

## INFLUENCE OF COMPUTERIZATION OF RECORDS IN ENHANCING GOVERNANCE IN HOMA BAY COUNTY HEADQUARTERS, KENYA

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### ABSTRACT

Computerization of records within the government offices has contributed to efficiency in records management. The current paper investigated the influence of computerization of records in enhancing governance in Homa Bay County Headquarters, Kenya. The target population was 306 employees from ICT, audit, procurement, accounts and human resource departments. Stratified sampling was used to classify employees into strata. The researcher used Yamane Formula and simple random sampling to obtain sample size of 174 respondents. Data collection instruments for the study were questionnaires and interview schedules. Both validity and reliability were determined. Quantitative data was analyzed by use of frequencies and means while qualitative data was thematically analyzed. The study found out that trained IT personnel had maintained complete and up-to-date flow of information, had put in place passwords as security measures to control unauthorized access to information in the system, were capable of creating electronic records that are readily identifiable, retrievable and accessible. However, the county had employed inadequate employees with skills and knowledge in computer systems and this had resulted in outsourcing of contractors. The study concluded that computerization of records management is essential in support of governance as it forms a basis for equity in resource distribution. The study recommended that there is need for training of more personnel on computerization of records management to aid in efficiency in governance.

**Keywords:** Computerization; Records; Governance.