

A study on Information Governance in Universiti Teknologi MARA (UiTM) Pahang Branch

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ABSTRACT

Information is vital as it enables people perform their works properly and effectively. In higher education institutions, there have a lot of information that need to be governed and managed systematically in which in turn it will ensure that employees can utilize it effectively for daily operations. Information governance is a basis of management policy designed to reduce the risks, to stabilize the cost involved in the organization and also corporate governance. It also involves information quality, information value, information security, information privacy and organizational context. Information quality will give the benefit to the top management to ensure that they make a good decision and proper action. While, information value will give a satisfaction to the users because the information could be used deepest and longest. Information security and information privacy are useful to ensure the information is keep safely and cannot freely spread to the users which will affect the institution. Besides that, the organizational context is the organizational characteristics such as its strategies, policies, structures and cultures in the institutions. Despite of these facts, there is little research that investigates into information governance in higher education institution is being made. The aim of this research is to examine the implementation of information governance in UiTM Pahang Branch. The top management in the institution needs the proper records to make the decision besides it also can reduce risks and cost by employed various technologies and activities while social media also can be used to spread the information to the users. Based on the correlation analysis that has been made to test the hypothesis, it has been proved that there has a positive status of the information governance implementation in UiTM Pahang Branch.

Keywords: *information governance, information quality, information value, information security, information privacy, organizational context, UiTM Cawangan Pahang*

1. Introduction

To reduce the risks, stabilize the cost involved in the organization, information governance is a basis of management policy and it is also important to compliance with the legal, regulatory standards and also corporate governance. Other than that, with the correct and legal information, it will helps the organization to get the best decision making and applied the policy stated using the various sources of information. Information explosion occurs in the organization when information can be access freely and widely without any precaution which it will affect the process of making the decision.

Records are become vital and it could help the organization to become more effective and efficient in doing the activities besides the information in the organization can be organized accordingly to avoid the

information leaking and the organization's reputation can be slowly down with the competitors besides it will helps the top management to make the reliable decision making for the organization.

Nowadays, social media is widely used by the users to get and spread the information to the societies. As we can see now, a lot of serious cases occurred in terms of misused the social media such as murders, divorces, family broken and others. It is because societies keep on sharing the information without ensuring the reliable of the information itself using the social media. However, there still have advantages in using social media such as Facebook, Instagram and also Blog where when users have good and relevant information and knowledge which are reliable to expand and shared it with other people using social media as their platform. Even though social media have a lot of advantages, but leaders should play their roles to ensure the information distributed in media social is reliable, accessible and complete. Besides that, they also must ensure that information is not private and confidential to public.

Besides that, leaders in the organization need to be a good leader to their organization to ensure that the organization's objectives and goals could be successfully achieved. The leaders should know how to lead the employees in the organization on how to implement and manage the information effectively and efficiently. Besides it is to ensure that the policy created regarding to the information governance is good and high quality besides to keep promoting on information governance's usage for the organization's performance and reputation.

2. Literature Review

To reduce the risks, stabilize the cost and follow the standards and the legal assigned, a management policy were designed as basis named information governance. The information governance involved two things which is information technology governance and corporate governance. In this literature review section in this paper, it is including information technology governance and corporate governance.

2.1 Information Technology Governance

Nowadays, technology is become vital among societies around the globe. There have a lot of transformations which are very convenient and relevant for the societies in the world. With the appearance and existence of technology, people could do their tasks efficiently and effectively besides it could connect the all the people around the globe efficiently for example they do not need to held a face-to-face meeting or sharing session which is involved a lot of costs such as flight, hotels, and other costs. They just need to use technology provided and existence to fulfill their need and requirement which does not involve a lot of costs.

The institution becomes more powerful with the existence of information technology (IT). It is important because the usage of IT governance also could help an institution in terms of making the decision where the information can be preserved, stored and recorded for long-term usage and it is very convenient and useful to all staff or employees in doing their works. Besides that, with the usage of IT governance, it will reduce the obstacle that will occur in the organization whenever the top management can run the organization smoothly and effectively by making the best decision for the organization's performance. The IT governance also has its own standards that need to be followed by an institution to be implemented as been released by Standards Australia (2005) entitled "Corporate Governance of Information and Communication Technology" which is stressed the importance of IT governance for Australian institution. It can be a clear guideline of the best practices needs to be implemented well in the institution.

