas are to be included.

1.9 Organization of the Study

The rest of the study is organized as follows:

Chapter One covers the introduction to the dissertation and information on the background of the study. The statement of the problem is given, followed by the aim and objectives. The research questions, scope and significance of the study are also covered in this chapter. Chapter Two outlines the various literature done by different scholars on the subject matter, identifying findings

and gaps. Chapter three highlights the theoretical foundations and Conceptual framework that underpins the study. Chapter four highlights the methodology that was employed to carry out the study, discussing the design, population, data collection methods, techniques, and analysis. The proposed research method, hypothesis and ethical considerations are also covered. Chapter Five presents the analysis of the collected data. The chapter also tests and presents the results of the hypothesis stated in Chapter three. It will interpret, discuss, and conclude the results the research results. Chapter six answers the study questions discussed in the first chapter. Conclusions and recommendations are given based on the findings of the study.

1.10 Chapter summary

Information Communications Technology has been known to influence organisational performance and has therefore, supported service delivery. It is, therefore, cardinal that managers are aware of the nature and extent of this influence. This chapter described the strategic importance of information communications technology in fostering efficiency and effectiveness in court service delivery. It further described how information communication technology is being utilised and implemented at the High Court of Zambia in Lusaka. The business context within which information communications technology is implemented was also explained. Further, the problems at the High Court of Zambia in Lusaka were outlined together with their financial and economic costs. The objectives of the study and the research questions were described respectively. Finally, the chapter explains the importance of the study to the management of justice, contract enforcement and economic development. The next chapter provides a review of relevant literature which forms the basis of this study.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter presents a clear review of empirical literature on the factors that influence adoption of digitalization and the impact of digitalization on court service delivery. This chapter uses the Information System Success Model (ISSM) to empirically identify the factors that affect the adoption of digitalization and the impact of digitalization on court service delivery and so this chapter explores the literature that has significance to the objectives and research questions outlined in Chapter One. It will bring to light various empirical studies and discuss the findings and gaps between related works and give a summary to the chapter.

2.2 Related Works and Gaps in the Literature

This section reviews the empirical studies which have been done in relation to the assessment of the factors that influence adoption of digitalization and the impact of digitalization on court service delivery. It reviews studies from the Global perspective, African perspective and Local perspectives.

2.2.1 Global Perspective

From the global perspective, the literature shows that there is no consensus on the factors that affect the of digitalization and the impact of digitalization on court service delivery for both developed and developing economies. More so, the studies identified that the factors varied from industry to industry. For instance, Moghaddam and Khatoon-Abadi (2013) attempted to identify the factors influencing the adoption of ICT in rural Gharn Abad's ICT centre of Golestan Province. The sample included 218 individuals, who were selected by stratified random sampling method. Survey method was used, and data was analysed by correlation as well as multiple regression techniques. Based on the results, the existence of ICT centre itself, with various funding sources, reinforced the adoption regardless of the users' economic status. At the same time, the other factors such as individual, social, the households' informative & communicative, as well as the innovation related factors were found influential. Similarly, Dixit et al (2021) sought to analyses the main factors of information and communication technologies incorporation and adoption into the Indian built environment sector. The methodology adopted allowed the use of primary data collection

using the questionnaire survey technique through the structured questionnaire survey. The findings revealed that adequate use of ICT in infrastructure, as well as other construction-related activities, can benefit from a variety of platforms for business operations. ICT increases project efficiency in terms of time and expense. The effect on the proper use of ICT in the Indian industry can be seen at all levels and will certainly support the scenarios and outlook for the forthcoming building. It was argued that there is a lack of knowledge in these technologies and that construction industry professionals find it difficult. ICT based technologies can only be used in the construction sector if these methods are adopted by large and mid-scale organizations around the country and set a benchmark for other organisations. Ewa Ziemba (2016) aimed at exploring factors influencing the successful adoption and usage of ICTs within Polish households. Based on prior literature and practical experiences, a framework of success factors was provided. The required data was collected from a survey questionnaire administered to a sample of Polish households to examine this framework and identifies which factors are of greatest importance for the adoption and usage of ICTs within households in Poland. Based on 751 questionnaires the paper indicated that the adoption of ICTs within households was mainly influenced by the economic status of households and cost of ICTs, perceived economic benefits from the usage of ICTs, technological availability and security of ICTs, ICT competences and awareness, as well as satisfaction with the adoption of ICTs. Furthermore, gender, education, and place of residence did not reflect significant differences on the factors. In the same line, Albara and Hoque (2017) using the extended technology-organization environment framework with personal innovativeness, this study examined the factors that influence the adoption of ICTs among SMEs in rural areas of Saudi Arabia. The study found that relative advantages, top management support, culture, regulatory environment, owner/manager innovativeness and ICT knowledge had a significant relationship with ICT adoption among SMEs in Saudi Arabia, whereas compatibility, complexity and a competitive environment had no significant relationship with ICT adoption.

In contrast, Salinas et al (2017) described the level of adoption of information and communication technologies in teaching in three Latin American countries. They also analysed factors that affect the process by which teachers incorporate these technologies into their classrooms. In order to do so, an online survey was conducted with 89 teachers. The results show that most of the teachers rated themselves at the highest levels of technology adoption. However, the analysis reveals differences between countries associated with individual-type factors, such as the perception of

ICT's contribution to teaching and learning, and the training and knowledge teachers have in this realm. By contrast, the professional culture was not correlated to these differences, and the various actors with which teachers interact, such as the education ministry and school administration, displayed a non-linear relationship with technology adoption. Xiong et al (2013) investigated what factors affect the acceptance of ICTs by small business owners in two provinces in China using UTAUT model. Following an analysis of data collected from small business in a high growth province and a largely rural province, the paper arrived at a set of factors that affect the acceptance of ICT in China and their outcomes on small business development. Further research is being conducted into the outcomes of acceptance on development. The analysis found that the factors that affect ICT adoption by small businesses in China are Attitude toward using technology, Perceived Usefulness, Facilitating Condition, Anxiety, Perceived Ease of use, and Job-Fit, which are different from the existing model. While Attitude toward using technology can explain the 21.874% of the whole, these factors in total can explain 66.274% among all the factors. Perceived ease of use (PEU) and Attitude toward using technology (ATT) are identified as the most important factors affecting the adoption of ICT among China's small business. Wang and Feeney (2014) separately examine the adoption of two different types of information and communication technologies (ICTs): intranet, which increases efficiencies within an organization, and e-services, which aim to increase efficiencies for the public and government agencies. Using 2012 data collected from a national random survey of the managers in 500 municipal governments with populations ranging from 25,000 to 250,000, we find that organizational centralization, work routineness, and personnel constraints are related to the adoption of both intranet and e-services, but that these relationships are mediated by an organization's risk-taking culture. They also found that external stakeholder influence is positively related to ICT use. Governmental stakeholder influence is related to intranet adoption, and non-governmental stakeholder influence is related to the adoption of e-services. Lastly, Romdoni et al (2022) investigated whether or not electronic court petitions are beneficial in Indonesia. The proposed research model for analysing the success criteria for using the case management system was tested in the courts of Greater Jakarta. The model's explanatory relevance was revealed by using structural equation modelling to examine survey data from 30 attorneys who utilize the system. Furthermore, the significant contribution of system and information quality characteristics is demonstrated. The investigation's findings have far-reaching implications for both theory and practice. System quality, information quality, and

system utilization all have a positive influence on user performance. However, the influence of information quality on usage was not statistically significant. Similarly, Gomes et al (2018) identified and explained the effects of investment in information and communication technologies on productivity of courts in Brazil. In addition to the direct relationship between technology and judicial performance, they investigated the mediating and moderating effects of technology on other drivers of judicial performance. Official data were collected from the Justice in Numbers database of the National Justice Council. Secondary data refer to all state, federal and labour courts in the country, and cover a seven-year period, from 2009 to 2015. Panel data were analysed using hierarchical regression and conditional analysis. The results confirm four of the five hypotheses, indicating that ICT investment has a direct and positive effect on court productivity, as well as mediating and moderating the effect of other variables on productivity. However, contrary to expectations, investment in ICT does not moderate the relationship between court caseload and productivity; although weak, the observed relationship was negative. Explanations for the findings are presented in the article.

2.2.2 African Perspective

As regards to the African based studies, the literature revealed that there was also no consensus as to the factors that influence the adoption of factors that affect the of digitalization and the impact of digitalization on court service delivery for both developed and developing economies. The results varied based on the models used and the factors considered in the analysis. For instance, Kagucia (2015) conducted a critical analysis of the impact of the use of ICT in the Judiciary in so far as enhanced access to justice is concerned. The researcher relied primarily on primary data collection methods. The study adopted a quantitative research which was used to develop and employ mathematical models, theories and hypotheses pertaining to natural phenomena. Data was collected through the use of questionnaires that were filled by the participants by way of self-administration. However, for purposes of comparative analysis, the researcher adopted the use of secondary data to collect information related to this research. From the results obtained above, it can be concluded that the use of ICT in the judiciary is necessary to enhance access to justice. This is because a significant number of the respondents applauded its use and regarded it as essential to enhance the performance of the judiciary. Lastly, the study found that though ICT has enhanced equitable access to justice for Kenyans, the impact is not satisfactory as a significant number is

dissatisfied with its use. Similarly, Mbugua (2012) sought to report the influence of Information and Communication Technology (ICT) on effective court service delivery at the Eldoret Court Station in Kenya. The influence of the cost of ICT, employee job satisfaction, court data security and fraud/corruption were checked against effective court service delivery. The study targeted the 70 system user employees at the Eldoret court station. Questionnaire was used to collect the data from the sample. The data collected in the study was analysed by the use of descriptive statistics and inferential statistics. The relationship between variables was tested using correlation and regression analysis. The study findings show that the respondents consider the adoption of the case management system as an important component in the delivery of service to their clients. A mean response of 4.013 was realized signifying cost of ICT has positively influenced the Eldoret court station service delivery. The 3.665 mean overall job satisfaction rate among the respondents denotes that the case management system had positively influenced the employees' morale. The implementation of the case management system has impacted positively on the security of court data with a significant reduction in the number of lost files. The study also revealed that the use of ICT has greatly reduced the level of fraud/corrupt in the court station. Therefore, the adoption of the system has improved service delivery in the court station. In addition, Watson et al. (2017) identified key system functionalities and the implementation methodology, including both the benefits and shortcomings of the Integrated Electronic Case Management System (IECMS) approach, with the goal of applying lessons learned in future installations. Foremost among the successes of this project were the integrated Sector Wide Approach, the thorough business process reengineering, and strong ownership by the Rwandan Justice Sector staff. Particularly instructive will be the analysis of the integrated approach, covering five institutions with a single system in less than two years.

In the same line, Chawinga (2011) sought to assess the influence of the Electronic Case Management System (ECMS), which is an Information and Communication Technology (ICT) based system on effective court service delivery at the four registries of the High Court in the judiciary of Malawi. The services offered by ECMS, establishing benefits, finding out challenges and to identifying solutions to the challenges affecting the use ECMS at the High court of Malawi registries was checked against effective court service delivery. The study targeted the 84 system user employees at all the four registries of the High court of Malawi. Questionnaire was used to collect the data from the sample. A case study of qualitative and quantitative method was used for

the study and the respondents were purposively selected and further to that a total populations sampling technique under purposive sampling method was used so as to make sure all relevant staff who were directly affected by the adoption of the system took part in the study. The data collected in this study was analysed using Statistical Package for Social Science (SPSS) content analysis (quantitative). Microsoft Excel was used in coming up with charts, graphs and tables. Qualitative data was analysed using thematic analysis which involved reporting the most appearing pattern themes within the data. The study findings show that the respondents consider the adoption of the ECMS as an important component in the delivery of service to their clients. The majority 55 (98.2%) respondents had rated the ECMS as “good” and “very good” in terms of service delivery at the High court. The implementation of the Electronic Case Management System has impacted positively on the security of court file and ease is tracking and retrieving case files. The study also revealed that the ECMS comes with unlimited benefits and services. Therefore, the adoption of the ECMS has improved service delivery in the High court of Malawi registries. The frequent loss of network, slow internet access speed and shortage of staff in the registry are some of the major challenges facing the system, the benefits outweighs the problems as such the researcher strongly recommend that the ECMS should be rolled out other court stations across Malawi. In addition, Chawinga et al (2019) this study, we employed the information systems (IS) success model to systematically investigate the benefits that an electronic case management system has brought about to the judiciary of Malawi. Methodologically, the study was guided by a survey design and a questionnaire was used to collect data from various staff in the judiciary including judges, court clerks, court registrars, and information technology personnel. The study revealed that the implementation of an electronic case management system had impacted positively on the security of court files by easing the tracking and retrieving of case files thereby contributing to efficiency in justice delivery. However, the implementation of an electronic case management system has not been spared from challenges, which include frequent loss of network and poor Internet connection.

Alternatively, Agbo (2015) investigated factors effecting the use of ICT in teaching and learning Computer studies in Ohaukwu Local Government Area of Ebonyi State. Multiple methods of data collection were used. First, data were collected through individual interviews, observation method, Finally, document analysis was used. As a result, the study concluded that both home and school environmental factors collaborate to effect the use of ICT in learning and teaching computer

studies in Ohaukwu L.G Area. Ndichu et al (2019) aimed at establishing factors affecting the adoption of emerging ICT Technologies in public institutions in Kenya. The targeted population was 2000 employees working for KPLC headquarter comprising of 340 from the ICT department, 400 from customer service, 350 from finance, and 910 from the supply chain. Slovin's' formulae was used to get the actual sample size of the study, which was 96 respondents comprising of 16 from ICT department, 19 from customer service, 17 from finance, and 44 from the supply chain. A survey questionnaire was used for primary data collection. The data collected thereafter was analysed using SPSS 20. Both descriptive and inferential statistics were used to analyse the data. Descriptive statistics generated frequency tables and descriptive summaries while inferential statistics (correlation analysis and multiple regressions) determined the predictors of adoption of ICT. The findings of the study revealed that there exists a positive correlation between the cost of implementation; top management support; organizational culture, and government regulations and adoption of emerging ICT technologies. The study concluded that cost of implementation; top management support; organizational culture, and government regulations are some of the key factors that affect the adoption of emerging ICT technologies.

