

# Table of Contents

South African Journal of Information Management

ISSN: 2078-1865 (print) | ISSN: 1560-683X (online)

Vol 26, No 1 (2024)

<p><b>Original Research</b> <b>1</b></p> <p>Exploring barriers to innovation in higher education: An empirical investigation in Zimbabwe</p> <p><i>Alfred H. Mazorodze, Peter Mkhize</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1644   15 January 2024</p>	<p><b>Original Research</b> <b>84</b></p> <p>Factors influencing the acceptance and use of a South African online bank</p> <p><i>Lizandr� Gertze, Fazlyn Petersen</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1759   21 February 2024</p>
<p><b>Original Research</b> <b>7</b></p> <p>Tacit knowledge management strategies of small- and medium-sized enterprises: An overview</p> <p><i>Aderonke O. Adesina, Dennis N. Ocholla</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1711   16 January 2024</p>	<p><b>Original Research</b> <b>95</b></p> <p>Determinants of mobile application adoption among micro-entrepreneurs</p> <p><i>Emmanuel I. Slinger, Shaun Pather, Marieta du Plessis</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1731   22 February 2024</p>
<p><b>Original Research</b> <b>19</b></p> <p>Information and communication technology as an enabler to contact centre service delivery: A case of a public sector</p> <p><i>Semakaleng P. Mabotja, Sharol S. Mkhomazi</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1720   18 January 2024</p>	<p><b>Original Research</b> <b>107</b></p> <p>Factors affecting Big Data adoption in a government organisation in the Western Cape</p> <p><i>Andre N. Bruintjies, James Njenga</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1690   28 February 2024</p>
<p><b>Original Research</b> <b>29</b></p> <p>The function of competitive intelligence in South African insurance post-COVID-19 outbreak</p> <p><i>Mpho L. Maluleka, Bibi Z. Chummun</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1738   19 January 2024</p>	<p><b>Original Research</b> <b>118</b></p> <p>Who's who in the zoo? Clarifying the difference between the chief digital officer and chief information officer</p> <p><i>Theunis van Niekerk, Carl Marnewick</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1670   29 February 2024</p>
<p><b>Original Research</b> <b>42</b></p> <p>Strategies for documenting and disseminating indigenous knowledge at a South African university</p> <p><i>Simiso C. Buthelezi, Dennis Ocholla, Petros Dlamini</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1648   25 January 2024</p>	<p><b>Original Research</b> <b>129</b></p> <p>The use of social networking sites for knowledge and information exchange by postgraduates in Tanzania</p> <p><i>Msafiri J. Ponera, Patrick Ngulube</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1656   12 March 2024</p>
<p><b>Original Research</b> <b>55</b></p> <p>Big Data Analytics for Integrated Infectious Disease Surveillance in sub-Saharan Africa</p> <p><i>Mourine S. Achieng, Oluwamayowa O. Ogundaini</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1668   30 January 2024</p>	<p><b>Original Research</b> <b>138</b></p> <p>Impact of library management systems on information provision in the Rustenburg municipality</p> <p><i>Mpho S. Mamtlepa, Jan R. Maluleka</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1769   13 March 2024</p>
<p><b>Original Research</b> <b>66</b></p> <p>Factors influencing the adoption of Internet of Things in the agricultural sector in Limpopo province</p> <p><i>Michael N. Moeti, Sello N. Mokwena, Mabolatsa Selape</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1669   05 February 2024</p>	<p><b>Original Research</b> <b>145</b></p> <p>Fintechs in South Africa: Impact on regulation, incumbents and consumers</p> <p><i>Simphiwe K. Cele, Nhlanhla W. Mlitwa</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1766   14 March 2024</p>
<p><b>Original Research</b> <b>74</b></p> <p>Cloud leakage in higher education in South Africa: A case of University of Technology</p> <p><i>Tshepiso Ntloedibe, Thato Foko, Mmatshuene A. Segooa</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1783   16 February 2024</p>	<p><b>Original Research</b> <b>157</b></p> <p>Commercialisation dynamics system principles and support units of entrepreneurial universities</p> <p><i>Sithembiso Khumalo, Tanya du Plessis</i></p> <p>South African Journal of Information Management   Vol 26, No 1   a1619   18 March 2024</p>

**Original Research** **166**

Online banking fraud detection: A comparative study of cases from South Africa and Spain

*Joy Phiri, Tendani Lavhengwa, Mmatshuene A. Segooa*

South African Journal of Information Management | Vol 26, No 1 | a1763 | 20 March 2024

**Original Research** **174**

Exploring factors influencing academic literacy – A data-driven perspective

*Janus Roestenburg, Cornelius J. Kruger, Mariska Nel, Zander Janse van Rensburg*

South African Journal of Information Management | Vol 26, No 1 | a1729 | 29 March 2024