It is important to have IT governance in the institution to ensure that the top management could make the best decision making based on the relevant and updated information received besides it followed the corporate standard stated.

2.2 Corporate Governance

Corporate governance is the main for these two intersections which is reflecting to information governance and information technology (IT) governance. Basically, corporate governance is more to the corporate direction and performance which is played by top management or board of director in institution where they should monitor all the staffs because they are all the central of the corporate institution which more to the shareholders and management. Corporate governance is also related to the information management (RIM) which is responsible to lead, plan and also to manage the corporate records management program properly. It is important to ensure that top management can follow and aware regarding to the legal, regulator, issues, obligations and also the requirements of the information besides follows the laws stated accordingly.

Based on Willis (2005), an institution should have a proper structural that contains a high-level commitment, a systematic or proper component to operate the system in terms the best practice, the standards such as the regulatory, codes, risk management and the system also need to be maintained well by the staff or maintainers to be good corporate governance. Therefore, they should be expert in various skills such as education, training, communication, monitoring, review and also accountability to ensure they could manage and maintain the system or platform well. Another requirement that have been mentioned by Willis (2005) is due process, transparency, accountability, compliance, laws and also security. All these things are really important to ensure that the corporate governance could be run effectively and it has a good result.

While, due process is where all the things are doing in agreed, documented, controlled and using an appropriate way for the institution's benefit. This means that the information that will be recorded, documented or preserved in the institution is correct and reliable. While, the transparency is means the job or task that will be doing is using the right way and it is can be seen by all people who are having the authorities. Transparency is open to all people to show the way in doing the task, however, not everyone in the institution can know the procedure or the processes.

According to Willis (2005) to enhance the reputation of the businesses among the public, reduce and avoid the disasters, making business entities are become effective and efficiently besides the most important thing is the law and regulatory or rules can be implemented in the institution where it gives a lot of benefits to the institution and staff, corporate governance is important in terms of encouraging an ethical behavior among the employers and employees.

3. Methodology

This study adopted a descriptive design research where a quantitative approach was used to gather the data by distribution of questionnaire to the respondents. The respondents are the employees in Universiti Teknologi MARA (UiTM) Pahang Branch in both campuses which are Jengka and Raub. The numbers of respondents who responsible to answer the questionnaire is 150 and they are randomly were picked by the researcher. The respondents are from various working background which they are from various departments or units in UiTM Pahang Branch such as library department, bursary department, administration department, facility department and others. In this study, the researcher applied random sampling technique where this technique allows the researchers to choose the respondent randomly to determine the relation and the result which can be applied to the whole population by using the parametric test. After gaining the

complete feedback from the respondents, the data were analyzed using Statistical Package for the Social Sciences (SPSS) and then the relationship of the variables could be determined and examined properly. Therefore, from the analysis of the data, the researcher knows whether the hypothesis is accepted or rejected. The questionnaire was divided into four sections which each section focuses on specific areas. For Section A, it is more to demographic questions such as gender, age and education level. Section B is stressed on information quality, information value, information security, information privacy and organizational context. While, the information governance is being focuses on Section C and respondent's comment or suggestion is in Section D.

4. Results

Descriptive Result

From 150 respondents, 49.3% of respondents are male and 50.7% of respondents are female and both represented 74 male respondents and 76 female respondents. The age of the respondents are 20-25 years, 26-30 years, 31-35 years and 36 years and above which 12.0%, 34.0%, 28.7% and 25.3% respectively. Other than that, the respondent's educational level is high school graduate, certificate or diploma, bachelor degree, master degree and above which 22.7%, 32.0%, 24.7% and 20.7% respectively.