Thanga (2016) sought to examine factors influencing adoption and utilization of ICT in the traffic police department of the Kenya Police Service in Nairobi county. The descriptive exploratory research design was adopted where the primary instrument for data collection was the questionnaire. 47 police officers who were chosen out of simple random sampling participated in the study. The main findings of the study were: majority of the study participants were aware of the information they needed to perform traffic policing effectively; the traffic officers required information of car ownership and insurance information; the respondents indicated that the significant use of the ICT in the traffic police department is for communication. The study also found that timeliness of information was a very significant factor that affected traffic policing. Lack of training on use of ICT coupled with use of out-dated ICT was the major constraints attributed to low utilization of ICT in traffic policing. In contrast, Mustapha et al (2022) sought to investigate the factors Influencing the Adoption of ICT'S in Extension Service Delivery Among the Extension Agents in North-East, Nigeria. The goal was to define the respondents' socioeconomic characteristics, classify the types of ICT tools adopted by the respondents and identify factors influencing the adoption of ICT in extension service delivery among the respondents. Primary data were obtained using multi-stage cluster sampling technique, using

organized questionnaires administered to 254 respondents. Descriptive and inferential statistics was used. The research used Rogers' Theory of Innovation Diffusion, Rogers and Burde's Theory of Social Change. The multiple regression results reveal that gender, age, level of education and working experience has no significant contribution to ICT adoption while marital status, awareness, accessibility and motivation are the most influential factors influencing the adoption of ICT's in extension service delivery.

2.2.3 Zambia Perspective

In Zambia, there is lack of empirical research into the factors that affect the adoption of ICT in . For instance, Undi-Phiri and Phiri (2022) looked at establishing factors that are affecting the adoption of electronic government services in the Developing Countries for Transport sector amidst the Covid-19 pandemic based on the Unified Theory of Acceptance and Use of Technology Model (UTAUT). The study first looked at the major challenges faced by the Zambian transport sector in the implementation of e-government services among the citizens. The study then proposed a model through a web-based e-commerce web portal that could be adopted to address the challenges identified in the study. The study was based on all registered motor vehicles. These were from the various transport sectors in Zambia's capital city, Lusaka. Both qualitative and quantitative data was collected from respondents using a structured questionnaire. The questionnaire was generated based on the UTAUT conceptual model. The response rate was 57% giving 141 questionnaire responses from the four transport providers. The Chi-Square test of independence was used to analyse the data using SPSS software. The results showed that interaction between trust in government and trust in the Internet has a significant effect on the utilisation of e-government services. The test had an observed P-Value of 0.05 against the Chi-Square value of 59.535. The results further showed that e-services control and effort expectancy had a significant impact on the actual utilisation of e-government services. This was supported by the works of Bwalya (2009) who examined two cases from Zambia where ICT has been utilized in support of e-government initiatives. He also assessed the challenges, opportunities, and issues together with e-government adoption criteria regarding successful encapsulation of e-government into the Zambian contextual environment. It has been found that lack of adequate ICT infrastructure and political will, provision of content in English other than local languages, lack of proper change management procedures, non-contextualization of e-government practices, etc.,

contribute much to the delay in appropriate e-government adoption in Zambia. Daka (2016) This study was aimed at investigating the impact of adoption of Information Communication Technologies (ICTs) on selected manufacturing and business firms in Zambia. This study was exploratory in nature; hence, a cross sectional approach was undertaken in the first half of 2015 to measure firms' responses regarding adoption of ICT. The diffusion theory of innovation was used as a theoretical framework to understand the phenomenon of ICT adoption. An online questionnaire was designed to help answer the research questions. Questionnaires were sent to 70 randomly selected organisations from mining, banking and finance, manufacturing and processing, education, professional management; IT related service and advertising sector using stratified random sampling method. The research findings reveal that common ICTs such as computers and internet have high usage among firms. However, the use of high-technology ICTs as SCADA is still average and there is need for more effort from all stake holders to focus on stimulating accelerated adoption of ICTs. The results also show that Zambia's manufacturing industries could rebrand and increase productivity, improve their profit margins and contribute effectively to the economy if they adopt more ICTs in their businesses. In this regard ICTs serve as a very important cost saving measure and as a means of increasing productivity and efficiency. In contrast, Nabombe (2012) assessed records management and how it contributed towards the process of accessing justice in the courts of law in Zambia. Primary data relating to research objectives was collected using the triangulation method (comprising of a survey questionnaire, focus group discussions, face-to-face interviews, participant observations, and secondary sources). Out of a target population of 54 registry clerks earmarked for the study, 43 took part in the study representing 79.6% participation. The study sample was selected using the purposive sampling method. Research findings showed that the general lack of infrastructure development in the courts of law has contributed to the congestion in court registries. Secondly, court registries' failure to comply with regulations stipulated in the National Archives Act of Zambia had contributed to bad records management in the court registries. Thirdly, findings showed that court registries lacked guidance on how to manage records due to lack of a records management policy and the failure to apply internationally recognised records management standards. Research findings also showed that over staffing in registries, lack of a clear policy on in-service training, and dissatisfaction with work context factors might have influenced poor work culture and morale among registry clerks. Lastly, research results showed that while administrative risks in the court registries had negatively

affected the records management function, reputation risks had eroded public confidence in the courts of law and court registries in particular. This raises the need to empirically investigate the adoption of digitalization and the impact of digitalization on court service delivery. Thus, this is the gap the research intends to fill.

2.3 A Summary of the Related Works

The findings of the studies in International, African and Zambian literature revealed that there is no consensus on the factors that influence adoption of digitalization and the impact of digitalization on court service delivery. Majority of the studies reviewed focused more on the adoption of ICT in other sectors. The studies showed the results may differ depending on the model of adoption used. This study will contribute to literature by investigating the factors that influence adoption of digitalization and the impact of digitalization on court service delivery using the Information System Success Model (ISSM).

Table 2.1: Summary of Literature Review and Gaps

Author	Topic	Findings	Gaps
Moghaddam and Khatoon-Abadi (2013)	Factors affecting ICT adoption among rural users: A case study of ICT Center in Iran	✓ the existence of ICT center itself, with various funding sources, reinforced the adoption regardless of the users' economic status. ✓ At the same time, the other factors such as individual, social, the households' informative & communicative, as well as the innovation related factors were found influential.	Did not use ISSM model

Dixit et al (2021)	Study of enabling factors affecting the adoption of ICT in the Indian built environment sector	✓ identified potential advantages and improvements thanks to such technologies management in the construction industry. ✓ The various barriers affecting the use of ICT in the management of construction projects have also been addressed. ✓ The conclusion of the study indicates and identifies the steps in which undertaking improves the adoption of information and communication technology in the management of construction projects.	Identified ICT adoption factors in the construction industry
Ewa Ziemba (2016)	Factors Affecting the Adoption and Usage of ICTs within Polish Households	✓ adoption of ICTs within households is mainly influenced by the economic status of households and cost of ICTs, perceived economic benefits from the usage of ICTs, technological availability and security of ICTs, ICT competences and awareness, as well as satisfaction with the adoption of ICTs.	Failed to incorporate the Adoption models in its framework

		✓ Gender, education, and place of residence do not reflect significant differences on the factors. ✓ there are significant differences among the factors that could be attributed to age.	
Romdoni et al (2022)	Success Factors for Using E-Court in Indonesian Courts	✓ the ease of use and output of the deployed systems are important factors in determining the efficacy of CMS adoption in courts.	the study failed to determine the role that technology plays in determining judicial system performance
Xiong et al (2013)	Factors that affect Information and Communication Technology Adoption by Small Businesses in China using UTAUT models	The analysis found that the factors that affect ICT adoption by small businesses in China are Attitude toward using technology, Perceived Usefulness, Facilitating Condition, Anxiety, Perceived Ease of use, and Job-Fit, which are different from the existing model.	Used UTAUT models

Wang and Feeney (2014)	Determinants of Information and Communication Technology Adoption in Municipalities	✓ organizational centralization, work routineness, and personnel constraints are related to the adoption of both intranet and e-services. ✓ external stakeholder influence is positively related to ICT use.	Focused on Local government Authorities
Gomes et al (2018)	Effects of investment in information and communication technologies on productivity of courts in Brazil	✓ ICT investment had a direct and positive effect on court productivity, as well as mediating and moderating the effect of other variables on productivity. ✓ However, contrary to expectations, investment in ICT does not moderate the relationship between court caseload and productivity; although weak, the observed relationship was negative.	Failed to adopt the ISSM model in its analysis
Salinas et al (2017)	Factors affecting the adoption of information and communication technologies in teaching	✓ most of the teachers rated themselves at the highest levels of technology adoption. ✓ their analysis reveals differences between countries associated with individual-type factors, such as the perception of ICT's contribution to teaching and learning, and the training	Focused on teachers

		and knowledge teachers have in this realm. ✓ By contrast, the professional culture was not correlated to these differences, and the various actors with which teachers interact, such as the education ministry and school administration, displayed a non-linear relationship with technology adoption.	
Albara and Hoque (2017)	Factors affecting the adoption of information and communication technology in small and medium enterprises: a perspective from rural Saudi Arabia	✓ The study found that relative advantages, top management support, culture, regulatory environment, owner/manager innovativeness and ICT knowledge had a significant relationship with ICT adoption among SMEs in Saudi Arabia, whereas compatibility, complexity and a competitive environment had no significant relationship with ICT adoption.	Used TOE framework
Kagucia (2015)	A critical analysis of the impact of information and	✓ the use of ICT in the judiciary is necessary to enhance access to justice. This is because a significant	No technology adoption model used in analysis

	Communication technology in enhancing access to Justice in the Kenyan judiciary	number of the respondents applauded its use and regarded it as essential to enhance the performance of the judiciary.	
Mustapha et al (2022)	Factors Influencing the Adoption of ICT'S in Extension Service Delivery Among the Extension Agents in North-East, Nigeria	✓ gender, age, level of education and working experience has no significant contribution to ICT adoption while marital status, awareness, accessibility and motivation are the most influential factors ✓ influencing the adoption of ICT's in extension service delivery.	Used Rogers' Theory of Innovation Diffusion, Rogers and Burde's Theory of Social Change.
Ndichu et al (2019)	Factors affecting the adoption of emerging ICT technologies in public institutions in Kenya: a case study of Kenya power company	The findings of the study revealed that there exists a positive correlation between the cost of implementation; top management support; organizational culture, and government regulations and adoption of emerging ICT technologies.	Technology adoption model, Theory of reasoned action, Classical model of diffusion theory
Thanga (2016)	Factors influencing adoption and utilization of information technologies in the traffic police department: case of Nairobi County, Kenya	✓ Lack of training on use of ICT coupled with use of out dated ICT was the major constraints attributed to low utilization of ICT in traffic policing.	Focused on Traffic Policing

Agbo (2015)	Factors Influencing the Use of Information and Communication Technology (ICT) in Teaching and Learning Computer Studies in Ohaukwu Local Government Area of Ebonyi State-Nigeria	✓ both home and school environmental factors collaborate to effect the use of ICT in learning and teaching computer studies in Ohaukwu L.G Area.	No technology adoption model
Mbugua (2012)	Influence of the electronic case management system (elcm) on the effectiveness of court service delivery: the case of the Eldoret court station, Kenya	✓ A mean response of 4.013 was realized signifying cost of ICT has positively influenced the Eldoret court station service delivery. ✓ The 3.665 mean overall job satisfaction rate among the respondents denotes that the case management system has positively influenced the employees' morale. ✓ The implementation of the case management system has impacted positively on the security of court data with a significant reduction in the number of lost files. ✓ The study also revealed that the use of ICT has greatly reduced the level of fraud/corrupt in the court station. Therefore, the	Failed to apply any technology adoption models in its analysis

		adoption of the system has improved service delivery in the court station. And should be adopted for other court stations across Kenya.	
Watson et al. (2017)	Integrated Justice: An Information Systems Approach to Justice Sector Case Management and Information Sharing Case Study of the Integrated Electronic Case Management System for the Ministry of Justice in Rwanda	✓ This was done to provide online services for case filing, payments, automated reminders, and free access to summonses and judgments in an effort to speed up proceedings, eliminate duplication of effort across agencies, and reduce the time needed to complete a case	Used the Integrated System Approach
Chawinga (2011)	An evaluation of electronic case management system (ECMS) in The judiciary of Malawi: a case study of the high court of Malawi registries (Blantyre, Lilongwe, Mzuzu and Zomba).	✓ The implementation of the Electronic Case Management System has impacted positively on the security of court file and ease is tracking and retrieving case files. ✓ The study also revealed that the ECMS comes with unlimited benefits and services.	Failed to use any technology adoption model
Chawinga et al (2019)	Towards e-judicial services in Malawi: Implications for Justice delivery	✓ the implementation of an electronic case management system has impacted positively on the	Focused on Malawi

		security of court files by easing the tracking and retrieving of case files ✓ thereby contributing to efficiency in justice delivery. However, the implementation of an electronic case management system has not been spared from challenges, which include frequent loss of network and poor Internet connection	
Undi-Phiri and Phiri (2022)	Assessing Factors Affecting the Adoption of E-Government Services in Developing Countries for Transport Sector, amidst the Covid-19 Pandemic	✓ The Chi-Square test of independence was used to analyze the data using SPSS software. ✓ The results showed that interaction between trust in government and trust in the Internet has a significant effect on the utilization of e-government services. The test had an observed P-Value of 0.05 against the ✓ Chi-Square value of 59.535. The results further showed that e-services control and effort expectancy had a	Focused on the e government services on the transport sector

		significant impact on the actual utilization of e-government services.	
Nabombe (2012)	An assessment of records management at the courts of law in Zambia: the case of court registries' contribution towards access to justice	✓ Research findings showed that the general lack of infrastructure development in the courts of law has contributed to the congestion in court registries. ✓ Court registries' failure to comply with regulations stipulated in the National Archives Act of Zambia had contributed to bad records management in the court registries. ✓ court registries lacked guidance on how to manage records due to lack of a records management policy and the failure to apply internationally recognized records management standards. ✓ staffing in registries, lack of a clear policy on in-service training, and dissatisfaction with work context factors might have influenced poor work culture and morale among registry clerks.	Focused on the failures of the record management systems in court registries

		✓ Showed that while administrative risks in the court registries had negatively affected the records management function, reputation risks had eroded public confidence in the courts of law and court registries in particular.	

