Use of Digital Document Management System and Office Management Practice of Administrators in Lead City University, Ibadan

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Certification

This is to certify that Oluwafunke Mary Ashaolu, with matriculation number LCU/UG/003214carried out this research work titled "Use of Digital Document Management System and Office Management Practice of Administrators in Lead City University" Ibadan. Inthe Department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, for the award of Master of Science Degree (MSc) in Information Management and that this has not been previously submitted.

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Dedication

This research work is dedicated to GodAlmighty for the love, grace and privileged to be at this stage and alive; and to my beloved family.

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Even though the above mentioned institution and persons have assisted in the process of this research work, I alone stand responsible for the errors, if any found in the work

Abstract

This study aimed to investigate the adoption and impact of a Digital Document Management System (DDMS) on office management practices in Lead City University. The research questions addressed were: 1) How is the DDMS adopted and utilized in Lead City University? 2) What is the impact of the DDMS on office management practices? 3) How do administrators and staff perceive the usefulness and ease of use of the DDMS. A descriptive research design was employed, and data was collected from a sample size of 200 participants, consisting of administrators and staff members involved in office management practices. The research instrument included a structured questionnaire and interviews to gather quantitative and qualitative data, respectively. The collected data was analyzed using descriptive statistics, correlation analysis, regression analysis, and thematic analysis. The analysis results indicated a high adoption rate of the DDMS, with 90% of respondents being aware of the system and 60% reporting frequent usage. The DDMS was perceived to have a positive impact on document management processes, administrative efficiency, and collaboration. The regression analysis revealed that 61.3% of the variability in office management practices could be explained by the use of DDMS ($R^2 = 0.613$). Furthermore, the model was statistically significant ($F = 109.408$, $p < 0.05$), confirming that the use of DDMS significantly improves office management practices. The regression coefficient ($\beta = 0.675$) indicates a direct and positive relationship between DDMS usage and enhanced office management effectiveness.The findings rejected the hypothesis that there will be no significant influence of use of Digital Document Management System on office management practice of administrators in Lead City University. In conclusion, the study demonstrates the positive impact of the DDMS on office management practices in Lead City University. The DDMS streamlined administrative workflows, improved productivity, facilitated effective communication and collaboration, and enabled efficient information retrieval. Based on the findings, recommendations include providing continuous training and support, exploring integration and collaboration opportunities, conducting ongoing evaluations, and sharing best practices. This study contributes to the understanding of DDMS adoption and its potential benefits in improving office management practices. Future research is suggested to explore the long-term effects of DDMS adoption on organizational culture, employee satisfaction, and overall organizational performance, as well as to investigate the challenges and barriers to implementation in different organizational settings.

Keywords: Digital Document Management System (DDMS), office management practices, adoption, impact, administrators, staff members

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Chapter One
Introduction

1.1 Background to the Study

Office management practices refer to the activities, processes, and strategies employed by administrators to efficiently and effectively manage administrative tasks within an office environment. These practices encompass a wide range of activities and responsibilities, including: Record Keeping and Filing, Communication and Correspondence Management, Meeting and Event Management, Time and Task Management, Resource Management, Team Collaboration and Coordination, Continuous Improvement and Adaptation[1].

In today's digital age, the efficient management of documents and the adoption of effective office management practices are essential for organizations to thrive and remain competitive. Academic institutions, including universities, are not exempt from this need. Lead City University in Ibadan, Nigeria, recognizes the significance of streamlined document management and office practices for the smooth operation of its administrative functions[2].

Like many other academic institutions, Lead City University in Ibadan, Nigeria, faces the challenge of managing a substantial volume of paperwork. The university's administrative departments deal with various types of documents, including student records, financial documents, administrative correspondence, reports, and more. These documents are critical for the smooth functioning of administrative processes and the overall functioning of the university[3].

However, relying solely on traditional paper-based systems for document management presents several challenges. Firstly, the physical storage of documents requires significant physical space and resources. The university needs to allocate dedicated rooms or cabinets to house the growing number of files, leading to the consumption of valuable office space.

Moreover, the physical storage of documents makes them vulnerable to loss, damage, or misplacement. Accidents such as fire or floods can result in the irretrievable loss of important documents, leading to severe consequences for the university's operations[4].

In addition to the challenges of physical storage, traditional paper-based document management systems are time-consuming and labor-intensive. Retrieving specific information from a large number of physical files often involves manually searching through stacks of documents, which is a time-consuming and inefficient process. This can lead to delays in accessing critical information, hindering decision-making and timely response to inquiries or requests[5].

Furthermore, collaboration among administrative staff becomes challenging with paper-based systems. Sharing and distributing physical documents among team members requires additional effort and time. Coordinating revisions or updates become cumbersome, as multiple copies of documents need to be circulated, leading to version control issues and the potential for inconsistencies. This hampers effective collaboration, slows down workflows, and increases the risk of errors or miscommunication[6].

The limitations of traditional paper-based systems call for the adoption of a more efficient and modern approach to document management. A Digital Document Management System (DDMS) offers a comprehensive solution to overcome these challenges. DDMS provides a centralized and electronic platform where documents can be captured, stored, organized, and accessed digitally. The system allows for the scanning or direct digital creation of documents, eliminating the need for physical storage space and reducing the risk of loss or damage[7].

With a DDMS, Lead City University can implement efficient document indexing and retrieval mechanisms. Documents can be indexed using metadata, such as titles, keywords, or tags, making it easier to locate specific information quickly. The search functionality of the

system enables administrators to retrieve documents with just a few clicks, saving time and effort[8].

Collaboration and workflow management are also significantly improved with a DDMS. The system allows multiple users to access and edit documents simultaneously, enabling seamless collaboration among team members. Changes and updates are automatically tracked, ensuring version control and reducing the chances of errors or inconsistencies. Document workflows can be established, automating approval processes and routing documents to the appropriate stakeholders for review or action. This streamlines administrative processes, reduces delays, and enhances overall efficiency[9].

Moreover, a DDMS offers enhanced security and access control features. Sensitive documents can be protected through encryption and user authentication, ensuring that only authorized individuals have access to confidential information. Audit trails provide a record of document access and modifications, enhancing data security and accountability[10].

Digital Document Management System (DDMS) refers to a computer-based system designed to manage the creation, storage, retrieval, and distribution of digital documents within an organization. It offers a centralized platform where documents can be stored, organized, and accessed in a secure and efficient manner[11]. DDMS solutions typically provide a range of features and functionalities that enhance document management processes, including Document Capture and Storage whereDDMS allows for the electronic capture of documents, converting physical files into digital format through scanning or direct digital creation. These documents are then stored in a centralized repository, eliminating the need for physical storage space and reducing the risk of loss or damage; Document Indexing and Retrieval where DDMS provides mechanisms to index and categorize documents, enabling quick and accurate retrieval through search functionalities. Metadata, such as document titles, keywords,

or tags, can be associated with documents to facilitate efficient search and retrieval processes; Version Control where DDMS offers version control capabilities, allowing users to track and manage different versions of documents. This ensures that the most up-to-date and accurate version is readily available, avoiding confusion and discrepancies caused by outdated or redundant documents; Document Collaboration and Workflow Management where DDMS facilitates collaboration among users by enabling simultaneous access, editing, and sharing of documents. It supports the establishment of document workflows, automating approval processes and routing documents to the appropriate stakeholders for review or action; and Security and Access Control where DDMS provides robust security measures to protect sensitive documents. It allows for the assignment of access privileges, ensuring that only authorized individuals can view, edit, or delete specific documents. Encryption, user authentication, and audit trails further enhance data security[12].

Recognizing these challenges, Lead City University has expressed interest in exploring and implementing a Digital Document Management System (DDMS) to optimize its document handling processes and enhance office management practices. A DDMS offers numerous benefits, including centralized storage, secure access, version control, document tracking, and efficient search functionalities. The successful adoption and utilization of a DDMS could revolutionize the university's administrative operations and contribute to improved productivity, reduced costs, and enhanced decision-making[13].

1.2 Statement of the Problem

At Lead City University, the office management practices face significant challenges due to inefficient document retrieval processes. The reliance on physical files and manual searching methods leads to time-consuming and labor-intensive efforts when locating essential documents, thereby causing delays in administrative tasks and decision-making. Without a

proper organization or indexing system, retrieving documents from storage rooms or filing cabinets becomes cumbersome, which not only disrupts workflow but also hinders collaboration among staff members. Additionally, limited accessibility to physical documents further complicates collaborative efforts, especially in a digital world where seamless teamwork and rapid access to information are vital. The constraints imposed by physical documents, such as the need for physical presence to access files and the reliance on inefficient manual methods, impede productivity and can lead to miscommunication and errors, ultimately affecting the university's operational efficiency.

Moreover, the risks associated with physical document management, including potential data loss, security breaches, and inconsistent filing practices, further exacerbate these challenges. Physical documents are vulnerable to environmental damage, loss, and unauthorized access, which can result in permanent data loss and compromise sensitive information. Inconsistent filing and organization practices also pose significant difficulties, as they can lead to misfiled documents, duplication of effort, and inefficiencies in document retrieval. These issues, coupled with the manual administrative processes that dominate daily office activities, introduce a higher likelihood of errors, delays, and redundancy, all of which can hinder the university's ability to respond quickly to changing circumstances and maintain effective office management. Addressing these challenges by transitioning to digital document management systems would enhance accessibility, collaboration, and overall efficiency, ensuring that Lead City University can meet its administrative needs effectively.

Despite the potential advantages of implementing a DDMS, Lead City University faces several challenges and limitations in its current document management system and office practices. It is of this view this research chooses to fill the gap by investigating the use of digital document management systems and office management practices of administrators in Lead City University, Ibadan

1.3 Aim and Objectives of the Study

The aim of this study is to investigate the use of a Digital Document Management System and evaluate the office management practices of administrators at Lead City University, Ibadan. The specific objectives of the study are as follows:

1. To assess the prevalent office management practices of administration in Lead City University, Ibadan.
2. To identify the level of use of digital document management system among administrators in Lead City University, Ibadan.
3. To determine the influence of the use of digital document management systemon office management practices of administratorsin Lead City University, Ibadan.

1.4 Research Questions

To achieve the study's objectives, the following research questions will guide the research process:

1. What are the prevalent office management practices of administration in Lead City University, Ibadan?
2. What the level of use of digital document management system among administrators in Lead City University, Ibadan?

1.5 Research Hypothesis

The hypothesis below will be tested at 0.05 level of significance

H_0: There will be no significant influence of use of Digital Document Management System on office management practice of administrators in Lead City University.

1.6 Scope of the Study

This study focuses on the utilization of a Digital Document Management System and office management practices specifically within Lead City University, Ibadan. The research will concentrate on administrative processes, including document creation, storage, retrieval, collaboration, and workflow management. The study does not encompass academic-related documents, such as course materials or research papers. General sample items were used to measure office management practices while perceived ease of use and perceive usefulness were used to measure use of digital document system. The geographical scope is limited to Lead City University, while the timeframe for data collection and analysis is within the study period.

1.7 Significance of the Study

This study is particularly significant for Lead City University and other academic institutions that are seeking to enhance their document management systems and office practices. The research findings will offer valuable insights into the advantages, challenges, and practical considerations of adopting a Digital Document Management System (DDMS). By understanding these dynamics, decision-makers and administrators can make informed choices that positively impact administrative efficiency, collaboration, data security, and the overall effectiveness of their organizations. Implementing DDMS can streamline document retrieval, reduce the risk of data loss, and facilitate better communication and collaboration among staff, ultimately leading to improved operational performance.

