



ADOPTION AND USE OF ELECTRONIC INFORMATION RESOURCES BY ECONOMISTS AT THE NATIONAL TREASURY AND PLANNING, NAIROBI COUNTY, KENYA

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ABSTRACT

This study investigated adoption and use of electronic information resources by economists at Kenya National Treasury and Planning in Nairobi County with a view to proposing interventions to enhance e-resources awareness, usage and adoption. The study used descriptive survey design to collect qualitative and quantitative data from respondents using questionnaires and interviews as primary data collection instruments. Sample size was 118 respondents out of a population of 230. The study used purposeful sampling techniques to sample 112 Economists, 3 librarians, 1 ICT head, 1 head of library services and 1 head of Economic Planning department. A pilot study of 8 respondents at the Ministry of Industrialization, State Department of Trade helped refine research instruments. Statistical Package for Social Sciences (SPSS) was used to analyze quantitative data and represented the same in percentages, pie charts, graphs and tables for better interpretation. Content analysis approach was used to analyze qualitative data. Findings showed that electronic resources available included e-books, e-newspapers, e-journals and online databases. There was high awareness, adoption and use of electronic resources by economists. Effort expectancy, performance expectancy, social influence and facilitating conditions influenced the adoption and use of electronic resources by Economists. This study has implications on staff information literacy training, current and future funding of electronic resources and efficacy of various interventions undertaken by management to enhance electronic resources used by economists. It was recommended that National Treasury and Planning upgrade ICT and library facilities to allow remote access; digitize local content and train economists on search and retrieval Skills to enhance their competencies in the digital environment.

Keywords: Kenya National Treasury; Kenya Economists; Electronic resources awareness; Electronic resources adoption; Electronic resources usage; Digital resources; E-Resources

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INTRODUCTION

Advances in computer applications have brought radical changes in the way information is gathered, stored, organized, accessed, retrieved and used. The application of computers in information processing, storage and access has led to the growth of various products and services. Information in electronic format can be accessed via the internet, storage devices such as CD-ROMs, pen drives, and other peripheral devices through the use of computer systems. The Internet and the Web are constantly influencing the development of new modes of scholarly communication.

Bandele (2006), defined e-resource as a scientific means of storing, processing, and sharing of digital information through telephone, Satellite equipment, internet and other channels. Electronic resources include information on CD-ROMs, online databases, electronic journals (e-journals), electronic books, (e-books), internet resources, and wireless publishing.

According to Omatayo (2010), electronic resources have become popular because they make it possible for libraries to extend their collections beyond the confines of the physical walls leading to new community of resources and information seekers. Indeed, electronic resources have overcome geographical limitations associated with the traditional print media.

National Treasury and Planning (NTP) is one of the departments of the Government of Kenya. It derives its mandate from the Constitution of Kenya 2010, the Public Management Act 2012 and the Executive order No. 2 of 2013. The NTP manages national economic policy, prepares the government's annual budget, and manages the national government's public finances.

To achieve its mandate, NTP had modernized operations by implementing systems to improve efficiency and service delivery. These included: development of Websites in Ministries and Departments; development of the Integrated Payroll and Personnel Database (IPPD) system,

intended to increase efficiency in the management of Government human resource; implementation of the Integrated Financial Management Information System (IFMIS) geared towards enforcing an integrated approach to expenditure management and monitoring across Government.

Modern technology gives users the freedom and autonomy in the process of information searching and rapid access to many electronic information resources. Electronic tools may reduce the time needed for a search and simplify distant access, but they cannot reduce the complexity of that search. In order to succeed in getting the information they need, users must first understand the resources and be able to filter the information they contain.

Statement of the Problem

Economists play a critical role in national development. They collect, synthesize and interpret data and information for effective decision-making and policy-formulation in all sectors of government. The NTP had invested in digital infrastructure, e-resources and human capital to enhance information collection, processing, storage, access, retrieval and sharing by economists. According to Research Information Network (2009), institutions now days invest substantially in order to provide users with the digital literature they need for their work, with the view that improved access to electronic resources result in increased productivity. The increased demand for electronic resources has led to exponential increase in library budget over the last few years. However, no empirical study has been carried out to establish whether economists have adopted and are using electronic resources effectively to justify the high cost incurred in subscribing to these resources. This study filled this gap.