2.2 Chapter Summary

This chapter reviewed the literature by the other scholars and researchers on the subject matter of influence adoption of digitalization and the impact of digitalization on court service delivery. It discussed the findings of various studies and established a conclusion about the gap to be investigated.

CHAPTER 3

THEORETICAL AND CONCEPTUAL MODEL/FRAMEWORKS

3.1 Introduction

This Chapter examines conceptual Frameworks / Models based on these theories. On the basis of the theoretical and conceptual backdrop discussed above, a conceptual framework or model is then built. The proposed model or framework is then used to create the hypotheses, which brings the ethical issues to a close.

3.2 Conceptual Framework and Research Model

Despite of the economic downturns, organisations across different sectors continue to increase spending on Information Technology (IT) (Kanaracus, 2008). However, globalisation, economic factors, and increasing competition influence organisations to cut down costs. On the other hand, this makes organisations keen to measure the success of the Information Systems (IS) and their impacts on both the organisation and the individuals to justify their value and contribution to the productivity, quality, and competitiveness of organisations (Gable, Sedera, and Chan, 2003). Evaluating the impacts of IT is one of the critical issues in IS literature (Kim and Kim, 1999), as the impacts of IT are often indirect and influenced by human, organisational, and environmental factors (Petter, DeLone, and McLean, 2008). Yet, it is argued "if information systems research is to make a contribution to the world of practice, a well-defined outcome measure (or measures) is essential" (DeLone and McLean, 1992: 61).

The IS success concept is broadly accepted in the IS literature as the main decisive factor for evaluating IS. Studies concerned with evaluating information systems success has started since the late 1970's (Delone and Mclean, 1992, 2003; Gable et al. 2003). However, academics as well as practitioners are still struggling with the question of which constructs best signify IS success. "The problem lies in the ambiguity of the concept and the multiplicity of IS success constructs pervading the research" (Rai et al, 2002).

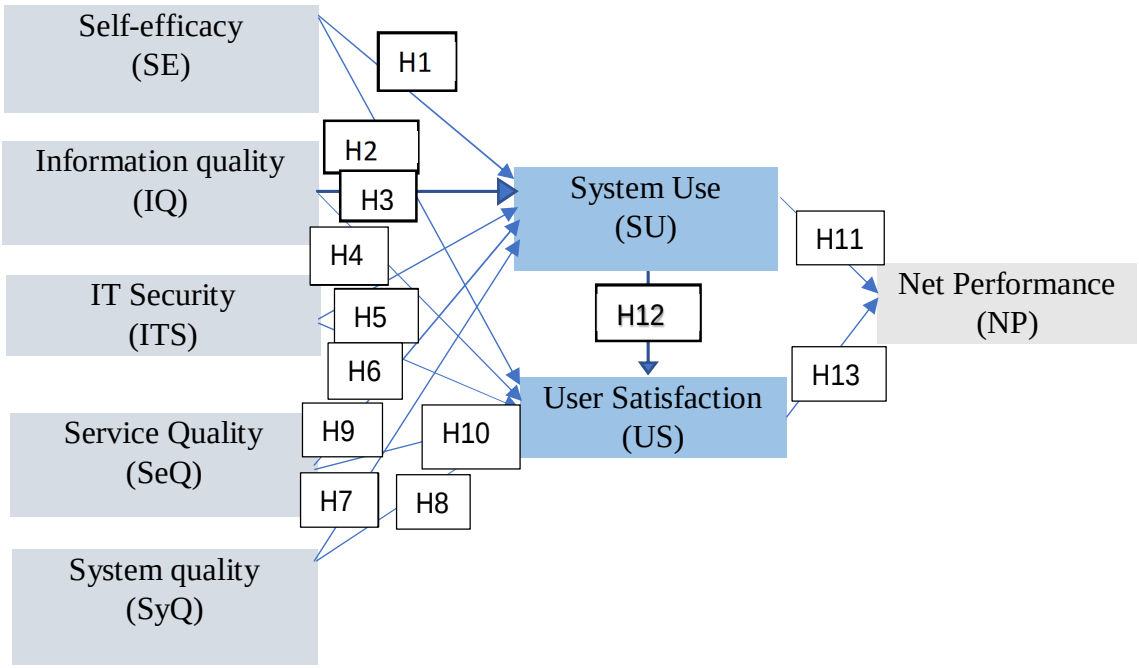
This study was guided by the updated Information System Success Model (ISSM) developed by Delone and Mclean (2016). DeLone and McLean (1992) reviewed prior research and introduced a comprehensive taxonomy of factors contributing to the success if information systems. The

authors examined the literature on Information Systems (IS) success and categorized success measures into six major categories framework quality, data quality, use, client fulfilment, singular effect, and hierarchical effect. These categories are 18, interrelated and independent and provide a comprehensive view of IS success. Generally, the purpose of the model is to measure effectiveness or success of IS implementation in organization (Ojo, 2017). The model seeks to provide a comprehensive understanding of IS success. The justification of using this model was because it has been tested and validated to assess the adoption and acceptance in MIS among public sectors by scholars such as Abugabah et al. (2009); Baraka (2013); Lwoga (2014); Ojo (2017); Aziz et al. (2018); Ab-Aziz et al. (2019); Prasetyo (2019); Lwoga (2020). Furthermore, another reason for using this model is to meet the main objective of this study which is; to assess the factors that influence adoption of digitalization and the impacts of digitalization at the High Court of Zambia in Lusaka. The ISS model offers six interrelated constructs of information systems success measure, that include the quality dimensions (information, system, and service quality) which could influence subsequent System Use and User Satisfaction. It is also suggested that some impacts tagged as net impacts will be achieved as a result of use and/or user satisfaction. The net impacts could consequently affect User satisfaction and System Use. This study adopted the following key components of the model, which include System quality, Information quality, Service quality, System use, User satisfaction and Net impacts (DeLone & McLean, 2016).

However, it is imperative to mention that not all of the researchers have attempted to critique or modify the D&M IS Success Model. Some have developed and proposed alternate frameworks for measuring IS effectiveness. Grover et al. (1996) used an alternative, theoretically based perspective (theory of organizational effectiveness) “to build a theoretically-based construct space for IS effectiveness which complements and extends the [DeLone & McLean] IS Success Model”. Based on unit-of-analysis and evaluation-type context dimensions, the authors created six IS effectiveness categories. The six effectiveness classes are infusion measures (i.e., “organizational impacts” in the D&M IS Success Model), market measures (not covered in the D&M IS Success Model), economic measures (i.e., “organizational impacts”), usage measures (i.e., “system use”), perceptual measures (i.e., “user satisfaction”), and productivity measures (i.e., “individual impact”). Their framework considers “system quality” and “information quality” to be antecedent effectiveness constructs, whereas the D&M IS Success Model considers them to be important dimensions of success itself. In summary, the Grover et al. (1996) IS effectiveness framework

serves to validate the D&M IS Success Model from a theoretical perspective and suggests an area for extension, namely, market impacts. We include market or industry impacts in our updated model described later in this paper. However, this framework does not specify actual success constructs and related measures. This makes the framework difficult to apply in practice.

Figure 3.1 : Proposed Model of the Study Modified from ISSM 2016



Updated DeLone & McLean IS Success Model (source: DeLone & McLean, 2003 P.33)

3.3 Research Hypotheses

The Study Hypotheses Development

The model guiding this study presented in figure 3.1, has the following hypotheses that were tested and postulated:

H1. *Self-efficacy has positive significance on the use of ICT.*

H2. *Self-efficacy has positive influence user satisfaction in ICT.*

H3. *Information quality has positive influence with the use of ICT.*

H4. Information quality has significant positive relationship with user satisfaction of ICT.

H5. IT Security has positive influence with the use of ICT.

H6. IT Security has significant positive relationship with user satisfaction of ICT.

H7. System quality has a significant positive relationship with use of ICT.

H8. System quality has positive influence on the user satisfaction of ICT.

H9. Service quality has significant positive relationship on the use of ICT.

H10. Service quality has positive influence on user satisfaction of ICT.

H11. The use of the ICT has positive significant effects on the net performance.

H12. The use of the ICT has positive significance on user satisfaction.

H13. User satisfaction in ICT has positive influence on net performance.

3.4 Operationalization of the variables

This model defines the variable as follows:

System Quality: This refers to desirable characteristics of an information system such as ease of use, system flexibility, system reliability, and ease of learning, as well as system features of intuitiveness, sophistication, flexibility, and response times (DeLone & McLean, 2016). Senaratne et al., (2019), in their attempt at studying the factors affecting the intention to adopt m-Learning, found that system quality had a significant effect on perceived ease of use and usefulness of mobile learning, and concluded that when system quality is good, the efficiency of the m-Learning system is high. Furthermore, scholars such as Ojo (2017), Lwago (2020), and Ho et al., 2019) revealed that system quality had significance influence on the use of hospital information systems and ultimately on user satisfaction.

Information Quality: According to DeLone and McLean (2016), information quality refers to desirable characteristics such as relevance, understandability, accuracy, conciseness, completeness, currency, timelines, and usability that are responsible for system outputs like management reports and web pages. Information quality was also examined in detail in studies by scholars such as (Lwoga 2014; Senaratne et al. 2019; and Ab-Aziz et al. 2019). Lwoga (2014) revealed that information quality was a significant determinant of perceived usefulness, but had no relationship with the user satisfaction. Thus, the quality of information stored in the system may have important reason for user intension to use and has high level of satisfaction with using ERMS.

Service Quality: refers to the quality of the support that system users receive from the information systems organization and IT support personnel such as responsiveness, accuracy, reliability, technical competence, and empathy of the IT personnel staff (DeLone & McLean, 2016). Service quality directly impacts usage intentions and user satisfaction with the system, which in turn impact the net benefits produced by the system. Scholars such as Lwoga (2014) found that service quality had insignificant relationship with perceived usefulness and user satisfaction. Similarly, Ojo (2017) revealed that service quality significantly influenced the use of the hospital information system.

System Use: DeLone and McLean define system us as the degree and manner in which employees and customers utilize the capabilities of an information system, that is, amount of use, frequency of use, nature of use, appropriateness of use, extent of use, and purpose of use. The actual system use is a well-established construct in the information systems literature as indicated through various studies. For example, scholars such as Hasan et al. (2014) described system use as the degree and manner in which staff and customers utilize the capabilities of information systems. Additionally, a study by Ojo (2017) revealed that system use had a more significant influence on perceived net benefits rather than user satisfaction.

User Satisfaction: refers to users' level of satisfaction with reports, web sites, and support services (DeLone & McLean, 2016). A study by Ojo (2017) revealed that the quality dimensions (system, information, and service quality) all significantly influenced users' satisfaction with the hospital IS. Not only that, but user satisfaction was also not seen to predict perceived benefits. Other studies such as the one by Lwoga (2014) revealed that user satisfaction had significant effects on continual usage intention, and perceived usefulness had significant positive relationship with user satisfaction.

Net Performance: refers to the extent to which information systems are contributing or not contributing to the success of individuals, groups, organizations, industries, and nations. According to DeLong and McLean (2016), net benefits include things like improved decision-making, improved productivity, increased sales, cost reductions, improved profits, market efficiency, consumer welfare, creation of jobs, and economic development (DeLone & McLean, 2016).

It should be noted that the performance of an information system is an important facet of the overall value of the system to its users, group or to the underlying organization. In the ISSM, net system benefits are affected by system use and by user satisfaction with the system. Scholars such as Ojo (2017) revealed that, use of system had a more significant influence on perceived net benefits than user satisfaction. Other scholars such as Prasetyo (2019) revealed that, when the user is satisfied by the information technology used, it will be useful to help the user task completion. Other wider benefits are corporate business processes, the organization's competitive position, growth in transaction activity, and external organizations. Thus, usefulness and user satisfaction both contribute to net performance of the IS for both individual and organization.

Further, additional variables were added to the research model, which included Self Efficacy and IT Security. The reason of adding these two variables were to measure user's confidence, skills and performance in usage of information systems. Moreover, these variables used to measure the confidentiality, integrity and availability of information systems verses usage and satisfactions (Al-Mamary et al., 2014).

Self-efficacy (SE): refers to the individual's capacity to produce important effects. People who are aware of being able to make a difference feel good and therefore take initiative. Also, people who perceive themselves as helpless are unhappy and are not motivated for actions (Flammer, 2001). The system self-efficacy was studied by many scholars. Recently, a study by Senaratne et al. (2019) revealed that mobile Self-efficacy (SE) is significantly affected by the perceived usefulness and perceived ease of use of mobile learning. This means the students will feel to have level of capability to achieve expected levels of outcomes when using mobile technologies. It will enhance their feeling that the m-Learning system is useful for their learning and that it is easy to use" (Senaratne et al. 2019). Other study findings indicate that self-efficacy positively influenced health workers to use eHMIS (Lwoga, 2020). Moreover, Aldholay et al. (2018) revealed that Self-efficacy has positive impact on both user satisfaction and actual usage in online learning system.

IT Security (ITS): refers to the practice of defending information from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction and is therefore used to safeguard information of value to the organisation (Alhassan et al. 2017). A study by Zhiling et al. (2014) found that IT security controls can be effectively developed, resulting in success of information security management. Another study by Jeong (2012) revealed that security

quality affects intention to use and user satisfaction. On the other hand, Ngulube (2011) revealed that IT security is dependent on user compliance to policies and procedures, and it was, therefore, not always possible to ensure that records were managed as securely as they should be, and the biggest issue was that users did not comply with security policies. An earlier study by Bowen et al. (2005) revealed that IT security provided by the system had a significant positive relationship with the successful adoption of ERMS (Bowen et al, 2005).