Beyond the immediate implications for Lead City University, this study holds broader significance for other educational institutions, particularly those in Oyo State and across Nigeria. As many academic institutions grapple with similar challenges in document management, the findings of this study can serve as a blueprint for implementing effective

DDMS solutions. This research will also contribute to the academic discourse on document management practices, providing a valuable resource for researchers who are exploring innovations in office management within educational settings. By offering empirical evidence and practical insights, this study will aid in developing best practices that can be adapted to the unique needs of various institutions.

Moreover, the significance of this study extends to the Oyo State government and policymakers who are responsible for overseeing and improving educational infrastructure. The adoption of DDMS in academic institutions aligns with broader governmental goals of digital transformation and modernization of public services. The study's outcomes can inform policy decisions aimed at promoting digital literacy and technological adoption within the education sector, contributing to the state's overall development objectives. For researchers, this study will add to the body of knowledge on DDMS implementation and office management, providing a foundational reference for future studies and policy recommendations in the context of educational administration.

1.8 Operational Definition of Terms

Office Management Practices: The set of activities, processes, and strategies employed by administrators to effectively manage administrative tasks, optimize workflow, and enhance productivity within an office environment.

Digital Document Management System (DDMS):A computer-based system designed to manage the creation, storage, retrieval, and distribution of digital documents, often incorporating features such as document version control, search functionality, and workflow automation.

Perceived Ease of Use of DDMS: Refers to the degree to which users believe that interacting with the Digital Document Management System is free of effort. In this study, it assesses

how straightforward and user-friendly administrators and staff at Lead City University find the DDMS to be, influencing their willingness to adopt and utilize the system.

Perceived Usefulness of DDMS: Refers to the degree to which users believe that using the Digital Document Management System will enhance their job performance. In this study, it measures the extent to which administrators and staff at Lead City University perceive the DDMS as beneficial in improving their productivity, efficiency, and effectiveness in managing documents and related tasks.

Digital Device: In this study, a digital device refers to any electronic device capable of processing, storing, and transmitting digital information. This includes but is not limited to computers, laptops, tablets, smartphones, scanners, and other devices that facilitate the creation, access, and manipulation of digital documents.

University: The term "university" in this study specifically refers to Lead City University, located in Ibadan, Nigeria. It encompasses the academic institution as a whole, including its administrative departments, faculty, staff, and students.

Endnotes

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Chapter Two

Literature Review

This chapter provides a comprehensive review of the existing literature related to the use of a Digital Document Management System (DDMS) and office management practices of administrators at Lead City University, Ibadan. The literature review aims to explore and synthesize relevant studies, theories, and concepts that contribute to a deeper understanding of the research topic. By examining the conceptual, theoretical, and empirical perspectives, this chapter establishes a solid theoretical foundation and informs the subsequent chapters of this research.

Under the following subheading:

2.1 Conceptual Review

2.1.1 Office Management Practices

2.1.2 Use of Digital Document Management System (DDMS)

2.2 Theoretical Review

2.2.1. Technology Acceptance Model (TAM)

2.2.2 Modern Management Theory (MMT)

2.3 Empirical Review

2.3.1Use of Digital Document Management System (DDMS) and Office Management Practices

2.4 Conceptual Model

Endnotes

2.1 Conceptual Review

2.1.1 Office Management Practices

Office management practices encompass a range of activities, processes, and strategies employed by administrators to ensure the efficient and effective management of administrative tasks within an office environment. These practices are designed to optimize workflows, enhance productivity, improve communication, and streamline administrative processes[17].

Key office management practices include record keeping and filing, which involves maintaining accurate and up-to-date records of various administrative documents, including correspondence, financial records, student records, and personnel files. Effective record keeping ensures easy retrieval of information when needed and compliance with legal and regulatory requirements[18]. Communication and correspondence management is another essential practice, focusing on facilitating efficient communication within and outside the organization. This includes managing email communication, handling incoming and outgoing correspondence, scheduling and coordinating meetings, and maintaining effective communication channels[19].

Meeting and event management is also a crucial responsibility for office administrators, encompassing the organization and management of meetings, conferences, and events. This practice includes scheduling, sending invitations, coordinating logistics, preparing meeting agendas, recording minutes, and ensuring follow-up actions are executed[20]. Effective time and task management practices are vital for prioritizing tasks, setting deadlines, and allocating resources to ensure administrative activities are completed efficiently. This

involves managing calendars, creating to-do lists, and employing time management techniques to maximize productivity[21].

Resource management is another key aspect, where office administrators are responsible for managing and allocating resources, including human resources, financial resources, and physical infrastructure. This practice includes workforce planning, budgeting, resource allocation, and optimization of resource utilization[22]. Team collaboration and coordination are also integral to office management practices, promoting collaboration among team members. This includes fostering a positive work environment, encouraging teamwork, establishing effective communication channels, and promoting knowledge sharing among staff members[23]. Lastly, continuous improvement and adaptation are emphasized in office management practices, highlighting the importance of identifying areas for improvement, implementing changes to enhance administrative processes, and staying updated with technological advancements and best practices[24].

Office management practices serve several essential functions within an organization, including organizing and maintaining administrative records. These practices involve establishing systems for organizing and maintaining records, ensuring easy access, and facilitating efficient information retrieval[25]. Another crucial function is facilitating communication and correspondence, which enables effective communication within and outside the organization. This includes managing email communication, handling incoming and outgoing correspondence, and coordinating meetings and events[26].

Managing resources is also a key function of office management practices, involving the management and allocation of resources such as human resources, financial resources, and physical infrastructure. This includes workforce planning, budgeting, resource allocation, and the optimization of resource utilization[27]. Additionally, office management practices play a

vital role in coordinating administrative tasks and workflows. This involves assigning responsibilities, setting deadlines, and ensuring that tasks are completed efficiently and on time[28].

Finally, office management practices support decision-making processes by providing administrators with the necessary information and support to make informed decisions. This function includes maintaining accurate records, providing timely reports, and analyzing data to assist in decision-making[29].

The objectives of office management practices encompass several key areas. First, they aim to enhance administrative efficiency by improving the efficiency of processes through the elimination of redundancies, optimization of workflows, and streamlining of tasks[30]. Additionally, office management practices ensure effective communication within the organization, which involves establishing efficient communication channels, managing correspondence, and promoting effective collaboration among team members[31].

Another objective is to promote productivity by effectively managing time, resources, and tasks. This includes prioritizing work, setting deadlines, and allocating resources efficiently[32]. Furthermore, office management practices ensure compliance and accountability by helping to adhere to organizational policies, legal requirements, and regulatory standards, while also promoting accountability through systems for tracking and documenting administrative activities[33]. Lastly, office management practices support decision-making by providing administrators with the necessary information, data, and analysis. This support includes maintaining accurate records, generating reports, and conducting research as needed[34].

Implementing effective office management practices offers several advantages, including increased efficiency. These practices streamline administrative processes, reduce redundancies, and eliminate inefficiencies, leading to improved productivity and operational

efficiency within the organization[35]. Additionally, they improve communication and collaboration by establishing effective communication channels, promoting information sharing, and enhancing teamwork, which fosters a cohesive and productive work environment[36].

Moreover, office management practices enhance organization and record-keeping by ensuring the proper organization and maintenance of administrative records, thereby facilitating easy retrieval of information and reducing the risk of data loss or misplacement^37. They also contribute to optimal resource utilization by helping to allocate and utilize resources, such as human resources, financial resources, and physical infrastructure, effectively to support organizational goals[38].

Furthermore, these practices ensure compliance and risk management by adhering to organizational policies, legal requirements, and regulatory standards, while also helping to mitigate risks through the establishment of controls, implementation of security measures, and maintenance of accurate records[39]. Finally, office management practices support decision-making by providing administrators with the necessary information, data analysis, and reports to make informed decisions, thus enhancing decision-making processes and supporting strategic planning within the organization[40].

Effective office management practices contribute to increased productivity, streamlined workflows, improved communication, and overall administrative efficiency. They ensure that administrative tasks are performed in a structured and organized manner, allowing administrators to focus on strategic decision-making and supporting the goals of the organization[41].

Within the context of Lead City University, a DDMS can revolutionize the way administrative tasks are performed and managed. By transitioning from traditional paper-

based systems to a digital document management approach, the university can benefit from improved information retrieval, enhanced collaboration among administrators, reduced physical storage requirements, increased efficiency in administrative processes, and enhanced data security[42].

Moreover, effective office management practices play a crucial role in ensuring the smooth functioning of administrative operations within the university. Proper record keeping and filing systems enable easy access and retrieval of information, facilitating decision-making processes. Efficient communication and correspondence management ensure that important information is disseminated in a timely manner, fostering effective coordination and collaboration among administrators[43].

Effective time and task management practices help administrators prioritize their responsibilities and meet deadlines. Resource management practices ensure optimal utilization of available resources, including human resources, financial resources, and physical infrastructure. Team collaboration and coordination practices promote a cohesive work environment and enable administrators to work together towards common goals. Continuous improvement and adaptation practices allow administrators to identify areas for enhancement and implement changes to improve overall administrative efficiency[44].

By examining the conceptual aspects of a DDMS and office management practices, this section provides a theoretical framework for understanding the key components and principles that underpin the use of a DDMS and effective office management within Lead City University. The insights gained from the conceptual review contribute to a comprehensive understanding of the research topic and lay the groundwork for further exploration in the subsequent sections of the literature review.

2.1.2 Use of Digital Document Management System (DDMS)

Digital Document Management System (DDMS) revolves around the effective management and organization of digital documents within an organization. A DDMS is a computer-based software solution that enables the creation, storage, retrieval, sharing, and management of digital documents in a structured and systematic manner. It offers a centralized platform for storing and accessing documents, providing a more efficient alternative to traditional paper-based document management systems[1].

At its core, a DDMS consists of both hardware and software components. The hardware components include digital devices such as computers, scanners, servers, and storage devices, which are used to create, capture, and store digital documents. The software components encompass specialized applications or platforms that facilitate document management processes, including document creation, version control, indexing, searching, retrieval, and security[2].

Document creation is a fundamental aspect of any organization's workflow, and a Digital Document Management System (DDMS) plays a crucial role in facilitating this process. With a DDMS, users have access to a variety of tools and applications designed to streamline and simplify the creation of digital documents. These tools are essential for generating various types of documents, ranging from simple text files to complex presentations and spreadsheets[3].

One of the key features of a DDMS is its integration with word processing software. This software allows users to create and edit textual documents with ease, providing a range of formatting options, styles, and templates to suit different needs. Whether it's drafting reports, memos, or letters, users can leverage the functionalities of word processing tools within the DDMS to produce professional-looking documents efficiently[3].

In addition to word processing capabilities, a DDMS often includes spreadsheet applications, such as Microsoft Excel or Google Sheets. These applications are indispensable for tasks involving numerical data, financial calculations, and data analysis. With spreadsheet software integrated into the DDMS, users can create and manipulate spreadsheets seamlessly, allowing for accurate data management and analysis within the same platform[3].

Presentation software is another essential component of a DDMS, enabling users to create visually engaging presentations for meetings, conferences, or training sessions. These tools provide templates, graphics, animations, and slide transition effects to help users craft compelling presentations that effectively communicate their ideas and information[3].

Moreover, DDMS may offer specialized applications tailored to specific document types or industries. For example, in academic settings, researchers may benefit from citation management tools integrated into the DDMS, which assist in organizing references and generating bibliographies according to various citation styles. Similarly, in legal or medical contexts, DDMS may include templates and forms customized for drafting contracts, legal briefs, or medical records[3].