**Original Research** **184**

Barriers preventing the optimal use of e-books: A South African undergraduate perspective

*Janina C. van der Westhuizen, Andrea Potgieter-Richardson, Chris Rensleigh*

South African Journal of Information Management | Vol 26, No 1 | a1750 | 15 April 2024

**Original Research** **193**

Sensemaking of social media management: Seizing affordances in a dynamic complex environment

*Fradreck Nyambandi, Andre de la Harpe*

South African Journal of Information Management | Vol 26, No 1 | a1641 | 18 April 2024

**Original Research** **202**

Live Healthcare Console: Evaluating digital health design models, a South African perspective

*Wesley Moonsamy, Shawren Singh*

South African Journal of Information Management | Vol 26, No 1 | a1798 | 18 April 2024

**Original Research** **217**

The Health Management Information System and HIV and AIDS monitoring: Insights from Ethiopia

*Befekadu E. Dekita, Mokholelana M. Ramukumba*

South African Journal of Information Management | Vol 26, No 1 | a1726 | 26 April 2024

**Original Research** **227**

The adoption of ICT and robotic automation systems in the pharmaceutical industry

*Kebashnee Moodley, Ross James*

South African Journal of Information Management | Vol 26, No 1 | a1744 | 29 April 2024

**Original Research** **235**

Structuration theory perspective of Big Data in a typical South African municipality

*Modjadji P. Kgoale, Mampilo Phahlane*

South African Journal of Information Management | Vol 26, No 1 | a1780 | 22 May 2024

**Original Research** **246**

Hybrid cloud approach to data platforms: A South African perspective

*Sedigilwe V. Gaorekwe, Kelvin J. Bwalya*

South African Journal of Information Management | Vol 26, No 1 | a1829 | 30 May 2024

**Original Research** **259**

Techniques for effective government service delivery

*Siyabulela Gegana, Mampilo Phahlane*

South African Journal of Information Management | Vol 26, No 1 | a1782 | 27 June 2024

**Original Research** **272**

Evaluating the success of a mobile self-service application using the DeLone and McLean model

*Yongama Kendle, Baldreck Chipangura*

South African Journal of Information Management | Vol 26, No 1 | a1835 | 27 June 2024

**Original Research** **280**

Evaluating knowledge management in skills development providers

*Ralebitso K. Letshaba, Nkanyiso K. Ndlovu*

South African Journal of Information Management | Vol 26, No 1 | a1865 | 28 June 2024

**Original Research** **291**

The current state of agile methodology utilisation in a South African insurance company

*Lindelwa Ngqame, Nkqubela Ruxwana, Tshinakaho R. Seaba*

South African Journal of Information Management | Vol 26, No 1 | a1802 | 05 July 2024

**Original Research** **301**

An investigation of healthcare professionals' intention to use Smart Card Technology

*Lario Malungana, Lovemore Motsi*

South African Journal of Information Management | Vol 26, No 1 | a1663 | 17 July 2024

**Original Research** **311**

Unleashing the power of the 4IR in organisational value chains: A conceptual analysis

*Olutoyin O. Olaitan, Arthur Mapanga*

South African Journal of Information Management | Vol 26, No 1 | a1805 | 18 July 2024

**Original Research** **323**

Determining the digital divide among people with disabilities in KwaZulu-Natal

*Simphiwe P. Buthelezi, Nonkululeko M. Zondo, Londeka T.M. Nxumalo, Mlondi Vilakazi*

South African Journal of Information Management | Vol 26, No 1 | a1820 | 19 July 2024

**Original Research** **335**

A digital procurement framework for South African public sector: A content analysis approach

*Lawrence M. Mojaki, Tite Tuyikeze, Nkanyiso K. Ndlovu*

South African Journal of Information Management | Vol 26, No 1 | a1871 | 24 July 2024

**Original Research** **344**

Nominal ranking technique in information and knowledge management: A methodology to SoTL

*Lucian T. de Koker, Tanya du Plessis*

South African Journal of Information Management | Vol 26, No 1 | a1806 | 25 July 2024

**Original Research****357**

Project leadership competencies influencing success in Information Communication Technology projects

*Sinazo Mbebe, Larry E. Jowah*

South African Journal of Information Management | Vol 26, No 1 | a1846 | 31 July 2024

**Original Research****365**

IoT appropriation for crop management and productivity enhancement in South Africa

*Zolile Myeko, Patient Rambe*

South African Journal of Information Management | Vol 26, No 1 | a1796 | 06 August 2024

**Original Research****376**

Economic empowerment of women domestic workers: Role of digital financial services

*Okechukwu E. Amah, Victor Kolo, Charles Aigbona, Ruqayyah Baderinwa, Chinedu Okoro, Muhammad Akanji*

South African Journal of Information Management | Vol 26, No 1 | a1884 | 06 August 2024

**Original Research****384**

Exploring the influences of virtual brand community members' interaction on brand loyalty