3.3 Chapter Summary

This chapter identified the theoretical foundations that underpin this study. It also describes the conceptual framework that governs the study and stated the research hypotheses that stems thereof. This chapter examined the literature to explore and illustrate the alternative models' important models of technology adoption. However, from the of models and theories, the researcher selected the ISSM model as it had the fewest limitations. Based on the limitations and applicability of the previous models, this research utilized the ISSM model to study and explore the adoption of information communications technology with particular focus on how implementation of information systems in court systems can influence organizational performance. The next chapter will present the research methodology, including the research methods, selection, and justification of the proposed methods and discussion on the research model.

CHAPTER 4

RESEARCH METHODOLOGY

4.1. Introduction

The previous chapter presented a review of the literature review that will be used for this study. This chapter will discuss the research design of the study, methodology used for the study and the different methods that will be employed to conduct the study. The chapter will explain the research design, philosophical framework, study site, study population, sample determination, sampling technique, data collection instruments to be used and data analysis.

4.2 Philosophical framework

According to Terre Blanche and Durrheim (1999), the research process has three major dimensions: ontology, epistemology and methodology. According to them a research paradigm is an all-encompassing system of interrelated practice and thinking that define the nature of enquiry along these three dimensions. Guba and Lincoln (1998) stated that a research paradigm is intrinsically associated with the concepts of ontology, epistemology and methodology. They suggested that a research inquiry should be based on the concepts of ontology (i.e., the way the investigator defines the truth and reality), epistemology (i.e., the process in which the investigator comes to know the truth and reality) and methodology (i.e., the method used in conducting the investigation). According to these researchers, the answer to questions regarding these three elements provides an interpretative framework that guides the entire research process including strategies, methods and analysis. Fitzgerald and Howcroft (1998) noted several dichotomies and paradigms had been used in the study of social sciences, such as positivism versus interpretivism, quantitative versus qualitative, induction versus deduction and explanatory versus confirmatory. There are four different research paradigms - positivism, realism, critical theory, and interpretivism (Healy and Perry, 2000). Deshpande (1983) and Mertens (2012) mentioned that a paradigm is a set of assumptions that provides a conceptual framework or a philosophical one for a world view, which enable researchers to construct organized studies around the world. This research adopts a Positivist paradigm in addressing the research objectives and analysis.

Positivism research philosophy revolves around the researcher working with observable reality within society, leading to generalizations (Alharahshah and Pius, 2020). It has a strict focus on

pure data and facts without being influenced by the human mind's interpretation bias (Scotland, 2012; Saunders et al., 2012). Methodologically, this paradigm was adopted given that the respondents in a positivist paradigm are considered objects to be investigated in a fixed enquiry mode. The researcher is a detached investigator who is not emotionally or personally involved in the research process (Irshaidat, 2019). Due to the belief in the research process's uniformity, the methodology in a positivist paradigm advocates standardization in the investigation and interpretation process instead of relying on situational analysis. In addition, Positivism uses a hypothesis to accept or reject the causality between variables (Bailey, 2011) and uses mainly quantitative methods to verify its hypothesis (Healy and Perry, 2000). This paradigm's trustworthiness is reflected in reduced error margins, and replicable findings indicated its reliability (Healy and Perry, 2000; Hjorland, 2005). In contrast, the interpretive methodology believes that collective ideas, such as norms, governs action and that there is a connection between the researcher and the detailed elements of the research process, as to understand a specific phenomenon properly, the researcher cannot play a detached role from the matter that is being examined (Irshaidat, 2019). The researcher must be a "passionate participant" within the world being investigated (Healy and Perry, 2000). Also, the interpretive researcher aims to highlight subjectivity in their conclusions. It is a method of establishing a deep understanding of meaning by paying attention to minor details (Irshaidat, 2019).

4.3 Research design

Research design is a blue print of activities or specification of procedures and strategies to follow so as to obtain the most value answers to research question or attain the objectives of study with optimal control of variables (Hassan, 1995). In essence, research design translates research problems into data for analysis to provide answer to research questions at minimum cost. According to Kerlinger (1986) research design is a plan, structure and strategy of investigation conceived so as to obtain answers to research questions and to control variance. While Rosenthal and Rosnow (1991) opined that a research design serves as a blueprint which provides the scientist with a detailed outline or plan for the collection and analysis of data. There are three forms of research design, namely, exploratory, descriptive, and explanatory (Robson, 2002). His base of classification relies on the purpose of the research area as each design serves a different end purpose. For instance, the purpose of a descriptive study is to provide a picture of a situation, person or event or show how things are related to each other and as it naturally occurs (Blumberg

et al, 2005). However, descriptive studies cannot explain why an event has occurred and is much suitable for a relatively new or unexplored research area (Punch, 2005). Therefore, in situation of abundant descriptive information, alternative research designs such as explanatory or exploratory approach is advisable.

Exploratory research is conducted when enough is not known about a phenomenon and a problem that has not been clearly defined (Saunders et al., 2007). It does not aim to provide the final and conclusive answers to the research questions, but merely explores the research topic with varying levels of depth. Therefore, its theme is to tackle new problems on which little or no previous research has been done (Brown, 2006). Even in the extreme case, exploratory research forms the basis for more conclusive research and determines the initial research design, sampling methodology and data collection method (Singh, 2007).

On the other front, an explanatory study sets out to explain and account for the descriptive information. So, while descriptive studies may ask 'what' kinds of questions, explanatory studies seek to ask 'why' and 'how' questions (Grey, 2014). It builds on exploratory and descriptive research and goes on to identify actual reasons a phenomenon occurs. Explanatory research looks for causes and reasons and provides evidence to support or refute an explanation or prediction. It is conducted to discover and report some relationships among different aspects of the phenomenon under study.

This research will adopt the explanatory research design to examine the adoption and impact of digitalization at the High Court of Zambia in Lusaka within a positivistic paradigm. This is because, as Dudovskiy (2018:1) posits, explanatory research can be used to assess impacts of specific changes on existing norms, and various processes and since this study aims to establish the impact and adoption of digitalization at the High Court of Zambia in Lusaka, the explanatory research design is the most appropriate for doing so.

4.4. Research methodology

Generally, there are three approaches or methods to conducting research, namely, qualitative methods, quantitative methods and mixed methods approach (Creswell and Plano-Clark, 2007). Mixed methods approach is a research approach whereby the researcher collects and analyses both

quantitative and qualitative data within the same study. This study will employ the quantitative approach.

4.4.1. Qualitative research

The qualitative approach on the other hand is phenomenological in nature and based on the premise that the researcher's judgement determines the direction of the research outcome. According to Apuke (2017:42), qualitative research involves discovery and its purpose is to understand and interpret social interactions. Apuke (2017:42) asserts that the qualitative research approach happens in a natural setting that allows the researcher to develop a level of detail from high involvement in actual experiences. It is for this reason that it is said to be highly subjective. The qualitative approach commonly uses techniques such as in-depth interviews, focus group interviews, and projective techniques (Khotari, 2004).

4.4.2. Quantitative research

The quantitative approach is aligned to the positivistic thought and is said to be objective in nature. According to Apuke (2017:46) quantitative research is one that deals with quantifying and analysing variables in order to get results and uses specific statistical techniques to answer questions. In the quantitative research approach, the researcher is independent of the research i.e., the researcher is not involved in actual experiences and thus does not influence the outcome of the study which depends entirely on statistical manipulation. Quantitative research is thus said to be objective in nature (Apuke, 2017:46).

The decisions made at this stage will depend on the quantitative research design chosen at the onset as this will be the basis of analysis which defines the questions asked (Cooper and Schindler, 2003:146). Sukamolson (2007) cited in Apuke (2017:42-45) outlined some of the most common forms of quantitative research design as causal-comparative research, correlational research, survey research and experimental research. These are outlined as follows:

i. **Causal comparative research**: According to Dudovskiy (2018:1), Causal research tries to identify the extent and nature of cause-and-effect relationships and as such, is suitable for establishing differences, reasons for these differences and to uncover causal links among variables.

ii. **Correlational research**: Apuke (2017:44) describes correlation research as a quantitative methodology used to establish whether a relationship exists between two or more variables within a population (or sample) and to what degree this relationship exists. The correlation coefficient(r) is used to measure the strength of these relationships with coefficients closer to +1.00 or -1.00 indicating stronger relationships.

iii. **Survey research:** This utilises scientific sampling method with a designed questionnaire to measure a given population's characteristics through the utilisation of statistical methods.

iv. **Experimental research**: This involves the researcher in investigating the treatment of an invention into the study group and then measures the outcomes of the treatment.

Quantitative findings are likely to be generalised to a whole population or a sub-population because it involves the larger sample which is randomly selected (Carr, 1994). Besides sampling, data analysis is less time consuming as it uses the statistical software such as SPSS (Connolly, 2007). Then, quantitative research is to be based on positivist paradigm of measuring variables (Kauber, 1986). It is for this reason the research adopted a quantitative research approach.

4.5. Research strategy

According to Saunders *et al.,* (2009) a research strategy is "the general plan of how the researcher will go about answering the research questions". Saunders *et al.,* (2009), further, state that an appropriate research strategy for any study is to be selected based on the research questions and objectives, extent of existing knowledge on the subject area to be researched, the amount of time and resources available and the philosophical underpinnings of the researcher. Yin (2003) on the other hand, states that an appropriate research strategy for any study is to be selected based on the type of research question, the extent of control an investigator has over actual behavioral events and the degree of focus on contemporary or historical events. It may be noted that Yin (2003) and Saunders *et al.,* (2009) agree that although there are various research strategies, the strategies generally overlap. The most important decision, therefore, is the selection of the appropriate strategy for the research question (s) and objectives (Yin, 2003). Among the common research strategies used in business research are the experiment, survey, case study, action research,

grounded theory and ethnography (Collis and Hussey, 2009). This study will use a case study as its research strategy.

4.5.1. Case study

Case study may be defined as a strategy for doing research that involves empirical investigation of a particular contemporary phenomenon within its real-life context through the use of multiple sources of evidence (Saunders *et al.*, 2012). According to Gerring (2007), when in-depth knowledge of an individual example is more helpful than fleeting knowledge about a larger number of examples, and the researcher can gain a better understanding of the whole by focusing on a key part, a case study is the appropriate strategy. A case study typically explores small sample sizes in-depth (Pable, 2013). The case study is the ideal strategy for this study because it will lead to a better understanding of the information systems and the outcomes of its implementation, as well as offer several ways of data collection such as interviews and documentary analysis (Saunders *et al.*, 2009). The case study approach has considerable ability to generate answers to the "why", "what" and "how" questions.

4.5.2. Research design matrix

Research Questions	***Research Objectives***	***Population and sampling***	***Data Collection technique***	***Data Analysis***
What factors affect the adoption of ICTs at the High Court of Zambia in Lusaka?	To assess the factors that affect the adoption of ICTs at the High Court of Zambia in Lusaka.	Stratified random sampling	Questionnaire	Univariate and bivariate analysis
What suggestions can be formulated on how to improve the level of adoption of	To formulate suggestions on how to improve the level of adoption of ICTs in order	Stratified Random sampling	Questionnaire	Univariate and bivariate analysis

ICTs in order to positively contribute to court service delivery?	to positively contribute to court service delivery.			

4.5.3. Study area

This study will be conducted locally within the High Court of Zambia, Lusaka premises, the questionnaires were distributed directly to the sampled respondents via a series of face-to-face deliveries. The ideality of Lusaka as the location of the study is that all parts of the sample frame are represented at the headquarters of the target institution. Further, conducting this study in Lusaka will save resources that could be inadequate if other areas are to be included.

4.5.4. Study population

The population of a study is the total number of members in the area under study (Saunders, Lewis and Thornhill, 2012:261). The population of this study comprised of all members of staff at the Lusaka High Court who are direct users of the information systems across four different departments i.e., Judges, Clerks of court, Court Reporters, and information technology (IT) personnel. The Lusaka high court has approximately 180 employees that use information systems and it was from this population that the sample was drawn. The following table shows the target population:

Table 3.1: Study Population

Department	**Number in each department**
Judges	61
Clerks of court	61
Court Reporters	44
IT personnel	14

TOTAL	**180**
Study Population	**180**

Source: The Judiciary Zambia, Human Resources Department

4.5.5. Study sample

A sample on the other hand is a subset of the population obtained for the purpose of analysis to infer the general characteristics of the entire population (Saunders, Lewis and Thornhill, 2012:261). There are two main sampling strategies provided upon which a sample can be selected depending on the research methodology and design chosen and these are probability and non-probability sampling methods (Ross (2005) cited in Pazzaglia et al., 2016:7).

Probability sampling in research is considered objective as it is independent of the researcher's influence as the entire population members have an equal chance of being selected into the sample (Saunders, Lewis and Thornhill, 2012:261). There are many probabilities sampling approaches as listed below (Pazzaglia et al., 2016:7):

i. Simple random sampling: each population element has an equal chance of being selected into the sample. It is assumed therefore that the sample selected is representative of the population from which is drawn as there are no factors biasing it in one or other direction.
ii. Systematic random sampling selects an element of the population at a beginning with a random start and following the sampling fraction selects every *k*th element. Here "k" is the sampling and stands for the number with which each element is to be selected, for example, every 5^{th} person, and is calculated by dividing the population size by the sampling size.
iii. Stratified random sampling works by divide population into subpopulations or strata and uses simple random sample on each stratum. Results may be weighted and combined.
iv. Cluster sampling: population is divided into internally heterogeneous sub-groups called clusters and then simple random sampling within groups is used to select participants. As opposed to stratified sampling where sampling is done on elements within the strata, the cluster itself is the sampling unit and analysis is done on a population of clusters in cluster sampling.