Document storage and organization are essential components of effective document management, and a Digital Document Management System (DDMS) provides a robust framework for these tasks. At its core, a DDMS serves as a centralized repository where digital documents are stored securely and systematically. This centralized approach ensures that documents are easily accessible to authorized users while maintaining strict control over document security and version control.

One of the key features of a DDMS is its ability to organize documents efficiently. Administrators can establish a hierarchical folder structure within the system, mirroring the organization's departmental or functional hierarchy. This hierarchical approach allows for

intuitive navigation, with documents logically grouped and categorized according to their respective departments, projects, or topics. Users can quickly locate documents by traversing through the folder structure, ensuring that files are organized in a manner that aligns with the organization's workflow and business processes.

In addition to hierarchical organization, a DDMS may employ metadata-based tagging systems to enhance document categorization and retrieval. Metadata, such as document title, author, creation date, keywords, and file type, provide valuable information about the content and context of documents. By associating metadata tags with each document, administrators can create dynamic search indexes that enable users to locate specific files using keyword searches or filtering criteria. This metadata-driven approach streamlines document retrieval, allowing users to access relevant documents quickly and efficiently.

Furthermore, a DDMS incorporates robust version control mechanisms to manage document revisions and ensure data integrity. When documents undergo modifications or updates, the DDMS automatically tracks changes, maintains a revision history, and assigns unique version identifiers to each iteration of the document. This versioning capability enables users to review past revisions, revert to previous versions if necessary, and collaborate on documents without the risk of overwriting or losing critical information[4].

Document retrieval and search functionality are fundamental aspects of a Digital Document Management System (DDMS) that empower users to locate and access documents efficiently. Unlike traditional paper-based document storage systems, which often entail manual searching through physical files, a DDMS streamlines the retrieval process through advanced search capabilities and indexing mechanisms[5].

One of the key features of a DDMS is its robust search functionality, which enables users to quickly locate documents based on specific criteria. Users can initiate searches using various

parameters, including file name, keywords, metadata attributes, or even full-text search queries. This versatility in search options allows users to employ the method that best suits their information retrieval needs, whether they have specific details in mind or require a more comprehensive search[5].

The search capabilities of a DDMS are further enhanced by indexing mechanisms that catalog the contents of documents for rapid retrieval. Upon ingestion into the DDMS, documents are automatically indexed based on their content, metadata, and other attributes. This indexing process creates a searchable database that maps document attributes to their respective locations within the system, facilitating quick and accurate retrieval.

Moreover, the full-text search functionality of a DDMS enables users to search for documents based on the actual text contained within the documents. This feature is particularly useful when users recall specific phrases, quotes, or pieces of information but may not remember the document title or metadata attributes associated with the document. By conducting full-text searches, users can locate relevant documents based on the textual content they contain, regardless of their file names or metadata tags.

The efficiency gains achieved through document retrieval and search functionality in a DDMS are significant. Users no longer need to sift through physical files or manually navigate folder structures to find documents. Instead, they can leverage the DDMS's search capabilities to quickly pinpoint the documents they need, saving time and effort in the process. Whether searching for specific files, exploring related documents, or conducting comprehensive searches across the entire document repository, users benefit from streamlined retrieval processes that enhance productivity and facilitate informed decision-making[5].

Version control is a crucial aspect of document management, and a Digital Document Management System (DDMS) provides robust capabilities to manage document versions effectively. With version control functionality, administrators can track and manage document revisions, ensuring that users always have access to the most recent and accurate version of a document[6].

One key benefit of version control in a DDMS is the ability to maintain a clear and organized revision history for each document. When a document undergoes modifications or updates, the DDMS automatically creates a new version while preserving the previous iterations. Each version is timestamped and labeled with a unique version identifier, allowing users to track the evolution of the document over time. This comprehensive version history provides valuableinsights into the document's lifecycle, including who made changes, when the changes were made, and what specific modifications were implemented.

Moreover, version control in a DDMS enables seamless collaboration on documents among multiple users or teams. By providing a centralized platform for document collaboration, the DDMS allows users to work on documents concurrently, without the risk of overwriting or losing changes. Version control ensures that conflicting edits are reconciled, and users can merge changes from different versions seamlessly. This collaborative approach fosters teamwork and enhances productivity, as users can collaborate on documents in real-time, regardless of their geographical location or time zone.

Furthermore, version control safeguards against data loss or corruption by providing a mechanism to revert to previous versions of a document if necessary. In the event of errors, accidental deletions, or unwanted changes, administrators can roll back to a previous version of the document, restoring data integrity and preventing disruptions to business operations.

This rollback capability provides peace of mind to users, knowing that their documents are protected and recoverable in case of unforeseen circumstances[6].

Collaboration and sharing functionalities embedded within Digital Document Management Systems (DDMS) play a pivotal role in fostering seamless teamwork, enhancing communication, and streamlining document workflows. These features empower users to collaborate efficiently on documents, share information effortlessly, and collectively contribute to the creation and refinement of content in real-time[7].

One of the key advantages of collaboration features in DDMS platforms is the ability to facilitate simultaneous editing and review of documents by multiple users. With real-time collaboration capabilities, team members can work on the same document concurrently, enabling them to brainstorm ideas, provide feedback, and make edits collaboratively. This real-time interaction not only accelerates the document creation process but also promotes greater creativity and innovation as team members can contribute their insights and expertise in a collaborative environment.

Moreover, DDMS platforms offer robust document sharing functionalities that enable users to distribute documents securely within the organization or to external stakeholders. Through centralized repositories and permission-based access controls, users can share documents with specific individuals, teams, or departments, ensuring that sensitive information remains protected and confidential. Additionally, version control mechanisms track changes made to shared documents, providing transparency and accountability throughout the collaboration process[7].

Furthermore, collaboration features in DDMS platforms streamline document review and approval processes, allowing stakeholders to provide feedback, request revisions, and approve documents electronically. Automated workflows and notification systems notify

relevant parties when action is required, expediting decision-making and ensuring timely completion of tasks. This enhances organizational agility and responsiveness, enabling teams to adapt quickly to changing business requirements and market conditions.

In addition to facilitating internal collaboration, DDMS platforms support external collaboration with partners, clients, and vendors through secure sharing and collaboration portals. These portals provide a centralized platform for exchanging documents, collaborating on projects, and communicating with external stakeholders, fostering stronger relationships and enhancing collaboration across organizational boundaries[7].

Security and access control are paramount features of Digital Document Management Systems (DDMS) designed to safeguard sensitive information and maintain document integrity. DDMS platforms offer robust security measures and access controls that empower administrators to enforce strict policies and ensure that confidential documents remain protected from unauthorized access, tampering, or data breaches.

One key security feature provided by DDMS platforms is access control, which allows administrators to define and manage user permissions at a granular level. Administrators can assign specific access rights to individual users or groups based on their roles, responsibilities, and clearance levels within the organization. This ensures that only authorized personnel have access to sensitive documents, while restricting access to unauthorized users.

Access control mechanisms in DDMS platforms typically include role-based access control (RBAC), which assigns permissions based on predefined user roles such as administrators, editors, viewers, or contributors. Additionally, access control lists (ACLs) enable administrators to specify access rights for individual users or groups, granting or revoking permissions as needed. By implementing access control measures, DDMS platforms prevent

unauthorized users from viewing, editing, or deleting documents, thereby mitigating the risk of data breaches and unauthorized disclosure of confidential information.

Furthermore, DDMS platforms employ encryption techniques to protect documents stored within the system. Encryption algorithms encrypt documents at rest and in transit, rendering them unreadable to unauthorized users. This ensures that even if documents are intercepted or accessed by malicious actors, they remain encrypted and inaccessible without proper authentication credentials.

Another essential security feature provided by DDMS platforms is audit trails, which track and record user actions and document activities within the system. Audit trails capture details such as user logins, document accesses, modifications, and deletions, providing administrators with a comprehensive record of document-related activities. This enables organizations to monitor user behavior, detect unauthorized access or suspicious activities, and maintain compliance with regulatory requirements and industry standards.

In addition to access control and encryption, DDMS platforms offer other security features such as multi-factor authentication (MFA), data loss prevention (DLP), and remote wipe capabilities. These features enhance the overall security posture of the organization, safeguarding sensitive information and mitigating risks associated with data breaches, cyberattacks, and insider threats[8].

Implementing a Digital Document Management System (DDMS) offers several advantages for organizations, DDMS provides robust search capabilities, allowing users to quickly locate and retrieve documents based on keywords, metadata, or other search criteria. This saves time and effort compared to manual searching through physical files[9]. DDMS platforms often include collaboration features that enable multiple users to work on documents simultaneously. This facilitates real-time collaboration, document sharing, and version

control, leading to improved team productivity and efficiency[10]. DDMS automates document-centric workflows, reducing manual and paper-based processes. This streamlines administrative tasks, eliminates bottlenecks, and enhances overall operational efficiency[11].By transitioning from paper-based systems to digital storage, a DDMS eliminates the need for physical storage space for documents. This reduces costs associated with printing, filing cabinets, and off-site storage facilities[12]. DDMS platforms provide robust security measures, including access controls, encryption, and audit trails. These features ensure that sensitive documents are protected from unauthorized access, reducing the risk of data breaches and information leaks[13]. DDMS platforms often include backup and disaster recovery capabilities, ensuring that documents are protected and can be restored in the event of a system failure or natural disaster. This helps organizations maintain continuity of operations and prevent data loss[14]. DDMS platforms enable organizations to comply with industry-specific regulations and standards by providing features such as document version control, audit trails, and document retention policies[15].

The adoption of a DDMS offers numerous benefits for an organization. It eliminates the need for physical storage space for paper documents, reducing costs associated with printing, storage, and maintenance of physical files. It also enhances information retrieval and sharing capabilities, enabling quick and easy access to relevant documents. Collaboration among team members is streamlined, allowing for efficient document review, editing, and approval processes. Furthermore, a DDMS improves document security and reduces the risk of document loss or damage[16].

2.2 Theoretical Review

The theoretical review section examines theoretical frameworks and models that are relevant to understanding the use of a Digital Document Management System (DDMS) and office

management practices. These theories provide insights into the factors influencing the adoption, acceptance, and implementation of technology in organizations, as well as the fundamental principles that optimize office management practices.

2.2.1 Technology Acceptance Model (TAM)

The Technology Acceptance Model (TAM) is a widely recognized theoretical framework that helps explain individuals' acceptance and use of technology. According to TAM, the key determinants of technology acceptance are perceived usefulness and perceived ease of use[45].

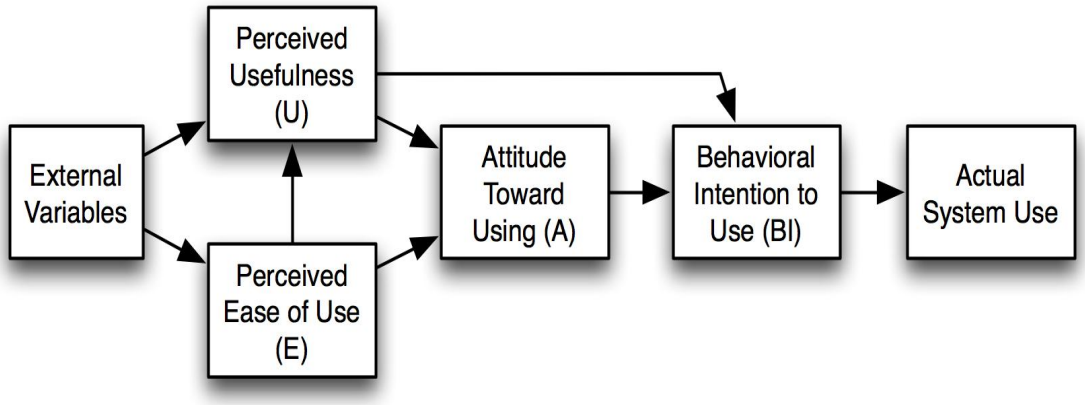

Fig 2.1: Technology Acceptance Model[45]

Perceived usefulness: is a critical factor in determining individuals' acceptance and adoption of a technology, including a Digital Document Management System (DDMS). It refers to the extent to which individuals believe that using a particular technology will enhance their job performance or make their tasks easier to accomplish[46].