Item	Frequency	Percent (%)
Gender		
Male	74	49.3
Female	76	50.7
Age		
20-25	18	12.0
26-30	51	34.0
31-35	43	28.7
36 and above	38	25.3
Educational level		
High School Graduate	34	22.7
Certificate / Diploma	48	32.0
Bachelor Degree	37	24.7
Master's Degree and above	31	20.7

Table 1: Demographic Information

4.1 Information quality

The questionnaire consists of questions which regarding on information quality to determine the quality of the information in UiTM Pahang Branch. Based on the analysis that has been made and it has been illustrated in Table 2 below, the findings for information quality is show that most of respondents are agree with the quality of the information in UiTM Pahang Branch, Jengka and Raub. Based on the Table 2 below, it showed that the highest statement is the information can easily

be access by the users with the percentage is 68.0% and the second highest is 68.0% with the statement is the information that has being distributed in UiTM Pahang Branch is accurate.

Statement	Strongly Disagree	Disagree	Uncertainty	Agree	Strongly Agree
The information provided in UiTM Pahang Branch is complete	0 (0.0%)	5 (3.3%)	38 (25.3%)	97 (64.7%)	10 (6.7%)
The information that has being distributed in UiTM Pahang Branch is accurate	0 (0.0%)	3 (2.0%)	35 (23.3%)	102 (68.0%)	10 (6.7%)
Information is provided when needed (timeliness)	0 (0.0%)	9 (6.0%)	37 (24.7%)	96 (94.7%)	8 (5.3%)
The information can easily be access by the users	0 (0.0%)	8 (5.3%)	26 (17.3%)	110 (73.3%)	6 (4.0%)

Table 2: Information Quality

4.2 Information value

The questionnaire also consists of questions which regarding on information value to estimate the value of the information in UiTM Pahang Branch. The analysis that has been made had simplified in Table 3 below. The respondents are agree with the statement of the information can be shared among the staff with 70% respectively and 46.7% feel uncertainty with the statement that the information is fully utilize by the users. However, there have respondents with 1.3% who strongly disagree with the statement that all the information is well recorded.

Statement	Strongly Disagree	Disagree	Uncertainty	Agree	Strongly Agree
The information can be shared among the staff	0 (0.0%)	4 (2.7%)	27 (18.0%)	105 (70.0%)	14 (9.3%)
A lot of information has been shared among the staff	0 (0.0%)	2 (1.3%)	45 (30.0%)	93 (62.0%)	10 (6.7%)
All the information is well recorded	2 (1.3%)	8 (5.3%)	62 (41.3%)	72 (48.0%)	6 (4.0%)
The information is fully utilize by the users	0 (0.0%)	6 (4.0%)	70 (46.7%)	65 (43.3%)	9 (6.0%)

Table 3: Information Value

4.3 Information security

Another question that has been focuses in questionnaire is regarding to the information security. There have a few statements in information security. Based on the Table 4 below, 66.7% of respondents are strongly agree with the statement of identity number and password is needed to access the system. However, there have the 2.7% of respondents are strongly disagree with the statement staff in UiTM Pahang Branch can access the information freely.

Statement	Strongly Disagree	Disagree	Uncertainty	Agree	Strongly Agree
The information in UiTM Pahang Branch is well secure	0 (0.0%)	6 (4.0%)	44 (29.3%)	92 (61.3%)	8 (5.3%)
The information can be retrieved by computer used	0 (0.0%)	9 (6.0%)	37 (24.7%)	93 (62.0%)	11 (7.3%)
Staff in UiTM Pahang Branch can access the information freely	4 (2.7%)	7 (4.7%)	43 (28.7%)	81 (54.0%)	15 (10.0%)
Identity number and password is needed to access the system	0 (0.0%)	2 (1.3%)	25 (16.7%)	100 (66.7%)	23 (15.3%)

Table 4: Information Security

4.4 Information privacy

Information privacy is one of the topics that has been discussed in this study. Information privacy is consists into four (4) statements. The statement of information is well protected in UiTM Pahang Branch is the highest being agreed with number 63.3% of respondents. The least statement that has been agreed by the respondents is staffs are involved in managing the information with 85%. However, there have 1.3% of respondents are strongly disagree with the statement of information can be retrieved by all staff in UiTM Pahang Branch.