This study will utilise the stratified random sampling method, an approach under probability sampling where homogeneous subgroups in the population are selected and units are randomly selected from each subgroup, usually in proportion to the size of the subgroup (Pazzaglia et al., 2016:7). As can be seen from table 3.1 above, the total population is divided into four subgroups or strata (Judges, Clerks of session, Court Reporters and IT personnel). The proportion of each group is then established in relation to the total population and the number of participants to be gotten from each stratum is calculated as shown in table 3.2. By so doing, researcher bias and subjectivity is reduced or eliminated through the random selection of elements. Furthermore, stratification provides increased accuracy of estimates that are generalised to the entire population. Thus, the researcher is confident that by using this sampling strategy, the sample chosen is representative of the population from which it is drawn. A sample of a minimum of 100 employees is obtained for the purpose of this study. Table 3.2 depicts the sampling representation.

Table 3.2 Sampling Representation

Department (Strata)	**Number in each Strata**	**Sampling Ratio (Strata ÷ Population)**	**Participation from Strata (Planned Sample × Sampling Ratio)**
Judges	61	0.34	35
Clerks of session	61	0.34	35
Court Reporters	44	0.24	25
IT personnel	14	0.08	8
TOTAL	**180**	**1**	**103**
Study Population	**180**		

Non-probability sampling will not be used in this study because this sampling approach depends on the researcher's judgement and thus can easily be challenged as researcher's opinions may be deemed biased and subjective.

4.5.6. Data collection instruments

There are several data collection instruments, which can be used depending on the type of data being collected. There are two types of data - primary and secondary data. Primary data is raw data obtained directly from the respondents while secondary data is data that was collected for the purpose of another research but may be inclined towards the current study. Data can be collected using an interview and questionnaire. Two modes of survey questionnaire administration exist and these are self-administered questionnaires and interviews (Carter, 2002 cited in Marco-Belisario et al., 2014:2).

i. Self-administered questionnaires are commonly used to gather information from respondents by allowing them to complete the instruments themselves and are therefore appropriate for dealing with sensitive topics and produce more trustworthy responses as a result. The respondents have the independence to respond to the questionnaires and thus can achieve a greater geographic coverage. Self-administered questionnaires are also more cost effective than other modes such as interviews (Bowling, 2009; Bowling, 2005; Carter, 2000; and Gwaltney, 2008 cited in Marco-Belisario et al., 2014:2).

ii. Interviews allow the gathering of data through direct face-to-face verbal interactions and they are very common in descriptive research such as survey, but can also be used to collect valid and reliable data in other types of research. This allows the researcher to make verbal follow-ups and thus more data with greater clarity can be obtained. In other words, greater depth can be achieved in the interview situation than other methods of collecting data. Interviews can be time consuming and costly especially when trained interviewers are needed (Bowling, 2009; Bowling, 2005; Carter, 2000; and Gwaltney, 2008 cited in Marco-Belisario et al., 2014:2).

This researcher will use self-administered questionnaires as the mode for collecting information on several features of information systems at the High Court of Zambia in Lusaka. Collecting data using this method as opposed to interviews is more efficient and cost effective for the researcher

as the respondents are not geographically dispersed i.e., they are all in one location, and this method is the most appropriate for collecting quantitative data. In addition, this method has low support and training requirements and this is what made it appealing to the researcher.

4.5.7. Data Analysis

The quantitative data collection from the questionnaire survey will be analyzed using Pearson Correlation with the help of a Statistical Package for Social Sciences (SPSS) and spreadsheet. The data will be collected, cleaned, edited, coded and entered into the computer applications IBM SPSS V.20 and MS Office Excel 2019. The descriptive statistics application packages will analyze quantitative data (descriptive and inferential numeric analysis) by using frequencies, percentages, standard deviation, and arithmetic mean and results will be presented in form of tables.

4.5.8 Model Testing

The correlation analysis performed by Pearson was utilized to test the hypothesis. The dependent and independent variables were examined using SPSS to determine whether there is a linear relationship between them. When the difference between the dependent and independent variables is less than 0.05, there is a significant relationship between them; when the difference is greater than 0.05, there is no relationship.

4.5.9 Limitations

The study is only open to all employees at the Lusaka High Court who utilize the information systems directly in one of four separate departments, i.e., judges, court clerks, court reporters, and IT professionals. The study also analyzes data using quantitative techniques. This indicates that the researcher was unable to interpret phenomena in light of the interpretations that different people assign to various phenomena. The researcher was unable to develop a thorough comprehension of and insights into how IS used by the legal systems in Lusaka.

4.6 Data validity, Reliability, Pretest and trustworthiness

4.6.1 Pre-test

By using the following methods, the researcher confirmed that the instruments created are valid and dependable. First, the questions were pre-tested on 20 respondents in another high court who shared some of the same characteristics as the respondents. Prior to conducting actual fieldwork, the researcher was able to correct any confusing, unrealistic, or incorrect questions that had been raised by the responses thanks to this exercise. The pre-testing assisted in updating the instrument

and gave the researcher an idea of how long the main data gathering activity would probably take. This helped in creating an appropriate plan.

4.6.2 Reliability

The test-retest procedure was employed to guarantee the instrument's dependability. The interview guide was purposefully sent by the researcher to respondents in other high courts beyond the study area. While very comparable responses could be supplied, the test was reliable if, in essence, the results demonstrate consistency in the tool. To make the instrument repeatable, reliability will be established by a straightforward correlation coefficient for analysis. According to Cohen and Manion (1996), reliability basically refers to the consistency and repeatability of instruments and groups of respondents throughout time.

4.6.3 Validity

The Graduate School of Business (GSB), University of Zambia, gave the questionnaire to a lecturer with competence in methodology to ensure the validity of the survey. Also, the researcher will look for encouraging comments from senior coworkers who completed their MBA thesis in the concerned Department.

This aided the researcher in reevaluating the questions' content, structure, logical flow, and language. Validity, which refers to the correspondence between a construct or the way a researcher conceptualizes the idea in a conceptual definition - and a measure, denotes truthfulness or correctness. Construct Validity will be used to confirm that the measurement accurately captured its intended outcome and no other variable.

4.7 Ethical considerations

Research ethics were used to give the researcher instructions on how to carry out the study. As a result, this will ensure that the study is carried out in the respondents' best interests. The application of ethical principles such confidentiality consent and debriefing was complete. The researcher requested ethical permission from the University of Zambia Ethical Clearance Committee and made sure it was properly granted before entering the field. The purpose of the study was clearly disclosed to the research participants. Also, the responders' personal information was handled with

the utmost discretion. Only those who agreed to take part in the study were eligible to participate. Also, no type of fraud was used to influence the respondents' opinions.

4.8 Chapter Summary

The study employed a quantitative approach. Thus, it is a quantitative enquiry. Data were collected from High Court of Zambia, Lusaka premises. Stratified sampling procedures were adopted to sample 180 respondents which consisted of Judges, Clerks of court, Court Reporters, and information technology (IT) personnel. Data was collected through questionnaires being administered to the respondents.

CHAPTER 5

DATA ANALYSIS AND PRESENTATION

5.1 Introduction

This chapter describes and analyses the information generated from the data that was obtained from the administration of the questionnaires. The results will be presented using determined and suitable data analysis instruments and in this regard the study has made use of descriptive statistics which is presented in frequency distribution tables showing absolute and relative values.

5.2 Background Characteristics

A total number of 120 questionnaires were administered, out of which 103 were considered valid. Twenty (17) questionnaires were considered invalid as the respondents failed to complete the questionnaire.

5.2.1 Gender

Figure 5.1 and Table 5.1 shows that the majority 63(61.17%) of the respondents were female while the 40 (38.8%) were male.

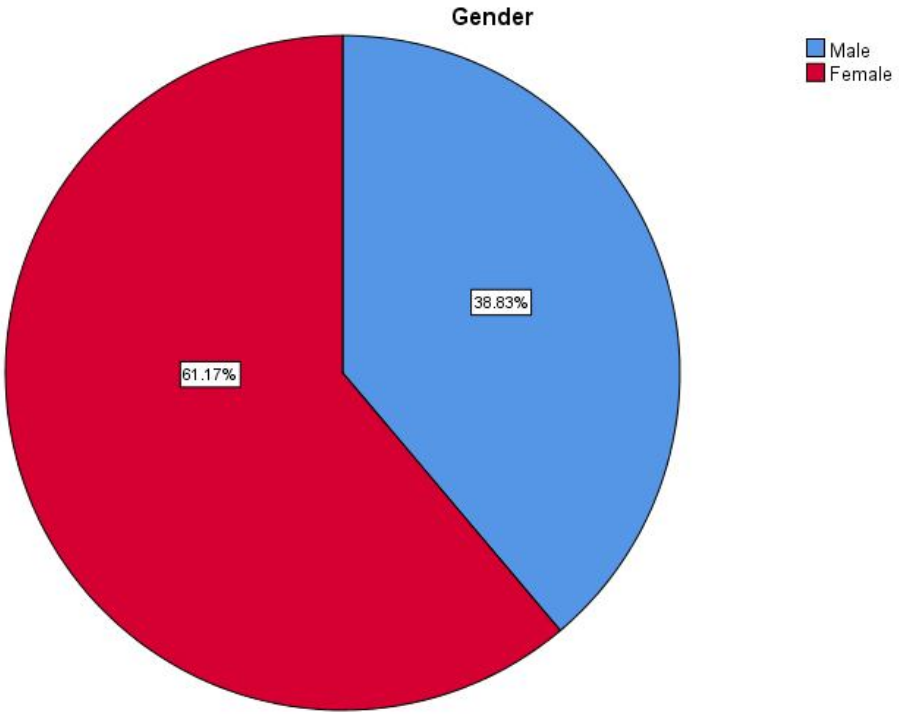


Figure 5.1: Gender Disposition

Table 5.1: Gender Disposition

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	40	38.8	38.8	38.8
	Female	63	61.2	61.2	100.0
	Total	103	100.0	100.0	

5.2.2 Age

Figure 5.2 and Table 5.2 shows that the majority 45 (45.00%) of the respondents are between the ages of 36 - 45 years, 31(31.0%) are 26 – 35 years, 22(22.00)% were over 46 years and 2(2.00)% were 19 – 25 years.

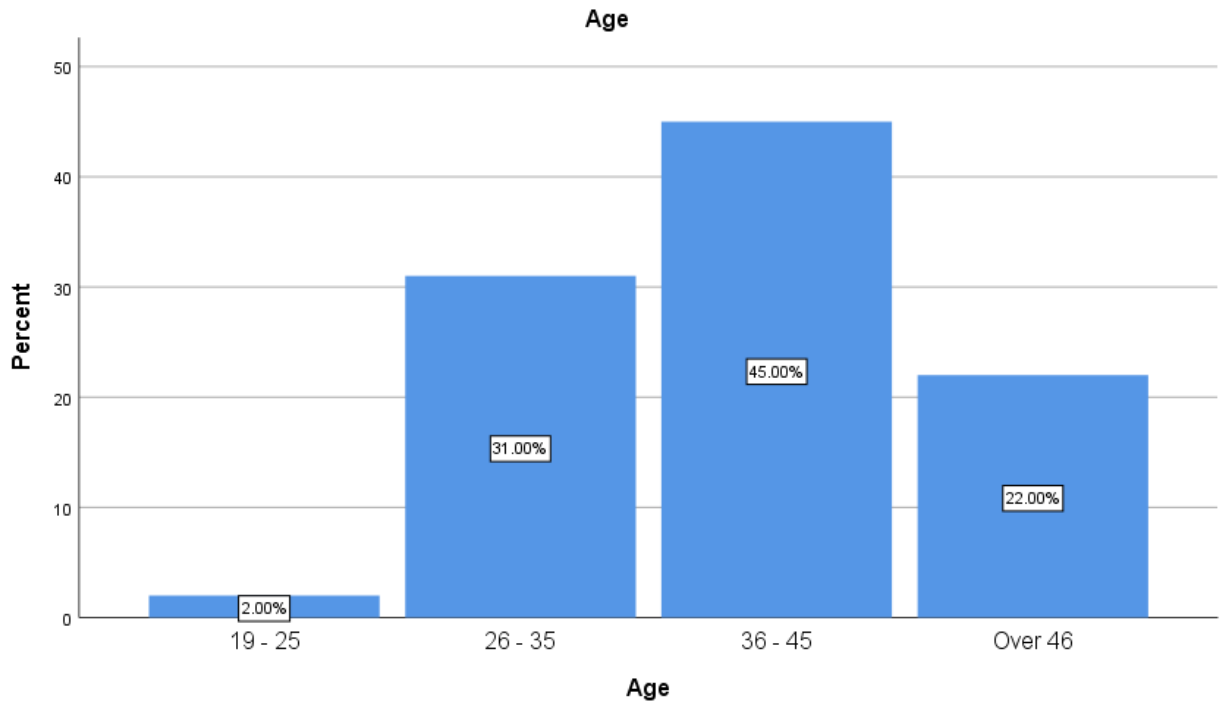


Figure 5.2: Distribution of Age Groups

Table 5.2: Distribution of Age Groups

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19 - 25	2	1.9	2.0	2.0
	26 - 35	31	30.1	31.0	33.0
	36 - 45	45	43.7	45.0	78.0
	Over 46	22	21.4	22.0	100.0
	Total	100	97.1	100.0	
Missing	System	3	2.9		
Total		103	100.0		

5.2.3 Designation

Figure 5.3 and Table 5.3 shows that the majority 36(35.29%) of the respondents stated that they were Clerk of Court, 33(32.35%) were Judges, 24(23.53%) were Court reporters and 9(8.8%) were Information Technology.