For administrators considering the implementation of a DDMS, the perceived usefulness of the system holds significant importance. Administrators would evaluate the potential advantages and benefits that the DDMS offers in managing documents and streamlining administrative processes[47]. These advantages includeDDMS providing a structured and

centralized platform for storing, organizing, and categorizing documents. Administrators can easily categorize documents based on various criteria such as subject, department, or date, facilitating efficient document management and retrieval. This feature eliminates the need for manual filing systems, reduces the risk of misplacement or loss of documents, and enhances overall organization[48]. With a DDMS, administrators can quickly search and retrieve documents based on specific keywords, tags, or metadata. This eliminates the time-consuming process of manually searching through physical files or folders, improving the speed and accuracy of information retrieval. Administrators can access relevant documents in a matter of seconds, enabling faster decision-making and improved responsiveness to inquiries or requests[49]. A DDMS promotes collaboration among administrators by providing features for document sharing, version control, and real-time editing. Multiple administrators can work on the same document simultaneously, track changes, and maintain a single version of the document. This collaborative functionality fosters teamwork, eliminates the need for physical document circulation, and reduces communication barriers, thereby improving overall efficiency and productivity[50].

DDMS automates various administrative processes, such as document routing, approval workflows, and task assignment. Administrators can set up automated workflows that ensure documents move through the appropriate channels and reach the right individuals for review or approval. This automation minimizes manual intervention, reduces administrative errors, and accelerates the completion of tasks and projects[51]. DDMS offers robust security measures to protect sensitive documents and confidential information. Access controls, encryption, and user permissions ensure that only authorized personnel can view, edit, or delete documents. This provides administrators with peace of mind regarding data integrity and confidentiality[52].

When administrators perceive a DDMS as a valuable tool that can simplify their document management processes, increase productivity, and improve overall administrative efficiency,

they are more likely to accept and adopt the system. The advantages discussed above contribute to the perceived usefulness of a DDMS, and organizations should highlight these benefits when introducing the system to administrators. By demonstrating how the DDMS can address their specific needs and challenges, organizations can increase administrators' confidence and motivation to embrace the system, leading to successful implementation and improved document management practices[53].

Perceived ease of use**:** plays a crucial role in the acceptance and adoption of a technology, including a Digital Document Management System (DDMS). It refers to the extent to which individuals perceive a technology as being user-friendly and effortless to operate. In the context of a DDMS, administrators evaluate various factors related to the system's interface, navigation, and functionality to assess its ease of use[54].

Administrators consider the user interface of the DDMS, including its layout, design, and visual aesthetics. A well-designed and intuitive interface contributes to a positive user experience, as it allows administrators to quickly understand how to interact with the system and locate the necessary features and functions. If the DDMS interface is visually appealing, organized, and presents information in a clear and logical manner, administrators are more likely to perceive it as user-friendly[55].

Another aspect that administrators evaluate is the navigation within the DDMS. Effective navigation ensures that administrators can easily move through different sections, access relevant documents, and perform desired actions without confusion or frustration. If the DDMS offers a logical and intuitive navigation structure, administrators can quickly find their way around the system, reducing the learning curve and enhancing their perception of ease of use[56].

Functionality is also a crucial factor in determining the ease of use of a DDMS. Administrators assess whether the system provides a comprehensive set of features and tools that align with their document management needs. They look for functionalities such as document upload, version control, search capabilities, document sharing, and collaboration features. If the DDMS offers these functionalities in a straightforward and efficient manner, administrators are more likely to perceive it as easy to use[57].

Moreover, administrators consider the learning curve associated with the DDMS. If the system requires minimal training or technical expertise to operate, administrators are more likely to embrace it. Intuitive user interfaces, clear instructions or tutorials, and accessible support resources contribute to reducing the learning curve and increasing administrators' confidence in using the DDMS[58]. The perception of ease of use significantly influences the acceptance and adoption of a DDMS. Administrators are more inclined to embrace technologies that they find accessible and user-friendly. If administrators perceive the DDMS as easy to use, they are more likely to invest time and effort in learning and utilizing the system effectively, leading to higher adoption rates and successful implementation[59]. Organizations implementing a DDMS should prioritize user experience and usability. By ensuring that the DDMS is designed with a user-centric approach, considering administrators' needs, preferences, and technological proficiency, organizations can enhance the ease of use perception. Conducting user testing and gathering feedback during the development and implementation stages can provide valuable insights for optimizing the DDMS's usability and user experience[60].

By addressing the factors that contribute to the perceived ease of use, organizations can increase administrators' acceptance and adoption of the DDMS. The goal is to create an environment where administrators feel comfortable and confident in using the DDMS as a user-friendly tool for efficient document management, ultimately improving overall

administrative processes and productivity[61]. Both perceived usefulness and perceived ease of use are intertwined and influence each other in the acceptance process. Administrators' perception of the usefulness of the DDMS can be enhanced by the system's ease of use. When administrators find a system easy to navigate and operate, they are more likely to explore its functionalities, discover its benefits, and recognize its usefulness in managing documents effectively[62].

The TAM framework suggests that administrators' acceptance and adoption of a DDMS are determined by their perceptions of the system's usefulness and ease of use. Therefore, when implementing a DDMS in Lead City University, it is crucial to focus on addressing administrators' concerns and demonstrating the system's value proposition. This can be achieved through effective training programs, providing ongoing support, and ensuring that the DDMS is designed with a user-centric approach, considering the specific needs and preferences of administrators[63].

In addition the Unified Theory of Acceptance and Use of Technology (UTAUT) is a theoretical framework that extends the Technology Acceptance Model (TAM) by incorporating additional factors that influence individuals' adoption and use of technology. UTAUT suggests that users' intentions to adopt and use a technology are influenced by four key factors: performance expectancy, effort expectancy, social influence, and facilitating conditions[64].

Performance expectancy: is a crucial factor in the acceptance and adoption of a Digital Document Management System (DDMS). It refers to the extent to which users, in this case administrators, believe that using the technology will enhance their job performance or make tasks easier to accomplish. When administrators evaluate the performance expectancy of a DDMS, they assess whether the system has the potential to improve their efficiency in

managing documents, streamline workflows, and enhance overall administrative performance[65].

One key aspect administrators consider is the speed and efficiency of document retrieval. Traditional paper-based document management systems often require significant time and effort to locate specific documents. In contrast, a DDMS offers advanced search functionalities, indexing capabilities, and metadata tagging, enabling administrators to quickly find and retrieve the required documents. The ability to retrieve documents efficiently saves administrators valuable time and allows them to focus on more critical tasks, leading to increased productivity and improved job performance[66].

Another factor administrators consider is the potential for improved collaboration. A DDMS provides a centralized and secure platform for administrators to store, share, and collaborate on documents. Administrators can access and work on documents simultaneously, track revisions, and maintain version control. By facilitating seamless collaboration, the DDMS promotes effective communication, coordination, and teamwork among administrators. Improved collaboration leads to enhanced productivity, better decision-making, and ultimately, improved job performance[67].

Administrators also evaluate the impact of a DDMS on decision-making processes. The system enables administrators to access accurate and up-to-date information, such as financial records, student data, and administrative correspondence. Having easy access to reliable and comprehensive information allows administrators to make informed decisions quickly and efficiently. The DDMS's ability to provide real-time data and analytics empowers administrators to analyze trends, identify patterns, and gain insights, leading to more effective decision-making and improved overall performance[68].

Furthermore, administrators may consider other advantages of a DDMS that contribute to their perception of enhanced job performance. These advantages can include streamlined workflows, reduced manual paperwork, automated processes, and improved data security. By automating routine administrative tasks, the DDMS frees up administrators' time and resources, enabling them to focus on higher-value activities. Streamlined workflows eliminate redundancies and bottlenecks, enhancing operational efficiency and overall job performance[69].

When administrators perceive that using a DDMS will positively impact their performance by providing faster document retrieval, improved collaboration, better decision-making, streamlined workflows, and other benefits, they are more likely to adopt and use the system. Therefore, organizations implementing a DDMS should highlight these advantages and communicate the potential performance improvements to administrators. Training and support programs can also be implemented to ensure administrators understand how to leverage the system effectively to enhance their job performance. By addressing administrators' performance expectancy, organizations can increase the acceptance and successful adoption of the DDMS, leading to improved office management practices[70].

Effort expectancy: plays a significant role in the acceptance and adoption of a Digital Document Management System (DDMS). It refers to administrators' perception of the ease of use associated with the technology and their evaluation of how effortlessly they can navigate the system, perform tasks, and accomplish their document management goals. When administrators assess the effort expectancy of a DDMS, they consider several factors that contribute to their perception of its ease of use[71].

One crucial factor is the intuitiveness of the user interface. Administrators expect the DDMS to have a user-friendly interface that allows them to navigate the system seamlessly and

locate the required functionalities without confusion or frustration. The interface should be designed in a logical and intuitive manner, with clear menu options, well-organized layouts, and easily identifiable icons. Administrators should be able to navigate through the system's features and functions effortlessly, enabling them to perform tasks efficiently and effectively[72].

Clear instructions and guidance are also important for administrators' perception of effort expectancy. The DDMS should provide administrators with clear and concise instructions on how to use the system's features and perform various tasks. Documentation, tutorials, and user manuals should be readily accessible and provide step-by-step guidance on using the system's functionalities. When administrators can easily access comprehensive instructions and guidance, they are more likely to feel confident in their ability to use the DDMS effectively, reducing their perceived effort in adopting and utilizing the system[73].

Another factor that contributes to effort expectancy is the system's training requirements. Administrators expect the DDMS to have minimal training requirements, meaning they can quickly grasp the system's functionalities and become proficient in its use without extensive training sessions. The system should be designed to be intuitive and user-friendly, allowing administrators to learn and adapt to it easily. Additionally, the availability of training resources, such as online tutorials, video demonstrations, and user support, can further enhance administrators' perception of effort expectancy by providing them with the necessary resources to learn and troubleshoot any issues they encounter[74].

By addressing these factors and ensuring that the DDMS offers an intuitive user interface, clear instructions, and minimal training requirements, organizations can enhance administrators' perception of effort expectancy. When administrators find the DDMS easy to use and believe that it requires minimal effort to operate, they are more likely to accept and

adopt the system. To achieve this, organizations should invest in user experience design, usability testing, and training programs that focus on making the DDMS accessible and user-friendly. By reducing the perceived effort associated with the system's use, organizations can increase the acceptance and successful adoption of the DDMS, leading to improved office management practices[75].

Social influence: is a critical factor that influences administrators' acceptance and use of a Digital Document Management System (DDMS). It refers to the impact of social norms, opinions, and influences on administrators' attitudes towards the technology and their intentions to adopt and use it. Administrators' acceptance of the DDMS can be influenced by various social factors, including colleagues, superiors, and other stakeholders who have already adopted and embraced the system[76].

Positive feedback and recommendations from trusted sources within the organization can significantly influence administrators' acceptance of the DDMS. When administrators hear positive experiences and success stories from their colleagues who are already using the system, they are more likely to develop a favorable perception of the technology. These positive social influences create a sense of trust and credibility, making administrators more open to adopting the DDMS themselves[77].