*Lihong Deng, Fei Liu, Jing He, Wenwen Yin, Xiangyin Kong*

South African Journal of Information Management | Vol 26, No 1 | a1814 | 14 August 2024

**Original Research****396**

Factors influencing data quality in routine health information systems in Maridi county, South Sudan

*Lubang D. Morris, Margaret W. Nyongesa, Tobijo D. Sokiri*

South African Journal of Information Management | Vol 26, No 1 | a1856 | 21 August 2024

**Original Research****409**

Infrastructure as a service adoption model for South African universities using thematic analysis

*Michael N. Moeti*

South African Journal of Information Management | Vol 26, No 1 | a1877 | 26 August 2024

**Original Research****423**

Emerging South African smart cities: Data security and privacy risks and challenges

*Francois P. Cornelius, Shandre K. Jansen van Rensburg*

South African Journal of Information Management | Vol 26, No 1 | a1847 | 28 August 2024

**Original Research****434**

Privacy Paradox in Industry 4.0: A review of library information services and data protection

*Yumnaa Ocks, Oghenere G. Salubi*

South African Journal of Information Management | Vol 26, No 1 | a1845 | 29 August 2024

**Original Research****445**

A model on workarounds and information security integrity

*Kennedy Njenga, Ntsakisi F. Nyamandi, Mmatshuene A. Segooa*

South African Journal of Information Management | Vol 26, No 1 | a1853 | 30 August 2024

**Original Research****455**

Examining the applicability of the Protection of Personal Information Act in AI-driven environments

*Vicent Mbonye, Marlini Moodley, Farai Nyika*

South African Journal of Information Management | Vol 26, No 1 | a1808 | 30 August 2024

**Original Research****464**

Development of a project management framework for the digitalisation of mining operations

*Mpho Q.M. Buthelezi, Sugandren Naidoo*

South African Journal of Information Management | Vol 26, No 1 | a1839 | 11 September 2024

**Original Research****475**

Factors influencing the acceptance and use of a South African data-free job search application

*Tsholofelo Mangadi, Fazlyn Petersen*

South African Journal of Information Management | Vol 26, No 1 | a1850 | 20 September 2024

**Original Research****486**

The global COVID-19 impact on the financial services industry in South Africa

*Simphiwe K. Cele, Nhlanhla B.W. Mlitwa*

South African Journal of Information Management | Vol 26, No 1 | a1887 | 30 September 2024

**Original Research****497**

Citizen perceptions of digital transformation in local municipalities: The case of South Africa

*Vusani Netshirando, Willard Munyoka, Armstrong Kadyamatimba*

South African Journal of Information Management | Vol 26, No 1 | a1804 | 09 October 2024

**Original Research****507**

The barriers to technology adoption among businesses in the informal economy in Cape Town

*Abdul Q. Ebrahim, Carolien L. van den Berg*

South African Journal of Information Management | Vol 26, No 1 | a1872 | 11 October 2024

**Original Research****520**

Beliefs and adoption of AI in content marketing: Insights from South African marketing agencies

*Charmaine du Plessis, Christelle Swart*

South African Journal of Information Management | Vol 26, No 1 | a1878 | 23 October 2024

**Original Research****534**

University staff intentions to adopt e-health tools for digital mental health services in post-pandemic South Africa

*Rhodrick N. Musakuro, Liiza Gie*

South African Journal of Information Management | Vol 26, No 1 | a1897 | 31 October 2024

**Original Research****545**

Altmetric and bibliometric indicators for academic social networks: Academia.edu & ResearchGate

*Leslie Adriaanse, Cornelius J.P. Niemand, Chris Rensleigh*

South African Journal of Information Management | Vol 26, No 1 | a1869 | 07 November 2024

**Original Research****552**

Human interaction with structure in designing big data architecture

*Wandisa Nyikana, Tiko Iyamu*South African Journal of Information Management | Vol 26, No 1 | a1918 |  
18 November 2024**Original Research****561**

Investigating HEMIS pre-implementation factors in Kenyan universities

*Pius Walela, Kirstin Krauss, Bester Chimbo*South African Journal of Information Management | Vol 26, No 1 | a1898 |  
19 November 2024**Original Research****579**Quality of routine health data in DHIS2 in South Africa: Eastern  
Cape province from 2017–2020*Sibusiso S. Thabethe, Verona E. Mathews*South African Journal of Information Management | Vol 26, No 1 | a1903 |  
29 November 2024**Original Research****591**Usability criteria for Business Intelligence Reports in the South African  
banking industry*Pheladi A. Lebotsa, Judy van Biljon, Ronell van der Merwe*South African Journal of Information Management | Vol 26, No 1 | a1879 |  
18 December 2024**Reviewer Acknowledgement****609**South African Journal of Information Management | Vol 26, No 1 | a1953 |  
13 November 2024