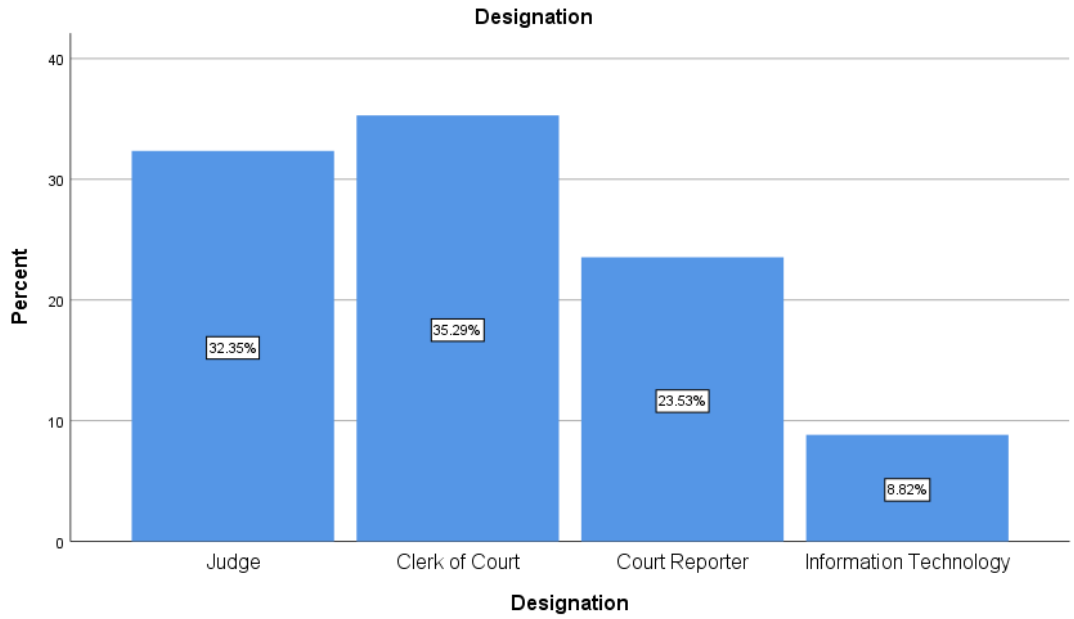


Figure 5.3: Designation of Respondents

Table 5.3: Designation of Respondents

Designation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Judge	33	32.0	32.4	32.4
	Clerk of Court	36	35.0	35.3	67.6
	Court Reporter	24	23.3	23.5	91.2
	Information Technology	9	8.7	8.8	100.0
	Total	102	99.0	100.0	
Missing	System	1	1.0		
Total		103	100.0		

5.2.4 Length of service

Figure 5.4 and Table 5.4 shows that the majority 52(52.53%) of the respondents stated that their length of service was 0 – 10 years, 27(27.27%) stated 11 – 20 years, 19(18.18%) stated 21 – 30 years and 2(2.0%) stated 31 – 40 years.

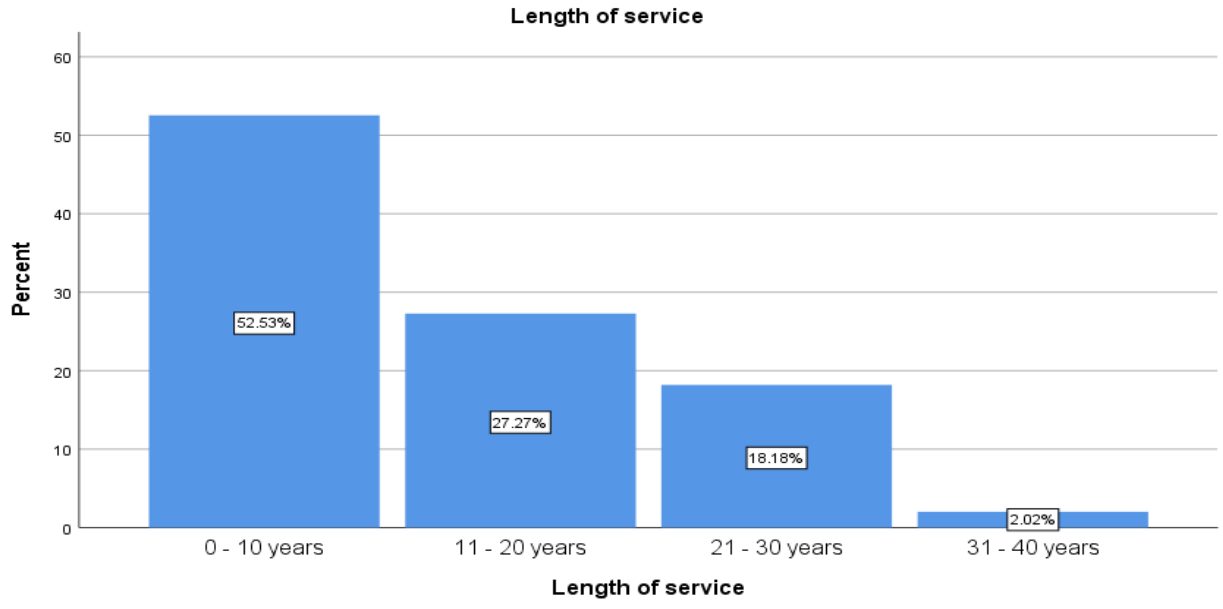


Figure 5.4: Length of Service

Table 5.4: Length of service

Length of service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 - 10 years	52	50.5	52.5	52.5
	11 - 20 years	27	26.2	27.3	79.8
	21 - 30 years	18	17.5	18.2	98.0
	31 - 40 years	2	1.9	2.0	100.0
	Total	99	96.1	100.0	
Missing	System	4	3.9		
Total		103	100.0		

5.2.5 Highest level of education

Figure 5.5 and Table 5.5 shows that the majority (44.00%) of the respondents stated that the First Degree was their highest level of education, 31.00% stated Masters and above, 17.00% stated Diploma and 8.00% stated Certificate.

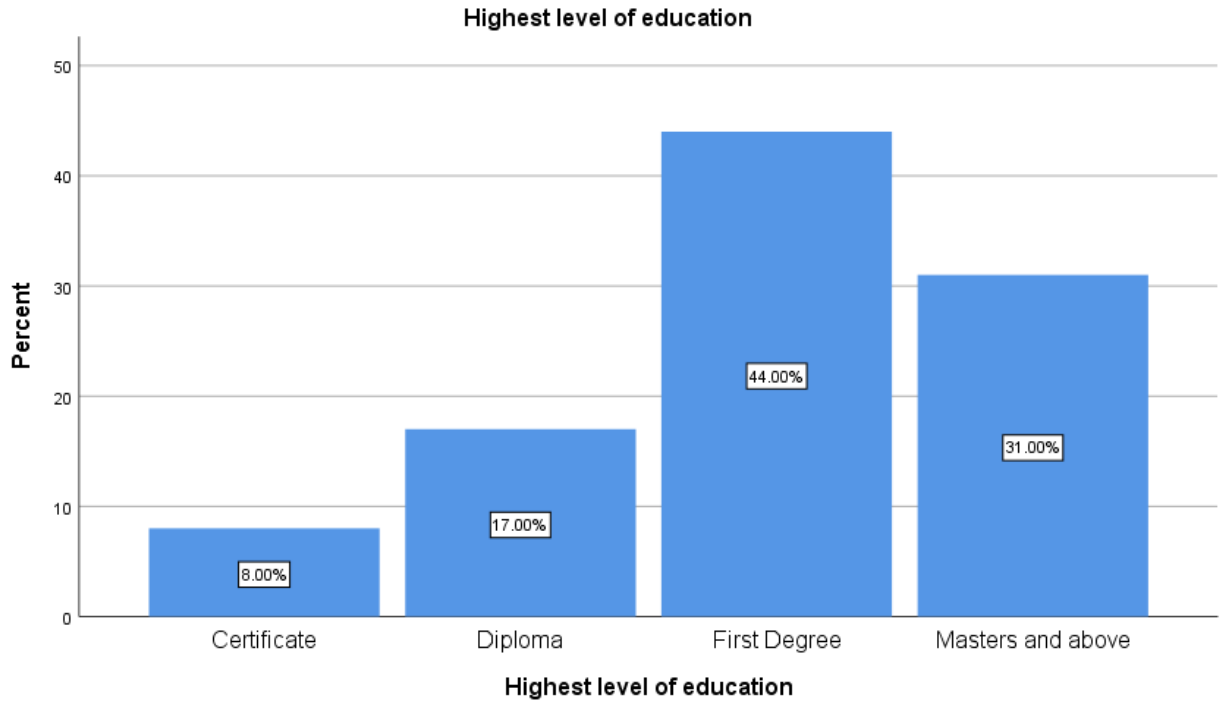


Figure 5.5: Highest level of education

Table 5.5: Highest level of Education

Highest level of education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Certificate	8	7.8	8.0	8.0
	Diploma	17	16.5	17.0	25.0
	First Degree	44	42.7	44.0	69.0
	Masters and above	31	30.1	31.0	100.0
	Total	100	97.1	100.0	
Missing	System	3	2.9		
Total		103	100.0		

5.3 Research Hypotheses

The main objective of the study was to evaluate the factors that affected the ICT adoption and its effects in the High Court of Zambia in Lusaka. To achieve this objective, the researcher utilized the research hypotheses stated in chapter two. The research hypotheses were used as the themes in relation to the factor(s) being considered. The researcher based the identification of the factors on the conceptual framework developed in chapter two. The framework explained that the dependent variables was *System use and User Satisfaction and the independent variables were five namely, Self-efficacy (SE), Information Quality (IQ), Information Technology Security (ITS), Service Quality (SeQ) and Net Performance (NP)*. To show the relationship that existed between the dependent variable and the independent variables, the researcher used Pearson correlation coefficient. Correlation is used to measure the degree of association between two or more variables. To statistically validate the established relationships, the researcher conducted hypothesis testing using one tailed test. The researcher, upon collection of data did the analysis through SPSS and had the following output as shown on Table 5.6:

5.3.1 The relationship between Self efficacy and use of ICT (System Use)

Table 5.6 shows that the correction coefficient is between the Self efficacy and System Use is 0.383. In line with Self efficacy, the results indicate that there is actually a positive relationship between Self efficacy and System Use as the Pearson correlation indicates 0.383. Therefore, we can deduce that Self efficacy does have an influence on System Use. This means that there is a positive relationship between Self efficacy and System Use.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between Self efficacy and System Use.

H_1: There is a positive relationship between Self efficacy and System Use.

As seen from Table 5.6, the P-value for the Self efficacy and System Use using 1 tailed test is 0.000, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the Self efficacy and System Use at 0.05 (5 percent) level of significance. Therefore, we can deduce that Self efficacy does have a significant positive relationship with System Use.

5.3.2 The relationship between Self-efficacy and user satisfaction in ICT

Table 5.6 shows that the correction coefficient is between the Self efficacy and User satisfaction in ICT is 0.351. In line with Self efficacy, the results indicate that there is actually a positive relationship between Self efficacy and user satisfaction in ICT as the Pearson correlation indicates 0.351. Therefore, we can deduce that Self efficacy does have an influence on user satisfaction in ICT. This means that there is a positive relationship between Self efficacy and user satisfaction in ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between Self efficacy and user satisfaction in ICT.

H_1: There is a positive relationship between Self efficacy and user satisfaction in ICT.

As seen from Table 5.6, the P-value for the Self efficacy and user satisfaction in ICT using 1 tailed test is 0.000, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the Self efficacy and user satisfaction in ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that Self efficacy does have a significant positive relationship with user satisfaction in ICT.

5.3.3 The relationship between Information Quality and use of ICT.

Table 5.6 shows that the correction coefficient is between the Information Quality and use of ICT is 0.223. In line with Information Quality, the results indicate that there is actually a positive relationship between Information Quality and use of ICT as the Pearson correlation indicates 0.223. Therefore, we can deduce that Information Quality does have an influence on the use of ICT. This means that there is a positive relationship between Information Quality and use of ICT in ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between Information Quality and use of ICT.

H_1: There is a positive relationship between Information Quality and use of ICT.

As seen from Table 5.6, the P-value for the Information Quality and use of ICT using 1 tailed test is 0.013, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the Information Quality and use of ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that Information Quality does have a significant positive relationship with use of ICT.

5.3.4 The relationship between Information Quality and User satisfaction in ICT

Table 5.6 shows that the correction coefficient is between the Information Quality and User satisfaction in ICT is 0.463. In line with Information Quality, the results indicate that there is actually a positive relationship between Information Quality and user satisfaction in ICT as the Pearson correlation indicates 0.463. Therefore, we can deduce that Information Quality does have an influence on user satisfaction in ICT. This means that there is a positive relationship between Information Quality and user satisfaction in ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between Information Quality and user satisfaction in ICT.

H_1: There is a positive relationship between Information Quality and user satisfaction in ICT.

As seen from Table 5.6, the P-value for the Information Quality and User satisfaction in ICT using 1 tailed test is 0.000, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the Information Quality and user satisfaction in ICT at 0.05 (5 percent) level of significance. Therefore, we can

deduce that Information Quality does have a significant positive relationship with user satisfaction in ICT.

5.3.5 The relationship between IT Security and the use of ICT.

Table 5.6 shows that the correction coefficient is between the IT Security and the use of ICT is 0.257. In line with IT Security, the results indicate that there is actually a positive relationship between IT Security and the use of ICT as the Pearson correlation indicates 0.257. Therefore, we can deduce that IT Security does have an influence on the use of ICT. This means that there is a positive relationship between ITS Security and use of ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between IT Security and the use of ICT.

H_1: There is a positive relationship between IT Security and the use of ICT.

As seen from Table 5.6, the P-value for the IT Security and the use of ICT using 1 tailed test is 0.005, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the IT Security and the use of ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that IT Security does have a significant positive relationship with use of ICT.

5.3.6 The relationship between IT Security and User satisfaction in ICT

Table 5.6 shows that the correction coefficient is between the IT Security and User satisfaction in ICT is 0.272. In line with IT Security, the results indicate that there is actually a positive relationship between IT Security and user satisfaction in ICT as the Pearson correlation indicates

0.272. Therefore, we can deduce that IT Security does have an influence on user satisfaction in ICT. This means that there is a positive relationship between IT Security and User satisfaction in ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between IT Security and User satisfaction in ICT.