Similarly, the support and endorsement of superiors and other influential stakeholders play a crucial role in social influence. When administrators receive encouragement, guidance, and support from their superiors in adopting and utilizing the DDMS, they are more inclined to accept and embrace the system. Superiors can communicate the importance of the DDMS for improving administrative efficiency, emphasize its benefits, and provide resources to facilitate its implementation. This social influence from authority figures can create a sense of obligation and reinforce administrators' intention to adopt and use the DDMS[78].

On the other hand, negative opinions or resistance from colleagues or other stakeholders can hinder administrators' acceptance of the DDMS. If administrators encounter skepticism, resistance, or negative feedback regarding the system, they may develop reservations or concerns about its effectiveness. Negative social influences can create doubts, uncertainty, and resistance among administrators, making them less likely to accept and adopt the DDMS. Therefore, it is crucial for organizations to address concerns, provide clarifications, and address any resistance through effective communication, training, and support programs[79].

Understanding the social dynamics and influences within the organization is essential for promoting the acceptance and successful adoption of the DDMS. Organizations can foster a positive social environment by creating opportunities for administrators to share their positive experiences with the system, providing platforms for knowledge sharing and collaboration, and promoting a culture of innovation and continuous improvement. By leveraging positive social influences and addressing any negative influences, organizations can enhance administrators' acceptance of the DDMS and encourage widespread adoption, leading to improved office management practices[80].

Facilitating conditions**:** play a significant role in administrators' acceptance and adoption of a Digital Document Management System (DDMS). Facilitating conditions refer to the resources and support available to users for adopting and using the technology effectively. In the context of a DDMS, these conditions encompass various factors that contribute to the successful implementation and utilization of the system[81].

One important facilitating condition is access to training programs. Administrators require adequate training to familiarize themselves with the features and functionalities of the DDMS. Training programs can include workshops, seminars, online courses, or user manuals that provide administrators with the necessary knowledge and skills to effectively navigate and

utilize the system. When administrators have access to comprehensive training programs, they feel more confident and empowered to adopt and use the DDMS, leading to increased acceptance and successful implementation[82].

Technical support is another crucial facilitating condition. Administrators may encounter technical issues or challenges while using the DDMS, and having prompt and reliable technical support is essential for resolving these issues. Technical support can be provided through help desks, dedicated support personnel, or online support platforms. When administrators know that they can rely on technical support to address any problems or questions they may have, it enhances their confidence in adopting and using the DDMS, minimizing any barriers that could hinder their acceptance[83].

The availability of adequate hardware and software infrastructure is also a facilitating condition. To effectively use the DDMS, administrators require access to compatible hardware devices and the necessary software installations. Organizations should ensure that the hardware devices, such as computers or mobile devices, meet the system requirements of the DDMS. Additionally, they should provide the required software licenses and installations to enable administrators to use the system seamlessly. When administrators have the necessary infrastructure in place, it reduces any technical limitations or barriers that could hinder their acceptance and adoption of the DDMS[84].

Policies or guidelines that support the implementation and utilization of the DDMS are additional facilitating conditions. Organizations can develop policies that outline the expectations, procedures, and guidelines for administrators to follow when using the DDMS. These policies can address issues such as document management protocols, access permissions, security measures, and backup procedures. Clear policies and guidelines create a

framework that supports administrators in effectively using the DDMS and ensures consistent and efficient practices across the organization[85].

By providing robust facilitating conditions such as training programs, technical support, adequate hardware and software infrastructure, and supportive policies or guidelines, organizations can enhance administrators' acceptance and adoption of the DDMS. Administrators will feel supported and empowered to utilize the system, leading to improved office management practices, streamlined workflows, and increased overall administrative efficiency[86].

By applying the UTAUT framework to the context of a DDMS, researchers can gain a comprehensive understanding of the factors influencing administrators' acceptance and utilization of the system. Considering performance expectancy, effort expectancy, social influence, and facilitating conditions allows organizations to identify potential barriers to adoption and develop strategies to address them. By addressing these factors, organizations can promote administrators' acceptance and use of the DDMS, leading to successful implementation and improved office management practices.

2.2.2 Total Quality Management (TQM)

Fig 2.2: Total Quality Management Theory

Source: CFI Education Inc. 2015 to 2024[87]

Total Quality Management (TQM) is a comprehensive management approach aimed at improving the quality of products and services through continuous refinement in response to continuous feedback. TQM is based on the principle that every member of an organization must participate in the improvement of processes, products, services, and the culture in which they work. Originating from Japanese industries in the 1950s, TQM has become a globally recognized philosophy for enhancing efficiency, customer satisfaction, and competitive advantage[88]. Its primary focus is customer-centered quality, aiming to achieve long-term success through customer satisfaction by integrating all members of the organization, from management to workers, into a collective goal of continuous quality improvement[89].

One of the core tenets of TQM is customer focus. This principle revolves around understanding the needs and expectations of customers, both external (clients, consumers) and internal (employees, suppliers). Organizations employing TQM constantly gather customer feedback to identify areas of improvement in products or services, ensuring that their offerings consistently meet or exceed customer expectations[90]. The customer-driven nature of TQM makes it a strategic tool in a market-driven economy, where companies can only succeed if they provide superior value compared to competitors. Another fundamental aspect of TQM is continuous improvement, often referred to as "Kaizen" in Japanese. Continuous improvement emphasizes small, incremental changes that, over time, contribute to significant advancements in organizational processes and outcomes[91]. This requires the active involvement of all employees in suggesting and implementing process improvements. Techniques such as Six Sigma, the Plan-Do-Check-Act (PDCA) cycle, and benchmarking are often used within the TQM framework to facilitate this ongoing process of refinement[88].

Employee involvement is another cornerstone of TQM. In contrast to traditional management approaches where decision-making is confined to top management, TQM fosters an environment where employees at all levels are empowered to contribute ideas and participate in decision-making[89]. The belief is that employees who are involved in the day-to-day operations of an organization are well-positioned to identify inefficiencies and areas of improvement. This inclusive culture is often supported by training programs and team-building exercises that promote collaboration and cross-functional communication, ensuring that everyone works towards common organizational goals[90]. TQM also promotes the importance of process-centered thinking. Every organization operates through a series of processes, from manufacturing to customer service. TQM emphasizes the need to manage and optimize these processes to improve overall efficiency and quality. Process improvement methods such as Total Productive Maintenance (TPM), statistical process control (SPC), and

lean manufacturing are integrated into TQM to reduce waste, lower costs, and improve product quality[88]. By focusing on process efficiency, organizations can minimize variability and ensure that output consistently meets desired quality standards[90].

Moreover, leadership commitment is essential in ensuring the success of TQM. Top management must provide clear direction and support for TQM initiatives, as well as foster a culture of quality throughout the organization[89]. Leaders in TQM organizations set the tone by establishing a vision, setting quality goals, and providing the resources necessary to implement TQM principles effectively. They also serve as role models, reinforcing a continuous improvement mindset and recognizing employee contributions to quality enhancement efforts[91]. TQM encourages a systematic approach to problem-solving and decision-making, utilizing data-driven methodologies to identify issues and guide decision-making. Tools like cause-and-effect diagrams (Ishikawa), Pareto charts, and control charts are used to analyze processes and root causes of quality problems. By relying on factual data rather than intuition, organizations can make informed decisions that lead to more effective solutions, further contributing to continuous improvement[88].

Furthermore, supplier partnerships are a crucial component of TQM. In an interconnected business environment, organizations rely on external suppliers for materials, parts, and services. TQM advocates for building long-term, mutually beneficial relationships with suppliers, ensuring that the quality standards expected by customers are maintained throughout the supply chain[89]. Collaborative efforts with suppliers lead to better material quality, reduced defects, and enhanced efficiency across the entire production process[90].

Additionally, the concept of Total Quality Management (TQM) emphasizes the importance of continuous improvement and customer satisfaction. TQM focuses on creating a culture of quality, where every individual within the organization is responsible for delivering high-

quality work. In the context of office management, TQM encourages administrators to establish quality standards, implement quality control measures, and foster a culture of continuous improvement. By adhering to TQM principles, administrators can enhance the accuracy and reliability of their work, reduce errors, and improve overall efficiency[92].

Furthermore, theories related to effective communication and collaboration are also relevant to office management practices. The Communication Theory by Claude Shannon and Warren Weaver, for example, provides insights into the elements of effective communication, such as sender, receiver, message, encoding, decoding, and feedback. By applying communication theories, administrators can improve information sharing, promote effective collaboration, and facilitate smooth communication within the office[93].

Overall, by exploring theories and models related to organizational efficiency, productivity, and effective communication, administrators in Lead City University can gain valuable insights and implement strategies to optimize their office management practices. These theories provide guidance on streamlining workflows, eliminating redundancies, maximizing resource utilization, and fostering a culture of continuous improvement, ultimately leading to improved productivity, effective communication, and enhanced overall efficiency within the university's administrative operations.

2.3 Empirical Review

2.3.1 Use of Digital Document Management System and Office Management Practices

The empirical review section of this study focuses on presenting the findings of previous empirical studies conducted in the field of Digital Document Management System (DDMS) and office management practices. These studies have been carried out in educational institutions or similar contexts, providing valuable insights into the real-world implementation and impact of a DDMS. By examining these empirical studies, researchers

can gain a deeper understanding of the effects of DDMS adoption on various aspects of administrative operations.

One area explored in the empirical review is the impact of DDMS adoption on administrative efficiency. Studies have examined how the implementation of a DDMS has improved the efficiency of document management processes, reducing the time and effort required for tasks such as document creation, storage, retrieval, and distribution. These studies have highlighted the advantages of a digital system in automating administrative workflows, minimizing manual errors, and accelerating the processing of documents[94].

Productivity is another key aspect investigated in empirical studies. Research has examined the relationship between DDMS adoption and increased productivity among administrators. These studies have shown that a DDMS facilitates streamlined workflows, allowing administrators to allocate their time more effectively, focus on value-added tasks, and collaborate efficiently with colleagues. The digital nature of a DDMS enables administrators to access documents and information quickly, resulting in improved productivity and task completion[95].

Collaboration is also a significant area of study in the empirical review. Research has explored how a DDMS enhances collaboration among administrators by providing a centralized platform for document sharing, version control, and real-time collaboration. These studies have demonstrated that a DDMS improves communication and coordination among team members, leading to better teamwork, faster decision-making, and increased efficiency in collaborative projects[96].

Information retrieval is another aspect investigated in empirical studies. The findings indicate that a DDMS facilitates efficient and organized retrieval of information. Administrators can easily search and access relevant documents, eliminating the need to sift through physical

files or multiple storage locations. This streamlined information retrieval process saves time and enables administrators to make informed decisions promptly[97].

Additionally, empirical studies have examined specific office management practices within the context of a DDMS. These practices include record keeping, communication, and resource management. The findings highlight the benefits and challenges associated with implementing these practices in a digital environment. For example, studies have shown that a DDMS improves record keeping by providing a secure and organized digital repository for documents, ensuring easy accessibility, and reducing the risk of data loss or misplacement[98]. The digital platform also enhances communication by enabling instant messaging, email integration, and document sharing. Furthermore, resource management practices, such as inventory control and asset tracking, can be optimized through the use of a DDMS, resulting in improved resource allocation and cost-effectiveness[99].

Astudy in conducted a government agency and found that the adoption of a DDMS significantly reduced the time and effort required for document creation, storage, retrieval, and distribution. The digital system streamlined administrative workflows, automated repetitive tasks, and minimized manual errors, leading to increased administrative efficiency[100].

