UNIVERSITI TEKNOLOGI MARA

CRITICAL FACTORS FOR IMPLEMENTING INFORMATION GOVERNANCE IN NIGERIAN PUBLIC UNIVERSITIES

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ABSTRACT

This study sets to investigate critical factors needed to implement information governance in Nigerian public universities from the perspectives of records and information management practices. Critical factors are viewed as few areas where things must go right for a particular project to subsist. The first objective of this research is to carry out a detailed analysis of records and information management (RIM) practices in Nigerian universities in order to examine and determine the critical factors needed to implement information governance in the universities which is the second objective of this study. The third objective is to apply the findings of this research and proposed an information governance implementation framework for better information management in the universities. The major significance of this study is the fact that it investigates the status of records management in the universities which have always been considered as generally lacking efficiency. The study also proposes a road map to help the universities on IG implementation in order to overcome this inefficiency. The method employed in carrying out this investigation is qualitative research using case study approach of two public universities using semi-structured interview technique which was used to elicit data from stakeholders in records and information management regarding the research topic. They include Registrars, Records officers, Faculty officers, Clerical officers, etc. This population is portrayed by broad knowledge of records and IM issues, and these set of people are generally responsible for directing the university's approach to information management. Software for qualitative data analysis ATLAS-ti 7.0 was used to aid the data analysis. The result of the analysis demonstrated that seven critical factors namely funding, policy, expertise, technology, stakeholder involvement, security and enabling environment are vital for IG implementation in the universities. However, investment in human capital is crucial to enable effective IG implementation which would gradually matured and benefit the university.

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