H_1: There is a positive relationship between IT Security and User satisfaction in ICT.

As seen from Table 5.6, the P-value for the IT Security and User satisfaction in ICT using 1 tailed test is 0.003, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the IT Security and User satisfaction in ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that IT Security does have a significant positive relationship with user satisfaction in ICT.

5.3.7 The relationship between System quality and the use of ICT.

Table 5.6 shows that the correction coefficient is between the System quality and the use of ICT is 0.301. In line with System quality, the results indicate that there is actually a positive relationship between System quality and the use of ICT as the Pearson correlation indicates 0.301. Therefore, we can deduce that System quality does have an influence on the use of ICT. This means that there is a positive relationship between System quality and use of ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail

to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between System quality and the use of ICT.

H_1: There is a positive relationship between System quality and the use of ICT.

As seen from Table 5.6, the P-value for the System quality and the use of ICT using 1 tailed test is 0.001, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the System quality and the use of ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that System quality does have a significant positive relationship with use of ICT.

5.3.8 The relationship between System Quality and User satisfaction in ICT

Table 5.6 shows that the correction coefficient is between the System quality and User satisfaction in ICT is 0.281. In line with System quality, the results indicate that there is actually a positive relationship between System quality and user satisfaction in ICT as the Pearson correlation indicates 0.281. Therefore, we can deduce that IT Security does have an influence on user satisfaction in ICT. This means that there is a positive relationship between System quality and User satisfaction in ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between System quality and User satisfaction in ICT.

H_1: There is a positive relationship between System quality and User satisfaction in ICT.

As seen from Table 5.6, the P-value for the System quality and User satisfaction in ICT using 1 tailed test is 0.002, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the System quality and User satisfaction in ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that System quality does have a significant positive relationship with user satisfaction in ICT.

5.3.9 The relationship between Service quality and the use of ICT.

Table 5.6 shows that the correction coefficient is between the Service quality and the use of ICT is 0.304. In line with Service quality, the results indicate that there is actually a positive relationship between Service quality and the use of ICT as the Pearson correlation indicates 0.304. Therefore, we can deduce that System quality does have an influence on the use of ICT. This means that there is a positive relationship between Service quality and use of ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between Service quality and the use of ICT.

H_1: There is a positive relationship between Service quality and the use of ICT.

As seen from Table 5.6, the P-value for the Service quality and the use of ICT using 1 tailed test is 0.001, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the Service quality and the use of ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that Service quality does have a significant positive relationship with use of ICT.

5.3.10 The relationship between Service quality and User satisfaction in ICT

Table 5.6 shows that the correction coefficient is between the Service quality and User satisfaction in ICT is 0.591. In line with Service quality, the results indicate that there is actually a positive

relationship between Service quality and user satisfaction in ICT as the Pearson correlation indicates 0.591. Therefore, we can deduce that Service quality does have an influence on user satisfaction in ICT. This means that there is a positive relationship between Service quality and User satisfaction in ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between Service quality and User satisfaction in ICT.

H_1: There is a positive relationship between Service quality and User satisfaction in ICT.

As seen from Table 5.6, the P-value for the Service quality and User satisfaction in ICT using 1 tailed test is 0.000, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the Service quality and User satisfaction in ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that Service quality does have a significant positive relationship with user satisfaction in ICT.

5.3.11 The relationship between use of the ICT and the net performance.

Table 5.6 shows that the correction coefficient is between the use of the ICT and the net performance is 0.565. In line with use of the ICT, the results indicate that there is actually a positive relationship between use of the ICT and the net performance as the Pearson correlation indicates 0.565. Therefore, we can deduce that use of the ICT does have an influence on the net performance. This means that there is a positive relationship between use of the ICT and the net performance.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail

to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between use of the ICT and the net performance.

H_1: There is a positive relationship between use of the ICT and the net performance.

As seen from Table 5.6, the P-value for use of the ICT and the net performance using 1 tailed test is 0.000, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between use of the ICT and the net performance at 0.05 (5 percent) level of significance. Therefore, we can deduce that use of the ICT does have a significant positive relationship with the net performance.

5.3.12 The relationship between the use of the ICT and User satisfaction.

Table 5.6 shows that the correction coefficient is between the use of the ICT and User satisfaction in ICT is 0.295. In line with the use of the ICT, the results indicate that there is actually a positive relationship between the use of the ICT and user satisfaction in ICT as the Pearson correlation indicates 0.295. Therefore, we can deduce that the use of the ICT does have an influence on user satisfaction in ICT. This means that there is a positive relationship between the use of the ICT and User satisfaction in ICT.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between the use of the ICT and User satisfaction in ICT.

H_1: There is a positive relationship between the use of the ICT and User satisfaction in ICT.

As seen from Table 5.6, the P-value for the use of the ICT and User satisfaction in ICT using 1 tailed test is 0.001, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between the use of the ICT and User satisfaction in ICT at 0.05 (5 percent) level of significance. Therefore, we can deduce that the use of the ICT does have a significant positive relationship with user satisfaction in ICT.

5.3.13 The relationship between User satisfaction in ICT and the net performance.

Table 5.6 shows that the correction coefficient is between User satisfaction in ICT and the net performance is 0.174. In line with User satisfaction in ICT, the results indicate that there is actually a positive relationship between User satisfaction in ICT and the net performance as the Pearson correlation indicates 0.174. Therefore, we can deduce that use of the ICT does have an influence on the net performance. This means that there is a positive relationship between User satisfaction in ICT and the net performance.

Bearing in mind that the decision rule for hypothesis testing lies in either failing to reject or rejecting the null hypothesis depending on whether the P- value is less than the 0.05 significance level where we reject the null hypothesis if the P-value is more than 0.05 significance level we fail to reject the null hypothesis, the researcher conducted hypothesis testing based on the following research hypotheses:

H_0: There is no positive relationship between User satisfaction in ICT and the net performance.

H_1: There is a positive relationship between User satisfaction in ICT and the net performance.

As seen from Table 5.6, the P-value for User satisfaction in ICT and the net performance using 1 tailed test is 0.041, this figure is less than the 0.05 (5 percent) level of significance thus we reject the null hypothesis. This means that there is a statistical relationship between User satisfaction in ICT and the net performance at 0.05 (5 percent) level of significance. Therefore, we can deduce that User satisfaction in ICT does have a significant positive relationship with the net performance.

Table 5.6: SPSS Correlation 1 sig. Test Output

Correlations

		SE	IQ	SyQ	ITS	SeQ	SU	US	NP
SE	Pearson Correlation	1	.315**	.668**	.566**	.277**	.383**	.351**	.168*
	Sig. (1-tailed)		.001	.000	.000	.003	.000	.000	.048
	N	103	103	103	103	103	103	103	103
IQ	Pearson Correlation	.315**	1	.320**	.275**	.668**	.223*	.463**	.037
	Sig. (1-tailed)	.001		.001	.003	.000	.013	.000	.356
	N	103	103	103	103	103	103	103	103
SyQ	Pearson Correlation	.668**	.320**	1	.595**	.306**	.301**	.281**	.205*
	Sig. (1-tailed)	.000	.001		.000	.001	.001	.002	.021
	N	103	103	103	103	103	103	103	103
ITS	Pearson Correlation	.566**	.275**	.595**	1	.290**	.257**	.272**	.114
	Sig. (1-tailed)	.000	.003	.000		.002	.005	.003	.129
	N	103	103	103	103	103	103	103	103
SeQ	Pearson Correlation	.277**	.668**	.306**	.290**	1	.304**	.591**	.069
	Sig. (1-tailed)	.003	.000	.001	.002		.001	.000	.247
	N	103	103	103	103	103	103	103	103
SU	Pearson Correlation	.383**	.223*	.301**	.257**	.304**	1	.295**	.565**
	Sig. (1-tailed)	.000	.013	.001	.005	.001		.001	.000
	N	103	103	103	103	103	103	103	103
US	Pearson Correlation	.351**	.463**	.281**	.272**	.591**	.295**	1	.174*
	Sig. (1-tailed)	.000	.000	.002	.003	.000	.001		.041

	N	103	103	103	103	103	103	103	103
NP	Pearson Correlation	.168*	.037	.205*	.114	.069	.565**	.174*	1
	Sig. (1-tailed)	.048	.356	.021	.129	.247	.000	.041	
	N	103	103	103	103	103	103	103	103

**. Correlation is significant at the 0.01 level (1-tailed).

*. Correlation is significant at the 0.05 level (1-tailed).

5.4 Chapter Summary

This chapter presented the results of the descriptive analysis and explains why each analysis was undertaken. The chapter also presented the results of the correlation analysis which utilized Pearson's correlation coefficient. The results of the hypothesis testing were also presented.

CHAPTER 6

DISCUSSION AND CONCLUSIONS

6.1 Introduction

This chapter presents answers to the study questions in the first chapter. In this chapter, the findings obtained from the questionnaires regarding the factors that affect the adoption of assessing the major factors that affect the adoption of information and communications technology on court service delivery in Zambia are discussed in detail using narration based on identified themes. In this chapter, the findings obtained from the questionnaires regarding the factors that affect the adoption of information and communications technology on court service delivery in Zambia are discussed in detail using narration based on identified themes. The chapter highlights the conclusion and recommendations of the study from the results found on descriptive, regression and correlation analysis results. The chapter also recommends how it affects the adoption of information and communications technology on court service delivery in Zambia.

6.2 Objective One: To assess the factors that affect the adoption of ICTs at the High Court of Zambia in Lusaka.

This section discusses the findings to answer the research questions/hypotheses developed in the third chapter.

6.2.1 The relationship between Self efficacy and use of ICT (System Use)

The findings revealed that Self efficacy had a positive relationship with the use of ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in self-efficacy increases the use of ICT. The results where similar to the work of Hatlevik et al (2018) indicated that ICT self-efficacy is positively related to computer and information literacy when controlled for other student characteristics and background contextual variables. The analyses show that experience with technology, autonomous learning, and socioeconomic background explain the variations in ICT self-efficacy. It was similar to the works of Rohatgi et al (2016) who postulated that ICT use and ICT self-efficacy are positively correlated for some of the ICT use purposes. In addition, Hatlevik and Hatlevik (2018) indicated that teachers' self-efficacy for using ICT in their teaching practice is associated with their use of ICT in teaching and their general ICT self-efficacy.

6.2.2 The relationship between Self-efficacy and user satisfaction in ICT

The findings revealed that Self efficacy had a positive relationship with User satisfaction in ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in self-efficacy increases the user satisfaction in ICT. The results are similar to Agourram et al (2019) who argue that User self-efficacy and specifically Technology Self-Efficacy (TSE) has been largely used to predict user's task success and user's acceptance of technology. In other words, they assume that users who report high TSE are likely to succeed technology-based tasks and are likely to accept and use technology.

6.2.3 The relationship between Information Quality and use of ICT.

The findings revealed that Information Quality ad a positive relationship with Use of ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in Information Quality increases the use of ICT. The results were similar to the work of Boes and Patzlaff (2016) who stated that since the implementation of a Quality Control, you can monitor and manage the enforcement proceedings, seeking and ensuring that these constructive systems to run properly, attesting to the quality of the enterprise as a whole.

6.2.4 The relationship between Information Quality and User satisfaction in ICT

The findings revealed that Information Quality ad a positive relationship with User satisfaction in ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in Information Quality increases the User satisfaction in ICT. The results were similar to the work of Sandjojo and Tamsir (2019) who using the DeLone and McLean Information Systems Success Model can be adopted indicated that information quality has the strongest effect on user satisfaction followed by service quality.

6.2.5 The relationship between IT Security and the use of ICT.

The findings revealed that IT Security had a positive relationship with the use of ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in IT Security increases the use of ICT. The results were similar to the work of Yeganegi et al (2020) who emphasized that Information technology plays a significant role and will continue to strengthen the national security against future upcoming threats and cyber-attacks. Particularly, information technology can help countries to identify potential threats, share information easily, and protect mechanisms in them.

6.2.6 The relationship between IT Security and User satisfaction in ICT

The findings revealed that IT Security ad a positive relationship with User satisfaction in ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in IT Security increases the User satisfaction in ICT. The results were similar to the work of Chras et al (2022) who also stated using Technology Acceptance Model (TAM) and the Information Systems Success (IS Success) model found that that the overall degree of users' satisfaction with the existing information systems directly depends on the degree of satisfaction that users receive from the individual independent variables of the proposed combined evaluation model (system quality, information quality, service quality, perceived ease of use and perceived usefulness).

6.2.7 The relationship between System quality and the use of ICT.

The findings revealed that System quality had a positive relationship with the use of ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in System quality increases the use of ICT. The results were similar to the work of Amutha (2020) who postulated that proper integration of ICT with teaching/ learning environment increases the chance of gaining education along with increased productivity.

6.2.8 The relationship between System Quality and User satisfaction in ICT

The findings revealed that System Quality had a positive relationship with User satisfaction in ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in System Quality increases the User satisfaction in ICT. The results were similar to the work of Anjarwati and Apollo (2018) who using Structure Equation Models (SEM) found that System quality, information quality, and perceived usefulness had a significant influence to user satisfaction. In addition, Nirwanto and Andarwati (2019) using Structure Equation Models (SEM) proved that the system quality, information quality, top management support influence on the end-user information satisfaction. However, the perceived usefulness is an intervening variable that can mediate the effect of system quality, the information quality, the top management support on the end-user information satisfaction.

6.2.9 The relationship between Service quality and the use of ICT.

The findings revealed that Service quality had a positive relationship with the use of ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in Service quality increases the use of ICT. The results were similar to the work of Ranaweera (2015) who found that using the correlation analysis, four variables of transparency, efficiency, staff satisfaction and staff readiness were significant and positively correlated with the service quality of government service.