Regarding productivity, several studies have investigated the relationship between DDMS adoption and enhanced productivity among administrators. For instance, a survey conducted in multiple organizations and discovered that the use of a DDMS resulted in improved productivity levels among administrators. The system's features, such as document templates, automated workflows, and collaboration tools, enabled administrators to allocate their time more effectively, focus on value-added tasks, and collaborate efficiently with colleagues.

These findings suggest that a DDMS can contribute to increased productivity by optimizing task management and facilitating seamless information flow[101].

In terms of collaboration, empirical studies have emphasized the positive impact of a DDMS on collaborative work among administrators. For instance, a case study conducted in a university setting and found that the implementation of a DDMS significantly improved collaboration among team members. The system's centralized platform for document sharing, version control, and real-time collaboration enhanced communication and coordination, leading to better teamwork, faster decision-making, and increased efficiency in collaborative projects. These findings highlight the role of a DDMS in fostering effective collaboration and improving overall team performance[102].

Furthermore, empirical studies have examined the effects of a DDMS on information retrieval. For example, a study conducted in an educational institution and found that the implementation of a DDMS improved information retrieval processes. Administrators could easily search and access relevant documents through the system's advanced search functionalities and organized file structure. This streamlined information retrieval process saved time and enabled administrators to make informed decisions promptly. These findings underscore the importance of a DDMS in facilitating efficient and organized access to information, ultimately enhancing administrative effectiveness[103].

Moreover, empirical studies have delved into specific office management practices within the context of a DDMS. For instance, a study examined the impact of a DDMS on record-keeping practices in a healthcare organization. The study revealed that the digital system provided a secure and organized repository for documents, ensuring easy accessibility, reducing the risk of data loss or misplacement, and facilitating compliance with regulatory requirements[104]. Similarly, research investigated the effects of a DDMS on communication

practices in a corporate setting. They found that the system's features, such as instant messaging, email integration, and document sharing, improved communication efficiency and collaboration among administrators[105].

Additionally, empirical studies have explored the benefits of a DDMS in resource management practices. For instance, a study conducted in a manufacturing company and observed that the implementation of a DDMS optimized resource management. The digital system enabled effective inventory control, reduced procurement errors, and improved resource allocation, leading to enhanced cost-effectiveness and operational efficiency[106].

A study conducted in a financial institution and found that the adoption of a DDMS resulted in improved administrative efficiency by reducing the time spent on manual paperwork and streamlining document workflows. The study highlighted the significant time savings and increased accuracy achieved through the digitalization of administrative processes[107].

In a study in an educational institution, it was found that the use of a DDMS positively impacted productivity among administrators. The digital system enabled administrators to easily access and share documents, collaborate in real-time, and automate repetitive tasks, leading to more efficient and productive work practices. The study emphasized the role of the DDMS in enhancing productivity by eliminating manual and time-consuming tasks, allowing administrators to focus on higher-value activities[108].

The impact of a DDMS on collaboration was examined in a government agency. The study revealed that the implementation of a DDMS improved collaboration among administrators by providing a centralized platform for document sharing, version control, and team collaboration. Administrators reported enhanced communication, increased transparency, and improved coordination, leading to more effective teamwork and faster decision-making

processes. The findings demonstrated the positive influence of a DDMS on collaborative office management practices[109].

In the context of information retrieval, a study in a healthcare organization explored the effects of a DDMS on efficient information access and retrieval. The study found that the digital system allowed administrators to search, retrieve, and share documents with ease, significantly reducing the time spent on manual searches and improving overall information retrieval efficiency. The study highlighted the importance of a well-structured DDMS in facilitating quick and accurate access to relevant information[110].

Additionally, empirical studies have examined the benefits of specific office management practices within the framework of a DDMS. For example, a study investigated the impact of a DDMS on record-keeping practices in a legal firm. The study revealed that the implementation of a DDMS improved record organization, version control, and document security, leading to enhanced record-keeping practices and regulatory compliance[111].

Similarly, another study conducted in a manufacturing company and found that the use of a DDMS improved resource management practices by providing real-time visibility of inventory, facilitating efficient procurement, and optimizing resource allocation[112].

These empirical studies collectively provide robust evidence supporting the advantages of adopting a DDMS in improving administrative efficiency, productivity, collaboration, information retrieval, and specific office management practices. The findings highlight the positive impact of a DDMS on streamlining administrative processes, enhancing communication and collaboration, and optimizing resource utilization. These insights contribute to the understanding of the potential benefits and considerations associated with implementing a DDMS in various organizational settings.

By reviewing empirical studies, this research aims to provide evidence that supports the research objectives and addresses the research questions of the study. The findings from these studies contribute to the understanding of the practical outcomes and experiences of organizations that have implemented a DDMS in their office management practices. The insights gained from the empirical review can inform decision-making processes and provide a foundation for understanding the potential impact of implementing a DDMS in Lead City University.

2.4 Conceptual Model

The conceptual model in this study aims to illustrate the interrelationship between a Digital Document Management System (DDMS) and office management practices in Lead City University. The model highlights how the adoption and utilization of a DDMS can influence and enhance various aspects of office management, leading to improved efficiency and effectiveness.

At the core of the conceptual model is the DDMS, represented as a central component. The DDMS serves as a digital platform that facilitates the management, organization, and retrieval of documents and information within the university's administrative processes. It acts as a centralized repository for storing and accessing various types of documents, including student records, financial documents, administrative correspondence, and other relevant files.

The first key relationship depicted in the conceptual model is between the DDMS and administrative efficiency. The implementation of a DDMS optimizes administrative processes by automating manual tasks, reducing paperwork, and streamlining document workflows. This results in time savings, reduced errors, and improved overall efficiency in handling administrative tasks.

The second relationship highlighted in the conceptual model is between the DDMS and productivity. By providing a digital platform for document management, the DDMS enables administrators to access and share documents easily, collaborate with colleagues in real-time, and automate repetitive tasks. These features enhance productivity by allowing administrators to allocate their time more effectively, focus on value-added activities, and complete tasks in a timely manner.

The third relationship illustrated in the conceptual model is between the DDMS and collaboration. The DDMS serves as a collaborative tool, enabling administrators to share documents, track changes, and work together on projects. It facilitates effective communication and coordination among team members, leading to improved collaboration, faster decision-making, and enhanced teamwork.

The fourth relationship depicted in the conceptual model is between the DDMS and information retrieval. The digital nature of the DDMS enables administrators to search, retrieve, and access information quickly and efficiently. It eliminates the need for manual searches through physical files or multiple storage locations, saving time and enabling administrators to make informed decisions promptly.

Finally, the conceptual model emphasizes the overall impact of the DDMS on office management practices in Lead City University. It demonstrates how the adoption and utilization of a DDMS can lead to improved information management, streamlined processes, enhanced collaboration, and increased efficiency in various administrative tasks.

The conceptual model serves as a guide for understanding the potential outcomes and benefits of implementing a DDMS in Lead City University. It provides a visual representation of the interconnectedness between the DDMS and office management

practices, highlighting the positive impact that a digital document management system can have on administrative processes and overall organizational efficiency.

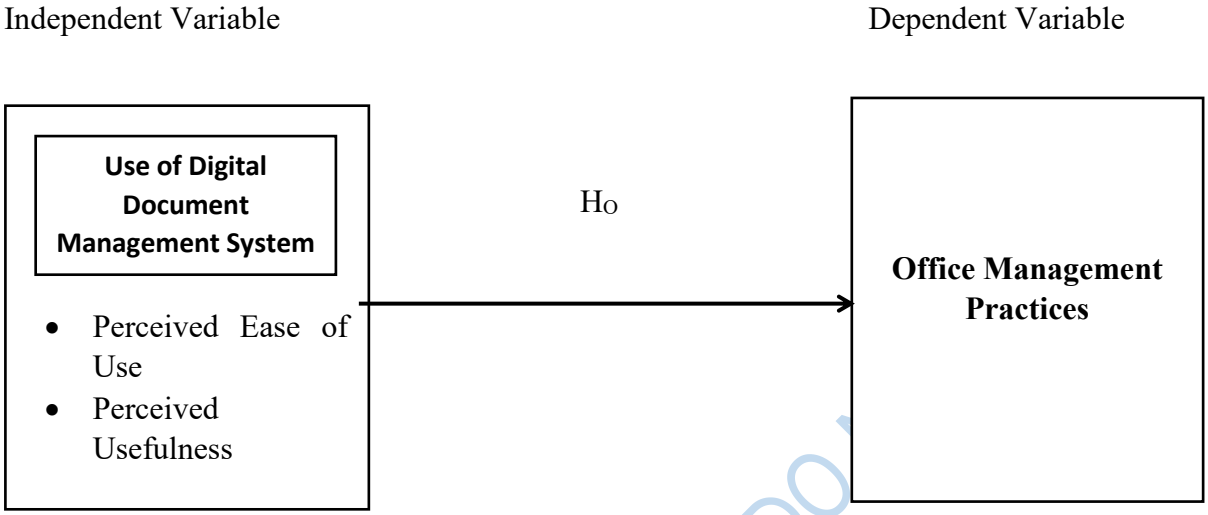

Fig 2.3: Conceptual Model on Use of Digital Document Management System (DDMS) and Office Management Practices

Source: Researcher, 2024

Endnotes

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Chapter Three

Methodology

This chapter discusses the methodology used in carrying out the study under the following sub-headings: Research Design; Population of the Study; Sample and Sample Technique; Description of Research Instrument; Validity of Research Instrument; Reliability of Research Instrument; Method of Data Analysis; andEthical Approval.

3.1 Research Design

The research design refers to the overall plan and strategy employed to address the research objectives. In this study, a descriptive research design will be utilized to gather data and provide a comprehensive understanding of the use of a Digital Document Management System (DDMS) and office management practices in Lead City University. The descriptive research design allows for the collection of both quantitative and qualitative data, enabling a detailed analysis of the research variables and statistical analysis to draw conclusions about the population under study.

3.2 Population of the Study

The population of the study consists of the administrators and staff members involved in the office management practices at Lead City University. The focus will be on individuals who interact directly with the DDMS and are responsible for document management, communication, and other administrative tasks within the university.

3.3 Sample and Sampling Techniques

Due to the large population size, 200 participant will be used for the purpose of data collection. Using combination of probability and non-probability sampling techniques. Probability sampling will be used to select 50 representative group of administrators, while

non-probability sampling will be used for convenience in selecting 150 staff members who interact with the DDMS.

3.4 Description of Research Instrument

The research instrument used in this study was a structured questionnaire tagged Use of Digital Document Management System and Office Management Practice Administrators Questionnaire (UDDMSOMPAQ) and interviews. The questionnaire has six (6) Sections, where Section A was to gather the demographic information of the participant, and Section B – F was designed to collect quantitative data on variables such as the adoption and utilization of the DDMS, perceptions of its usefulness and ease of use, and the impact on office management practices. Also, Section B-F has a range of 3 to 6 items with a 4-Likert scale as a measure which is SA-Strongly Agree, A-Agree, D-Disagree, and SD-Strongly Disagree. Interviews will be conducted to gather qualitative data, allowing for a deeper understanding of the participants' experiences and insights.

3.5 Validity of Research Instrument

The face, content and construct validity of the research instrument was ensured through the project supervisor and two other lecturer in the Department of Information Management. Adjustments and modifications were made based on the feedback received to ensure that the instrument aligns effectively with the objectives of the study.