Statement	Strongly Disagree	Disagree	Uncertainty	Agree	Strongly Agree
Information can be retrieved by all staff in UiTM Pahang Branch	2 (1.3%)	5 (3.3%)	49 (32.7%)	87 (58.0%)	7 (4.7%)
Staff are involved in managing the information	0 (0.0%)	6 (4.0%)	46 (30.7%)	85 (56.7%)	13 (8.7%)
Information can be accessed using various medium	0 (0.0%)	12 (8.0%)	32 (21.3%)	91 (60.7%)	15 (10.0%)

(smart phones, laptops, flyers, etc)					
Information is well protected in UiTM Pahang Branch	0 (0.0%)	2 (1.3%)	40 (26.7%)	95 (63.3%)	13 (8.7%)

Table 5: Information Privacy

4.5 Organizational context

There have four (4) statements for organizational context. Based on the statements, an analysis has been made such in Table 6 below. There have 60.0% of respondents are agree with the statement of top management are aware with the importance of information and 6.0% of respondents are disagree with statement of management in UiTM Pahang Branch always emphasized about the importance of information to the staff.

Statement	Strongly Disagree	Disagree	Uncertainty	Agree	Strongly Agree
Top management are aware with the importance of information	0 (0.0%)	8 (5.3%)	33 (22.0%)	90 (60.0%)	19 (12.7%)
Staff in UiTM Pahang Branch are aware with the information provided	0 (0.0%)	1 (0.07%)	44 (29.3%)	89 (59.3%)	16 (10.7%)
UiTM Pahang Branch always promote the importance of information	0 (0.0%)	7 (4.7%)	40 (26.7%)	87 (58.0%)	16 (10.7%)
Management in UiTM Pahang Branch always emphasized about the importance of information to the staff	0 (0.0%)	9 (6.0%)	40 (26.7%)	82 (54.7%)	19 (12.7%)

Table 6: Organizational Context

4.6 Information governance

Information governance is the main topic that has been highlighted in this study. There have 54.0% of respondents are agreed with two statements which is information is important in UiTM Pahang Branch and information should be managed properly. Besides that, there also have 38.0% of respondents are strongly agree with the statement, the sources of information should be reliable and relevant.

Statement	Strongly Disagree	Disagree	Uncertainty	Agree	Strongly Agree
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Information is important in UiTM Pahang Branch	0 (0.0%)	5 (3.3%)	14 (9.3%)	81 (54.0%)	50 (33.3%)
Information should be managed properly	0 (0.0%)	2 (1.3%)	13 (8.7%)	81 (54.0%)	54 (36.0%)
The sources of information should be reliable and relevant	0 (0.0%)	1 (0.07%)	14 (9.3%)	78 (52.0%)	57 (38.0%)

Table 7: Information Governance

5. Finding and Discussion

In this study, the researcher discussed about the relationship between information governance and another five (5) variables to determine whether the objectives are successfully achieved or not.

5.1 The relationship between information governance and information quality

There has significant relationship between information governance and information quality because based on the mean stated is 3.6867 which is good and the variance is 0.445 also showed the highest value in terms of the “Information is provided when needed (timeliness)”.

Nowadays, the information quality is very important in ensuring the information that will get is very useful and reliable to the employees in an organization and also to the societies around the globe. This is because the characteristic of the information itself is expandable which means it can be expanded and consists into various categories. Therefore, the quality of the information should be good and reliable before it being used and expanded to the others. The sources of the information are also need to be emphasized by the top management in an institution or organization.

5.2 The relationship between information governance and information value

There have significant relationship between information governance and information value. This is means that the information governance can be achieved when the information provided has its own value and the users are satisfied with that value. Besides that, it is important to share the information throughout the institution or organization to ensure all of the employees or staff can be recognizes the information and the changes in the institution towards excellences. It showed that “All the information is well recorded” become the major factor contributes to the information governance with 0.72092 value of standard deviation and the mean of the information value is 3.4800 with the highest variance which is 0.520 with the highest mean for information value is “The information can be shared among the staff” with the number of the mean is 3.8600.