6.2.10 The relationship between Service quality and User satisfaction in ICT

The findings revealed that Service quality had a positive relationship with User satisfaction in ICT. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in Service quality increases the User satisfaction in ICT. The results were similar to the work of Prihanto et al (2022) who using path analysis method found that there is a positive and important effect between the quality of service and the loyalty of the user. It was also found that there was a positive and important effect between service quality and loyalty through user satisfaction. In addition, Rasli et al (2011) who stated that service quality and customer satisfaction had a direct relationship, because the students' expectations of a university education were skewed towards learning experiences and individual preferences, implying students' enrolment decision depends on the service encounters relating to factors like support facilities and infrastructure, image and marketing, academic issues, administrative issues, location and access.

6.2.11 The relationship between use of the ICT and the net performance.

The findings revealed that use of the ICT had a positive relationship with the net performance. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in use of the ICT increases the net performance. The results were similar to the work of Akinrinade (2020) who using Pearson Correlation showed that investment in ICT had positive relationship with financial performance. Also, it was empirically established that the use of ICT had brought about a significant difference in the sales turnover, profit before tax, profit after tax and net asset/shareholders fund. Alternatively, Youssef and Dahmani (2008) found that the adoption of complementary organizational innovations is the masterpiece of student's performances and achievement.

6.2.12 The relationship between the use of the ICT and User satisfaction.

Cuevas-Vargasa et al (2021) who using the Structural Equation Modeling found that ICT adoption has a significant influence on both frugal innovation and customer satisfaction. Furthermore, the findings revealed that use of the ICT had a positive relationship with the User satisfaction. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in use of the ICT increases the User satisfaction. The results were similar to the work of Cuevas-Vargas (2021) it was also established that greater levels of frugal innovation increase customer satisfaction. In addition, Acosta-Prado et al (2021) established that ICT have a positive and significant influence with a medium effect on customer satisfaction and a large effect on increase in the number of customers.

6.2.13 The relationship between User satisfaction in ICT and the net performance.

The findings revealed that the User satisfaction in ICT had a positive relationship with the net performance. The relationship was found to be significant at 0.05 (5 percent). The results suggest that an increase in User satisfaction in ICT increases the net performance. The results were similar to the work of Tarafdar et al (2014) who suggested that factors that create technostress reduce the satisfaction of individuals with the ICT they use and the extent to which they can utilize ICT for productivity and innovation in their tasks. Mechanisms that facilitate involvement of users, and encourage them to take risks, learn, explore new ideas, and experiment in the context of ICT use, diminish the factors that create technostress and increase satisfaction with the ICT they use.

Table 6.1: Summary of Hypotheses Results

Research/Alternate Hypothesis	**Results**
H1. Self-efficacy has positive significance on the use of ICT.	Accepted
H2. Self-efficacy has positive influence user satisfaction in ICT.	Accepted
H3. Information quality has positive influence with the use of ICT.	Accepted
H4. Information quality has positive influence with the use of ICT.	Accepted
H5. IT Security has positive influence with the use of ICT.	Accepted
H6. IT Security has significant positive relationship with user satisfaction of ICT.	Accepted
H7. System quality has a significant positive relationship with use of ICT.	Accepted

H8. System quality has positive influence on the user satisfaction of ICT.	Accepted
H9. Service quality has significant positive relationship on the use of ICT.	Accepted
H10. Service quality has positive influence on user satisfaction of ICT.	Accepted
H11. The use of the ICT has positive significant effects on the net performance.	Accepted
H12. The use of the ICT has positive significance on user satisfaction.	Accepted
H13. User satisfaction in ICT has positive influence on net performance.	Accepted

6.3 Objective Two: To formulate suggestions on how to improve the level of adoption of ICTs in order to positively contribute to court service delivery.

The literature reviewed and the recommendations received from respondents, researcher draws the following recommendations for policy, practice and theory:

(i) Although the current study is based on a moderate sample of participants, IT Security in the use of information and communications technology as regards to court delivery in Zambia guarantees confidentiality, integrity, and availability of information. The Judiciary of Zambia is required to consider the use of security policy in order to protect public information from legitimate users and ensure security;

(ii) Although the Service Quality was statistically significant to both System use and User satisfaction in the adoption of ICT, ICT provides reliable services as well as technical support provided by authorities that satisfy users. The government is required to build technical capability of users to make them help each other when they are facing difficulties in using ICT system in their daily activities. Also, the Judiciary of Zambia has to facilitate the technical support team or helpdesk to work 24 hours per week in order to support users for the effective use of the system;

(iii) Although the Information quality was a significant factor in influencing the use of ICT, it is important for the organization to improve the overall court reporting process, and case record management systems to enhance the quality of proceedings as well as reducing human errors in ICT;

(iv) Though System quality was a statistically significant factor in both System use and User Satisfactions in ICTs, the Judiciary of Zambia is required to consider System quality by ensuring these four items which include: usefulness, ease of use, easy to learn and retrieve

information easily. Thus, these four items help users to accomplish tasks quickly and improve job performance as well as get the sense of satisfaction while providing quality service delivery;

(v) The Judiciary of Zambia is required to continue building capacity of users on the use of ICTs, since the system has positive effects on public information management. It, is, therefore, important to provide regular training at least twice annually on how to fully utilize the available ICT systems. Also, the Judiciary of Zambia should improve education, seminars, and training policies regularly; as well as promote leaders and improve the ICT facilities under the organization dynamics for the future uses to increase the management of electronic records;

(vi) The findings of the study seem to indicate that electronic records tools and guidelines were implemented, although ICT users at the Judiciary of Zambia were aware, however, they were not widely used in their responsibilities. Thus, the study recommends that the Judiciary of Zambia department that oversees the management of all public records required to ensure the administration of court service delivery and management of records and archives are updating and implementing these tools and guidelines.

6.4 Conclusions

The main purpose of this study was to access the factors that affected the adoption ICTs on court service delivery in Lusaka. The findings revealed that there was a strong positive statistical relationship between the use of ICT and self-efficacy, Information Quality, IT Security, System quality, service quality, net performance and User Satisfaction in ICT. Furthermore, the findings revealed that there was a strong positive statistical relationship between the user satisfaction in ICT and self-efficacy, Information Quality, IT Security, System quality, service quality, net performance and the use of ICT. Thus, the study concludes that an increase in Self-efficacy, Information Quality, IT Security, System quality, service quality, net performance, and User Satisfaction in ICT can enhance the use of ICT, and an increase in self-efficacy, Information Quality, IT Security, System quality, service quality, net performance and the use of ICT can also enhance user satisfaction in ICT.

6.5 Future Works

This study focused on investigating the major factors that affect the adoption of Information and Communications Technology on Court Service delivery in Zambia. It is imperative that another study be conducted to the adoption of ICT on court service delivery in Zambia by using other models like the UTAUT model.

6.6 Chapter Summary

This chapter discussed the findings of the study. The chapter showed how the results varied depending on the hypothesis used. The results were also discussed by comparing them with the results of other studies using similar or different models. This chapter discussed and concluded the study. The chapter showed how the research questions were answered. The results to the hypothesis testing were also presented and a conclusion was drawn.

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Appendices

Appendix I: Research Questionnaire

The University of Zambia

Graduate School of Business

Assessing the Factors that Affect the Adoption of Information Communications Technology on Court Service Delivery in Zambia: The Case of the High Court in Lusaka

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Mable K. Mvula

Master of Business Administration (MBA General)

For more information or any queries, kindly get in touch on +260977591116

Dear Respondent,

I am a student at the University of Zambia in my final stage pursuing an MBA General. As partial fulfillment for the award of a Master's degree, I am conducting a baseline study on: "**Assessing the Factors that Affect the *Adoption of Information Communications Technology on Court Service Delivery in Zambia"***

You have been purposefully sampled to provide information for the topic indicated above. The information being collected is purely for academic purposes as such, it will be treated with maximum confidentiality. Subsequently, you are not supposed to indicate your name or any personal information that can lead to revealing of your identity.

Your co-operation will be greatly appreciated.

For more information or any queries, kindly get in touch with the following:

Project Supervisor: Prof. Jackson Phiri (Jackson.phiri@cs.unza.zm) or

Coordinator: Dr. Bupe M. Mwanza (directorgsb@unza.zm)

SURVEY QUESTIONNAIRES

Section A : Demographic Information

Please put a tick to the appropriate questionnaire item

1	Gender	Male		Female	
2	Age	19-25		36-45	
		26-35		over 46	
3	Designation	Judge		Clerk of Court	
		Court Reporter		Information Technology	
4	Length of service	0-10 years		21-30 years	
		11-20 years		31-40 years	
5	Highest level of education	Certificate		First Degree	
		Diploma		Masters and above	

SECTION B: INFORMATION SYSTEMS KNOWLEDGE AND EXPERIENCE AT LUSAKA HIGH COURT

Please put a tick to the appropriate questionnaire items.

		Very poor	Poor	Moderate	Good	Very Good
1)	How do you describe your general knowledge about information systems?					

		Don't use	Less than 1yr	1-2 yrs.	3-4 yrs.	More than 4yrs
2)	How long have you been using information systems?					

		Don't use	Less than 1hr	1-2 hrs	3-4 hrs	More than 4 hrs
3)	How often do you use information systems per day?					

SECTION C: INFORMATION SYSTEMS ADOPTION FACTORS

Using a rating scale from the lowest point of 1 to the highest point of 5, please circle the number that indicates your level of agreement or disagreement with the following statement.

1	SELF EFFICACY		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a)	SE1	I feel confident finding information in the information systems implemented	1	2	3	4	5
b)	SE2	I have necessary knowledge to use information systems	1	2	3	4	5
c)	SE3	I can overcome the difficulties encountered when I use information systems	1	2	3	4	5
d)	SE4	I can use information systems alone without assistance of anybody.	1	2	3	4	5
e)	SE5	In general, I am competent in using the information systems	1	2	3	4	5
2		Information quality					

a)	IQ1	Information systems provide correct information	1	2	3	4	5
b)	IQ2	Information systems provide reliable information	1	2	3	4	5
c)	IQ3	Information systems generate the information that is useful for its purpose	1	2	3	4	5
d)	IQ4	Information systems generate accurate information	1	2	3	4	5
e)	IQ5	IS generate information timely	1	2	3	4	5
f)	IQ6	I trust the information output of the information systems	1	2	3	4	5
3		SYSTEM QUALITY					
a)	SyQ1	I find IS easy to use	1	2	3	4	5
b)	SyQ2	I find it easy to get the information systems do what I want.	1	2	3	4	5
c)	SyQ3	The information systems are flexible to interact with.	1	2	3	4	5
d)	SyQ4	Learning to operate the information systems was easy for me.	1	2	3	4	5
e)	SyQ5	The layout of the information systems is user friendly	1	2	3	4	5
4		INFORMATION TECHNOLOGY SECURITY					
a)	ITS1	I understand what information is considered sensitive (confidential and proprietary) in information systems	1	2	3	4	5
b)	ITS2	I am familiar with the appropriate methods for transmitting and storing sensitive information in using information systems.	1	2	3	4	5
c)	ITS3	I ensure that sensitive data are protected by information systems.	1	2	3	4	5
d)	ITS4	I am aware of and adhere to physical security practices.	1	2	3	4	5
e)	ITS5	I am careful in managing my information systems credentials to avoid unauthorized person to use the system	1	2	3	4	5

f)	ITS6	Information systems ensure the security of information by maintaining confidential, integrity and availability.	1	2	3	4	5
5	SERVICE QUALITY						
a)	SeQ1	There is adequate technical support from the system's provider	1	2	3	4	5
b)	SeQ2	The overall infrastructure in place is adequate to support the information systems	1	2	3	4	5
c)	SeQ3	The information systems can be relied on to provide information as and when needed.	1	2	3	4	5
d)	SeQ4	The output of the information systems is complete for work processes.	1	2	3	4	5
6	SYSTEM USE						
a)	SU1	I use information systems frequently; I can't pass a day without using it.	1	2	3	4	5
b)	SU2	I use information systems to refer to specific information regarding my job	1	2	3	4	5
c)	SU3	I use information systems both at my office and other offices connected with government network.	1	2	3	4	5
d)	SU4	I found information systems desirable to use in my works.	1	2	3	4	5
e)	SU5	There is an increment of number of users of information systems.	1	2	3	4	5
f)	SU6	I found information systems appropriate to use.	1	2	3	4	5
g)	SU7	The use of information systems is widely spreading in many public sectors.	1	2	3	4	5

h)	SU8	In my opinion, I think other organizations are attracted to use information systems.	1	2	3	4	5
7	USER SATISFACTION						
a)	US1	I am satisfied with the functions and performance of the information systems.	1	2	3	4	5
b)	US2	I am satisfied with the effectiveness of information systems	1	2	3	4	5
c)	US3	I am generally satisfied using the information systems	1	2	3	4	5
d)	US4	In general, using e-records tools will give me sense of satisfaction.	1	2	3	4	5
8	NET PERFORMANCE						
a)	NP1	I found information systems has great contribution to complete my career effectively	1	2	3	4	5
b)	NP2	Information systems reduce errors in my works	1	2	3	4	5
c)	NP3	Information systems are easy in retrieving, searching and tracing information timely.	1	2	3	4	5
d)	NP4	Information systems enhance the productivity of my works or jobs	1	2	3	4	5
e)	NP5	Information systems provide quality information that facilitates in making decisions and setting plans of the organisation.	1	2	3	4	5
f)	NP6	Information systems helps the organisation in making accurate decisions.	1	2	3	4	5
g)	NP7	Information systems facilitates in planning and controlling activities of the organisation.	1	2	3	4	5

h)	NP8	Information systems enhances the performance and productivity of an organisation	1	2	3	4	5
i)	NP9	Information systems reduces unnecessary costs in organisation.	1	2	3	4	5
j)	NP10	Information systems helps to overcome the limitation of paper-based systems.	1	2	3	4	5

Appendix II: List of Publications

1. Mvula, M. and Phiri, J. (2023) Assessing the Major Factors That Affect the Adoption of Information and Communications Technology on Court Service Delivery in Zambia. Open Journal of Business and Management, 11, 1304-1323. doi: 10.4236/ojbm.2023.113072.