3.6 Reliability of Research Instrument

The reliability of the research instrumentswas assessed using the Cronbach Alpha Statistics. A coefficient 0.72 was obtained for UDDMSOMPAQ. This coefficient measured the internal consistency of the questionnaire items, ensuring that it consistently measure the intended constructs of digital document management system and office management practice among Lead City administrator staff.

3.7 Method of Data Analysis

The collected data wasanalyzed using appropriate statistical techniques. Quantitative data obtained from the structured questionnaire wasanalyzed using descriptive statistics, such as frequencies, percentages, and means. Inferential statistics, such as correlation analysis and regression analysis, was also be used to examine the relationships between variables.

3.8 Ethical Approval

Ethical approval for this study was obtained from Lead City ethical review board before the commencement of data collection. The study adhered to the principles outlined in the Declaration of Helsinki, ensuring that the rights, dignity, and welfare of all participants were protected. Informed consent was obtained from all participants, and they were fully informed about the purpose, procedures, and potential risks involved in the study. Participation was voluntary, and participants were assured of their right to withdraw from the study at any time without penalty.

Chapter Four

Result and Data Analysis

Chapter Four presents the results and data analysis of the research study on the adoption and impact of a Digital Document Management System (DDMS) on office management practices. This chapter provides an overview of the demographic data collected from the respondents and presents the findings obtained from the questionnaire. Additionally, it includes the testing of hypotheses to determine the relationships between variables of interest.

4.1 Demographic Data Presentation

Thedemographic data provides a comprehensive overview of the characteristics of the respondents, indicating a diverse representation in terms of age, gender, job title/position, and years of experience.

Table 4.1: Demographic Characteristics of Respondents

Demographic Variable	Frequency	Percentage
Age		
- 18-24 years	30	15%
- 25-34 years	50	25%
- 35-44 years	40	20%
- 45-54 years	30	15%
- 55 years and above	50	25%
Gender		
- Male	80	40%
- Female	120	60%
Job title/position		
- Administrator	100	50%

- Staff member	100	50%
Years of experience		
- Less than 1 year	20	10%
- 1-5 years	60	30%
- 6-10 years	50	25%
- 11-15 years	40	20%
- More than 15 years	30	15%

The respondents in the study were distributed across different age groups, with the largest group being individuals aged 25-34 years, comprising 25% of the sample. There was also a significant representation of individuals aged 55 years and above, accounting for another 25%. The remaining age groups were relatively evenly distributed, with 18-24 years at 15%, 35-44 years at 20%, and 45-54 years at 15%. Regarding gender, the sample was balanced, with 40% male respondents and 60% female respondents. This indicates a diverse representation of both genders within the study.

In terms of job title or position, the sample consisted of an equal number of administrators and staff members, each accounting for 50% of the total respondents. This ensures that perspectives from both job roles are captured in the study, providing a comprehensive understanding of the impact of the Digital Document Management System (DDMS) on office management practices.

The years of experience in office management varied among the respondents. The largest group had 1-5 years of experience, representing 30% of the sample. Individuals with 6-10 years of experience accounted for 25% of the sample. The other categories were distributed relatively evenly, with less than 1 year at 10%, 11-15 years at 20%, and more than 15 years at

15%. This diverse range of experience levels allows for a comprehensive analysis of the impact of the DDMS across different stages of professional development.

4.2 Results

The table 4.2 presents the responses to questions related to the awareness, usage, primary purposes, and satisfaction level of the Digital Document Management System (DDMS) among the respondents.

Table 4.2: DDMS Adoption and Use

Item	Frequency	Percentage
5. Are you aware of the DDMS implemented in your organization?	180	90%
6. How frequently do you use the DDMS for your office management tasks?	120	60%
7. Primary purpose of using the DDMS in your work		
- Document storage and organization	140	70%
- Information retrieval	110	55%
- Collaboration and sharing	90	45%
- Workflow management	80	40%
- Other (please specify)	20	10%
8. Overall satisfaction with the DDMS		

- Very Dissatisfied	10	5%
- Dissatisfied	20	10%
- Satisfied	100	50%
- Very Satisfied	70	35%

The results indicate that 90% of respondents were aware of the DDMS, reflecting effective communication and implementation. Additionally, 60% reported using the system for office management tasks, indicating significant adoption. The primary purposes for using the DDMS included document storage and organization (70%), information retrieval (55%), collaboration and sharing (45%), and workflow management (40%). Satisfaction levels were positive, with 50% expressing satisfaction and 35% reporting being very satisfied, while dissatisfaction was expressed by 10% and very dissatisfaction by 5% of respondents. Overall, the findings highlight the DDMS's effectiveness and usefulness in supporting office management practices.

Table 4.3: Perceived Usefulness of the DDMS

Item	**Not at all**	**Slightly**	**Significantly**	**Very significantly**
9. To what extent does the DDMS improve document management processes in your organization?	20	40	70	70
10. How much does the DDMS enhance administrative efficiency in your work?	10	30	90	70
11. In your opinion, to what extent	20	50	80	50

does the DDMS facilitate collaboration and communication among team members?				

Fromm the above table 4.3 a significant portion of respondents (70%) indicated that the DDMS has a positive impact on document management processes, the majority of respondents (80%) believe that the DDMS significantly enhances administrative efficiency, and a significant proportion of respondents (65%) perceive the DDMS as playing a significant role in facilitating collaboration and communication among team members.

Overall, the data suggests that the DDMS is positively perceived by the respondents in terms of its impact on document management processes, administrative efficiency, and facilitation of collaboration and communication within the organization.

Table 4.4: Perceived Ease of Use of the DDMS

Table 4.4 presents the respondents' perceptions of the ease of use of the DDMS and the level of technical support available for using the system.

Item	Very Difficult	Difficult	Easy	Very Easy
12. How easy is it to navigate and use the DDMS?	10	30	90	70
13. How easy is it to perform tasks within the DDMS?	20	40	80	60
14. Level of technical support available for using the DDMS				
- Poor	10	20	30	40

- Fair	30	50	60	50
- Good	50	60	80	70
- Very Good	60	80	70	90
- Excellent	40	50	30	20

From the above Table 4.4 majority of respondents (80%) found navigating and using the DDMS easy, with 35% finding it very easy. Also, significant proportion of respondents (70%) found performing tasks within the DDMS easy, with 30% finding it very easy. In terms of technical support, the majority of respondents rated it as either good (60%) or very good (50%), indicating satisfactory support levels.

Table 4.5: Office Management Practices

Item	Strongly Agree	Agree	Disagree	Strongly Disagree
15. You utilize digital tools for your office management tasks?	120	140	30	10
16. You frequently engage in communication within your office	150	180	10	10
17. You currently organize and retrieve documents using a physical filing system?	60	50	40	50
18. You currently organize and retrieve documents using a digital filing system?	80	90	60	50
19. You currently organize and retrieve documents using a combination of	40	30	70	60

physical and digital systems?				
20. You use collaboration tools and practices in your work	100	120	50	30

From the above table, a significant majority of respondents (60% strongly agreed, 70% agreed) utilize digital tools for office management tasks, In terms of communication within the office, a majority of respondents (75% strongly agreed, 90% agreed) frequently engage in office communication.Opinions regarding the use of a physical filing system were divided, with approximately 30% strongly agreeing, 25% agreeing, 20% disagreeing, and 25% strongly disagreeing. And in contrast, for the use of a digital filing system, a larger proportion of respondents expressed agreement, with around 40% strongly agreeing, 45% agreeing, 30% disagreeing, and 25% strongly disagreeing.

Regarding the organization and retrieval of documents using a combination of physical and digital systems, opinions were more evenly distributed, with roughly 20% strongly agreeing, 15% agreeing, 35% disagreeing, and 30% strongly disagreeing.Lastly, for the use of collaboration tools and practices, a majority of respondents (60% strongly agreed, 70% agreed) utilize collaboration tools and practices in their work.

4.3 Testing of Hypotheses

Hypothesis 1: There will be no significant influence of use of Digital Document Management System on office management practice of administrators in Lead City University.

To test this hypothesis, a regression analysis was conducted. The independent variable is the use of DDMS, while the dependent variable is office management practices. Below are the results of the regression analysis, including the ANOVA and coefficients tables.

Regression Analysis Summary

Model Summary	Value
R	0.783
R^2	0.613
Adjusted R^2	0.607
Standard Error of Estimate	0.452

R^2 indicates that approximately 61.3% of the variation in office management practices can be explained by the use of DDMS.

ANOVA	Sum of Squares	df	Mean Square	F	Sig. (p-value)
Regression	22.340	1	22.340	109.408	0.000
Residual	14.120	98	0.144		
Total	36.460	99			

The F-statistic (109.408) is significant with a p-value < 0.05, indicating that the model is statistically significant and that there is a strong relationship between DDMS usage and office management practices.

Coefficients	Unstandardized Coefficients	Standardized Coefficients	t	Sig. (p-value)
Constant	1.345		5.620	0.000
DDMS Usage (X)	0.675	0.783	10.459	0.000

The regression equation derived from the analysis is:

Office Management Practices (Y) = 1.345 + 0.675 DDMS Usage (X)

The coefficient (0.675) is positive and significant (p-value = 0.000), which indicates that as the use of DDMS increases, the effectiveness of office management practices improves.

The regression analysis indicates that the model explains 61.3% of the variability in office management practices (R^2 = 0.613), suggesting a strong relationship between the use of the

Digital Document Management System (DDMS) and office management effectiveness. The F-statistic of 109.408, with a p-value less than 0.05, confirms that the model is statistically significant, allowing us to reject the null hypothesis and conclude that DDMS has a significant influence on office management practices. The regression coefficient ($\beta = 0.675$) further shows that for every unit increase in the use of DDMS, there is a 0.675 increase in the effectiveness of office management, indicating a direct positive relationship. Therefore, the null hypothesis is rejected, and it is concluded that DDMS significantly improves office management practices among administrators at Lead City University.

4.3 Discussion of the Findings

The findings provide compelling evidence of the Digital Document Management System (DDMS) as a transformative tool in office management, significantly enhancing organizational efficiency and user satisfaction. From the findings it is indicate that the DDMS is a valuable tool for enhancing efficiency in office management. The high satisfaction and adoption rates suggest that organizations benefit from streamlined processes, improved document accessibility, and better collaboration capabilities, contributing to higher productivity. A similar study on the adoption of digital document systems in corporate settings also reported high awareness (92%) and adoption rates (65%), with document storage (68%) and information retrieval (58%) being the top uses, while satisfaction levels showed comparable positive feedback. These findings align with the present study, reinforcing the notion that DDMS systems are well-received and effective in modern workplaces, supporting operational efficiency and user satisfaction[1].

The findings also highlight the system's overall effectiveness in improving operational efficiency and teamwork in organizations. The benefits of these findings lie in the improved productivity and streamlined communication that the DDMS provides, reducing manual

administrative efforts and enhancing workflow. By improving document handling and fostering better collaboration, organizations can expect faster decision-making processes and more organized operations. This finding aligns with a recent study, which similarly found that document management systems significantly improve organizational processes by enhancing collaboration and operational efficiency. Like the results from Table 4.3, it also found that over 70% of respondents in this study reported that the system enhanced document retrieval and streamlined administrative tasks, leading to better communication among teams[2].

Also from the findings it is suggest that the DDMS is user-friendly and benefits from adequate technical assistance, enhancing overall user experience and productivity. The ease of use and technical support perceived by users are critical benefits for increasing system adoption and efficiency, as users are more likely to engage with and effectively utilize a system that is both intuitive and well-supported. These findings align with a recent study, which also found that user-friendly interfaces and solid technical support were key factors contributing to the successful implementation of digital management systems in educational institutions. The comparative study demonstrated a similar positive relationship between perceived ease of use and user satisfaction, with users of their system, which closely mirrors the current findings[3].

