

Chapter 3

An Integrated Approach to Records Management and Information Governance in South Africa for Sustainability

Nkholedzeni Sidney Netshakhuma

 <https://orcid.org/0000-0003-0673-7137>

University of South Africa, South Africa

ABSTRACT

The purpose of this book chapter is to assess information governance in South African organizations. The book chapter assess corporate governance, data privacy, legislation, information security, big data, access, and training. The success of corporate governance is dependent on executive management buy in, the alignment of organisational strategy with mission, and the vision of the organisation. Organisations are to implement systematic disposal of records, effective retention of records, and quality assurance should be proven.

INTRODUCTION

An information governance framework is an integrated approach to implementing information governance to improve decision rights and an accountability framework to encourage desirable behavior in the valuation, creation, storage, use, archival, and deletion of information. It includes the processes, roles, standards, and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals.

The purpose of this book chapter is to assess information governance in South African organizations. This implies both public and non-public organizations design information governance. Organizations develop an information governance framework that demonstrates information flow from records creation until records disposal. This implies that organizations develop strategies to ensure compliance with a

DOI: 10.4018/978-1-6684-6815-9.ch003

regulatory framework. Various regulatory frameworks determine the management of records in South Africa. It starts with the Constitution of the Republic of South Africa of 1996, the Promotion of Access to Information Act of 2000, and the Protection of Personal Information Act of 2013. Despite several legislations which require information to be managed in a coordinated manner, South Africa still lacks to ensure effective governance of information. South Africa's governance system is not coordinated by the national department of South Africa (Mullon & Ngoepe 2019, p.113). There is ineffective coordination of information management at the national level or governance structure of South Africa (Matlala, Ncube, & Parbanath 2022, p. 204).

It seems that little has been done since South Africa gained independence in 1994 to address coordination of information from various spheres of government. This increased when there was the development of electronic records in South Africa. There is ineffective organizational structure established by both national and provincial departments to coordinate government information. There was an over-arching structure responsible for overall information governance in South Africa as the elements are fragmented in oversight mechanisms and institutions (Mullon & Ngoepe, 2019). This implies that information within the government is managed piecemeal without full coordination from various government departments.

Most staff are not aware of information governance systems to ensure the effective flow of information. This lack of effective governance was caused by a lack of training and awareness on records and archives management systems was conducted in South Africa. Hence efforts need to be made to ensure that all government departments structured their information according to information management systems. The lack of adequate training for staff officials on information systems was also reported in Malawi (Tough & Lihoma 2018). It was against this background that I conducted this research. This study attempted to fill the gaps by examining how organizations in South Africa develop and implement information governance.

METHODOLOGY

This study is constructed from a literature review. The literature reviewed includes regulatory body reports, articles referenced in peer-reviewed journals. The drive of information governance in South Africa is King IV Corporate governance, data privacy, information communication technology, records management, access to information, strategy, standards and best practices, transparency and accountability and transparency

CORPORATE GOVERNANCE (KING IV)

Corporate governance should be viewed as a holistic set of provisions that must be executed in an integrated manner (Esser & Delport, 2018). The King IV report give a holistic approach to governance for public and private sector organization (Ferguson, 2019). This considers a holistic approach to developing information governance in an organization. integration of information management systems is critical to improve compliance with a regulatory framework within an organization (Ngoepe & Mello, 2020).

Corporate governance in any organization is dependent on leadership commitment. The executive management set strategic direction for governance, approving policies, and oversee and monitoring policies (Swartz, Da Veiga, & Martins, 2021). Most organizations adopt top-down decisions to manage

13 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage:

www.igi-global.com/chapter/an-integrated-approach-to-records-management-and-information-governance-in-south-africa-for-sustainability/316064

Related Content

The Energy Policy of Bulgaria

Hamit Canand Daniela Minkovska (2020). *CSR and Socially Responsible Investing Strategies in Transitioning and Emerging Economies* (pp. 120-136).

www.irma-international.org/chapter/the-energy-policy-of-bulgaria/247342

The Quality of Relationships When Business Association Is a Prerequisite to Obtain Benefits From Public Institutions: Evidence From the Apparel Industry of Tungurahua, Ecuador

Vasilica-Maria Margalina, Lilian Victoria Morales Carrascoand Edisson Marcelo Coba Molina (2020). *Management and Inter/Intra Organizational Relationships in the Textile and Apparel Industry* (pp. 54-77).

www.irma-international.org/chapter/the-quality-of-relationships-when-business-association-is-a-prerequisite-to-obtain-benefits-from-public-institutions/245131

Transparency and Resource Mobilization in Times of Crisis: An Analysis of the Brazilian Nonprofit Sector

Rosana da Rosa Portella Tondolo, Vilmar Antonio Gonçalves Tondolo, André Andrade Longaray, Maria Emilia Camargo, Claudia Cristina Bitencourtand Gabriela Zanandrea (2019). *Modernization and Accountability in the Social Economy Sector* (pp. 57-75).

www.irma-international.org/chapter/transparency-and-resource-mobilization-in-times-of-crisis/231722

Determinants of Sustainability Reporting in Medium Enterprises

Inna Sousa Paivaand Irina Filipa Gavancha (2022). *Research Anthology on Developing Socially Responsible Businesses* (pp. 868-885).

www.irma-international.org/chapter/determinants-of-sustainability-reporting-in-medium-enterprises/302302

The Impact of Firm Performance and Corporate Governance on Corporate Social Responsibility: Evidence From France

Souhaila Kammoun, Sahar Loukiland Youssra Ben Romdhane Loukil (2022). *Research Anthology on Developing Socially Responsible Businesses* (pp. 1084-1106).

www.irma-international.org/chapter/the-impact-of-firm-performance-and-corporate-governance-on-corporate-social-responsibility/302314