Information value is where how deepest and longer the information could be used by the users. Basically, the information value is the information which could satisfy the users who used it for their purposes and they could achieve their objectives on doing their works successfully. In a higher education institution, the top management need to have information which has a good and excellent value to make the best decision for the future of an institution to achieve its motto and vision. Therefore, the information which has the highest value is the most important rather than have a good quality of information, but there was no value at all.

5.3 The relationship between information governance and information security

There has a significant relationship between information governance and information security. “Staff in UiTM Pahang branch can access the information freely” is the highest factors in information security with 0.82965 value of standard deviation. The mean of the information security is 3.6400 with the highest variance which is 0.688. “Identity number and password is needed to access the system” is the highest mean which is 3.9600 for information security. It means that information security is one of the important variables that are needed in information governance to ensure that information could be managed and maintained well in the institution or organization.

Top management in an institution or organization nowadays takes slightly on the information security. Information security is the information which is cannot be shared freely without authorization from the responsible person and it will be improper to share to the societies which means, not all of the information can be shared and spread throughout the institution or organization. Basically, the information which are not keep safely in the institution has the potential to keep the institution itself will be down easily and the competitors can take the opportunity to bring it down.

5.4 The relationship between information governance and information privacy

There have significant relationship between information governance and information privacy. The highest factors in information privacy is “Information can be accesses using various medium (smart phones, laptops, flyers and others)” is the major factors contributes to information governance with 0.74991 value of standard deviation. The mean of the information privacy is 3.7267 with the highest variance which is 0.562. “Information is well protected in UiTM Pahang branch” is the highest mean for information privacy with the number of mean is 3.7933. Information privacy is important to ensure that it could help the information governance process in an institution to ensure it can be run smoothly and the information could be managed properly.

Information privacy is the information which it cannot be accessed by the other people from the others institution or organization. Basically, the information privacy is limited and not all of the users can use it. It is slightly same as the information security but information privacy is more to the information which is can be used by all types of person in the institution itself. Besides that, the information privacy does not need a complicated authorization to access the information. For example, the online databases which are subscribed by the UiTM can be accessed by all staff, lecturers and students from UiTM. Thus, the other staff, lecturers and students from the other institutions could not use the online database using the UiTM authorization.

5.5 The relationship between information governance and organizational context

There have significant relationship between information governance and organizational context. The highest factors in organizational context is “Management in UiTM Pahang branch always emphasized about the importance of information to the staff” is the major factor contributes to information governance with 0.75467 value of standard deviation. The mean of the organizational context is 3.7400 with the highest variance which is 0.570. “Top management are aware with the importance of information” and “Staff in UiTM Pahang branch are aware with the information provided” with the number of mean is 3.800 respectively. It is because the organizational context could help a lot in information governance where all the information could be managed properly in an institution organization especially in UiTM Pahang branch.

Organizational context is the organizational characteristics such as its strategies, policies, structure and also the culture aspects in the organizational or institutional itself. Basically, for organizational context, the top management need to involve and interfere in the program which could help the information governance process can be run properly and all the information can be managed and maintained excellently.

6. Conclusion

Discussion pertaining to answering the research questions and accomplishment of research objectives was provided in this chapter. All research questions and research objectives were answered and accomplished. Furthermore, the analysis shows and proves the issues that brought in the literature that information quality, information value, information security, information privacy and organizational context are main factors to the information governance. They were very important to ensure that the information governance can be properly used in the institution.

Based on the data analysis of information security, it is clearly stated that it become the highest rating where the many respondents are strongly agree with the information security. This is means that the information in UiTM Pahang branch is quite secure and there have a lot of procedures that are needed to get the information. Hopefully, the information governance could be done in UiTM Pahang branch properly to ensure the information could be maintained and managed effectively and efficiently by an expert and responsible employee.

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