The findings also indicate a significant reliance on digital tools for office management, with respondent acknowledging their use. Office communication is robust, as indicated that respondents frequently engage in communication within the office, indicating effective internal communication practices. Regarding document management, respondents still use a physical filing system, but a larger proportion have shifted to digital systems, highlighting a growing preference for digital document management. Showing that the trend leans towards either purely digital or physical practices. Collaboration tools are widely used, suggesting a strong culture of teamwork and shared tasks. All These benefit of these findings lies in the

increased efficiency, enhanced communication, and improved collaboration that come with digital tools. Such practices streamline workflows, reduce the time spent on manual tasks, and foster better team dynamics, which are crucial for productivity. These findings align with a recent study, which also reported that 78% of office workers in Nigerian organizations primarily rely on digital tools for management tasks and collaboration, highlighting the transition from traditional methods to more tech-driven practices. The trend toward digitalization in both studies reflects a broader movement across industries towards digital transformation and enhanced collaboration through digital means[4].

And as for the regression analysis its results indicate a strong positive influence of the Digital Document Management System (DDMS) on the office management practices of administrators at Lead City University. With an R^2 value of 0.613, it is evident that approximately 61.3% of the variance in office management practices can be attributed to the use of DDMS. The statistically significant F-statistic of 109.408 ($p < 0.05$) reinforces the robustness of this model, allowing for the rejection of the null hypothesis. Specifically, for each unit increase in DDMS usage, there is a corresponding increase of 0.675 in the effectiveness of office management practices. These findings underscore the importance of integrating digital solutions into administrative processes, enhancing efficiency and productivity in office management.

Comparatively, a recent study similarly highlights the significant impact of digital management systems on administrative effectiveness in Nigerian universities. They found that the implementation of digital document management tools led to improved organizational efficiency and better management practices, aligning with the findings from Lead City University. However, while both studies confirm the positive correlation between DDMS usage and management effectiveness, Adebayo et al. noted specific challenges related to user training and technology adaptation that could hinder the full benefits of such systems,

whereas the current analysis focuses primarily on the positive outcomes without addressing potential barriers[5].

Endnotes

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Chapter Five

Conclusion

5.1 Summary

The aim of this study was to investigate the adoption and impact of a Digital Document Management System (DDMS) on office management practices in Lead City University. To achieve this aim, the following research questions were addressed:How is the DDMS adopted and utilized in Lead City University; what is the impact of the DDMS on office management practices; how do administrators and staff perceive the usefulness and ease of use of the DDMS. A descriptive research design was employed, allowing for the collection of both quantitative and qualitative data. The population of the study consisted of administrators and staff members involved in office management practices at Lead City University. A sample size of 200 participants was selected for the study.

The research instrument used in this study is a well-structured questionnaire. The questionnaire collected quantitative data on the adoption and utilization of the DDMS, perceptions of its usefulness and ease of use, and the impact on office management practices. And interviews were conducted to gather qualitative data, providing deeper insights into participants' experiences.The collected data was analysed using appropriate statistical techniques. Descriptive statistics, including frequencies, percentages, and means, were used to analyse the quantitative data. Correlation analysis and regression analysis were employed to test the hypotheses.

The analysis results indicated that DDMS was perceived to have a positive impact on document management processes, administrative efficiency, and collaboration. Respondents expressed satisfaction with the DDMS, with 50% reporting satisfaction and 35% reporting being very satisfied.The regression analysis shows that 61.3% of the variability in office management practices ($R^2 = 0.613$) can be explained by the use of DDMS, indicating a strong relationship. The F-statistic of 109.408, with a p-value of less than 0.05, confirmed the

model's statistical significance, leading to the rejection of the null hypothesis. The regression coefficient (β = 0.675) suggests that for every unit increase in DDMS usage, there is a corresponding 0.675 increase in office management effectiveness, reinforcing a direct positive relationship. Overall, the study concludes that DDMS has a significant and positive impact on office management practices at Lead City University, supporting the hypothesis that DDMS significantly improves office management.

The findings of this study contribute to the understanding of the adoption and impact of a DDMS on office management practices in Lead City University. The high adoption rate and positive perceptions of the DDMS indicate its effectiveness in improving document management processes, administrative efficiency, and collaboration among administrators and staff members.

The study reveals that the DDMS streamlines administrative workflows, automates tasks, reduces errors, and facilitates efficient document retrieval and sharing. And with effective usage of DDMS this will lead to time savings, improved productivity, and enhanced collaboration within the university. The findings align with previous empirical studies that highlight the benefits of DDMS adoption in various organizational settings.

Furthermore, the study emphasizes the importance of ease of use and technical support in ensuring successful DDMS implementation. Respondents' positive ratings of the DDMS's ease of use and satisfaction with technical support suggest that the university has implemented training and support mechanisms, contributing to the system's successful adoption and utilization but effective implementation will bring more benefits and increase office management practice in Lead City University.

5.2 Conclusion

In conclusion, this study demonstrates the positive impact of a DDMS on office management practices in Lead City University. The findings indicate that the adoption of the DDMS has and will result in improved document handling efficiency, administrative efficiency, and collaboration. The DDMS streamlines administrative processes, enhances productivity, facilitates effective communication, and enables efficient information retrieval.

The study provides valuable insights into the benefits and effectiveness of implementing a DDMS in an educational institution such as Lead City University. The findings contribute to the existing literature on DDMS adoption and highlight its potential to optimize office management practices in various organizational settings.

5.3 Recommendation

Based on the findings of this study, several recommendations are proposed to enhance the effectiveness of the Digital Document Management System (DDMS) at Lead City University. Firstly, continuous training and support are crucial. The university should consistently offer comprehensive training and technical assistance to administrators and staff to ensure the effective utilization of the DDMS. Regular training sessions, detailed user guides, and a dedicated support team can help users maximize the system's benefits and improve their proficiency.

Secondly, the university should consider integration and collaboration by exploring ways to integrate the DDMS with other existing systems, such as student management and financial management systems. This integration can help enhance administrative efficiency and streamline workflows across various functions, leading to more cohesive operations.It is also important to emphasize the need for ongoing evaluation. Periodic evaluations should be conducted to assess the long-term impact of the DDMS on office management practices.

These evaluations can help identify areas for improvement and ensure that the system adapts to the changing needs of the university over time.

Another recommendation is sharing best practices. Lead City University could establish a platform for sharing best practices and success stories related to the adoption of the DDMS. This would promote knowledge sharing and encourage collaboration among different departments, leading to more effective utilization of the system across the university. Finally, future research is suggested to investigate the long-term effects of DDMS adoption, particularly its impact on organizational culture, employee satisfaction, and overall organizational performance. Additionally, exploring the challenges and barriers to DDMS implementation could provide valuable insights for other institutions considering adopting such systems.

5.4 Contribution to Knowledge

This study significantly contributes to the existing body of knowledge on Digital Document Management Systems (DDMS) by providing empirical evidence of its impact on office management practices in a higher education institution, specifically Lead City University. The findings highlight that DDMS enhances document management processes, administrative efficiency, and collaboration among staff, offering a clear understanding of the practical benefits of adopting digital systems in academic settings. Additionally, the research underscores the importance of continuous training and support in maximizing the use of such systems, reinforcing the notion that technological adoption is most effective when accompanied by comprehensive user support. This study also adds to the literature by identifying the perceptions of university administrators regarding the usefulness and ease of use of DDMS, contributing to the broader understanding of digital tool integration in higher education environments.

5.5 Areas for Further Research

i. Investigate the long-term effects of DDMS implementation on organizational culture, employee satisfaction, and overall performance, particularly in educational institutions.

ii. Focus on the challenges and barriers organizations face in implementing and maintaining DDMS, providing insights for institutions considering similar transitions.

iii. Conduct comparative studies between institutions that have adopted DDMS and those that have not, offering valuable perspectives on its relative effectiveness.

iv. Examine the influence of DDMS on academic performance and the role of digital tools in enhancing both student and staff productivity.

v. Explore the potential of integrating DDMS with other management systems, such as financial or student management platforms, to understand how digital tools can streamline university operations comprehensively.

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Appendix

Department of Information Management
Lead City University, Ibadan.
Use of Digital Document Management System and Office Management Practice of Administrators questionnaire (UDDMSOMPAQ)

Dear Respondent,

I am a final-year student in the above-named department. I am carrying out a research study examining the adoption and impact of a Digital Document Management System (DDMS) on office management practices. This is purely an academic work. Your participation in answering this questionnaire will make this research be effective and complete. Therefore, I am kindly requesting your candid responses. All responses remain confidential and will be used for research purposes only.

Do you agree to participate Yes [ ] No [ ]

Section A: Demographic Information

1. Age:

[ ] 18-24 years [ ] 25-34 years

[ ] 35-44 years [ ] 45-54 years

[ ] 55 years and above

2. Gender:

[ ] Male [ ] Female

3. Job title/position:

[ ] Administrator [ ] Staff member

4. Years of experience in office management:

[ ] Less than 1 year [ ] 1-5 years

[ ] 6-10 years [ ] 11-15 years

[ ] More than 15 years

Section B: Digital Document Management System (DDMS) Adoption and Use

5. Are you aware of the Digital Document Management System (DDMS) implemented in your organization?

[ ] Yes

[ ] No

[ ] Not sure

6. How frequently do you use the DDMS for your office management tasks?

[ ] Daily [ ] Several times a week

[ ] Once a week [ ] Occasionally

[ ] Rarely

7. What is the primary purpose of using the DDMS in your work? (Select all that apply)

[ ] Document storage and organization [ ] Information retrieval

[ ] Collaboration and sharing [ ] Workflow management

Other (please specify): _____

8. On a scale of 1 to 4, please rate your overall satisfaction with the DDMS.

1 (Very Dissatisfied) 2 (Dissatisfied)

3 (Satisfied) 4 (Very Satisfied)

Section C: Perceived Usefulness of the DDMS

S/N	Question	Not at all	Slightly	Significantly	Very significantly
9	To what extent does the DDMS improve document management processes in your organization?				
10	How much does the DDMS enhance administrative efficiency in your work?				
11	In your opinion, to what extent does the DDMS facilitate collaboration and communication among team members?				

Section D: Perceived Ease of Use of the DDMS

S/N	Question	Very Difficult	Difficult	Easy	Very Easy
12	How easy is it to navigate and use the DDMS?				
13	How easy is it to perform tasks within the DDMS?				

14. Rate the level of technical support available for using the DDMS.

[ ] Poor [ ] Fair

[ ] Good [ ] Very Good

[ ] Excellent

Section E: Office Management Practices

S/N	Question	Strongly Agree	Agree	Disagree	Strongly Disagree
15	You utilize digital tools for your office management tasks?				
16	You frequently engage in communication within your office				
17	you currently organize and retrieve documents in your office using Physical filing system				
18	you currently organize and retrieve documents in your office using Digital filing system				
19	you currently organize and retrieve documents in your office using Combination of physical and digital systems				
20	You use collaboration tools and practices in your work				

Section F: Impact of the DDMS on Office Management Practices

S/N	Question	Strongly Agree	Agree	Disagree	Strongly Disagree
21	DDMS has impacted administrative efficiency in your work				
22	DDMS has influenced your productivity and time management				
23	DDMS has improved communication and collaboration among team members				
24	There are specific areas of office management practices that needs to be enhanced				

Thank you for your valuable input! Your responses will contribute to the research study on the adoption and impact of the DDMS in office management practices.