Objectives of the Study

The objectives of this study were to:

- Assess types of electronic information resources available at the National Treasury and Planning.
- Determine the awareness, adoption and use of electronic resources by economists

- Determine factors that influenced adoption and use of electronic resources by economists
- Establish strategies used by economists to enhance awareness, adoption and use of electronic resources
- Determine challenges faced by economists when utilizing electronic resources

The study was guided by Unified Theory of Acceptance and Use of Technology (UTAUT) developed by Venkatesh and other researchers (Venkatesh et al. 2003). UTAUT seeks to explain the intentions of a user to use an Information System (IS) and subsequent usage behavior. It has four key constructs namely: performance expectancy, effort expectancy, social influence, and facilitating conditions as illustrated in Figure 1.

LITERATURE REVIEW

Theoretical Framework

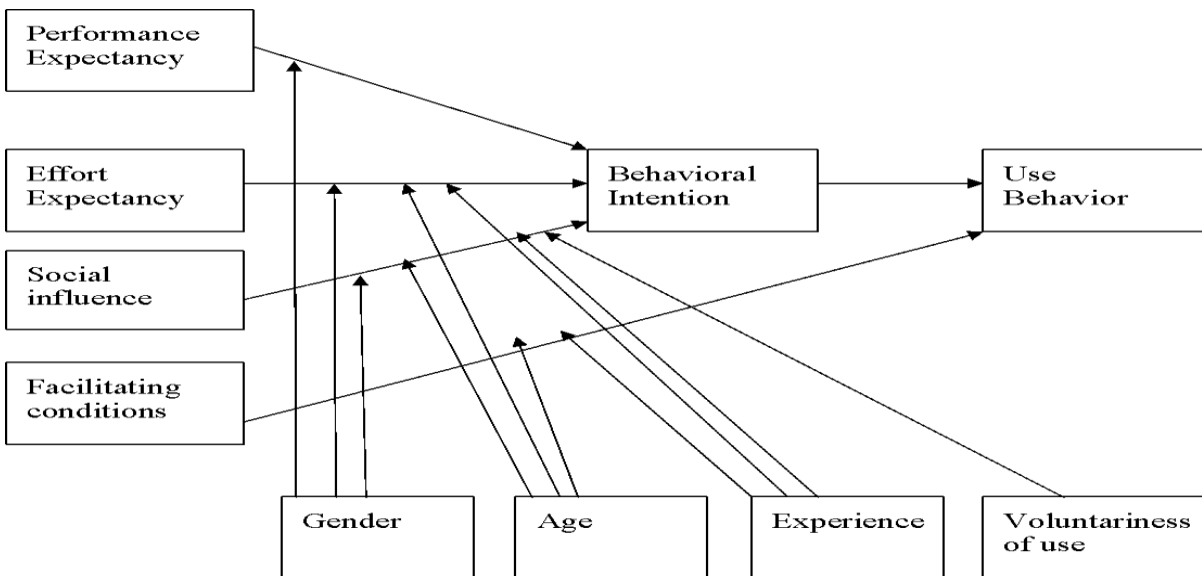


Figure 1: Unified Theory of Acceptance and Use of Technology (UTAUT)

Source: Venkatesh et al. (2003).

Performance expectancy is the degree to which an individual believes that the new innovation or technology will help to improve job performance in terms of efficiency and work quality. *Effort expectancy* is the degree of ease associated with the use of the system - if technology is easy to use then people are likely to intend to use it. *Social influence* is defined as the degree to which an individual perceives that other people believe he or she should use the new system. This implies that people are likely to be interested in using technology if their peers or superiors can demonstrate that they value and appreciate them when they use those technologies (Venkatesh et al., 2003). *Facilitating conditions* is the degree to which an individual believes that an organizational and

technical infrastructure exists to support the use of the system - availability of an enabling environment. According to UTAUT gender, age, experience, and voluntariness of use affect these four constructs in varying degrees and can influence an individual's acceptance and use of technology.

Related Studies

According to Kumar and Kumar (2008), rapid growth of new technologies has changed the communication process and reduced the cost of communication for individuals. Electronic information sources can be seen as the most recent development in information technology and are among the most powerful tools ever invented in human history. They persist that electronic

information sources are becoming more and more important for the academic community.

Salaam and Aderibigbe (2010), attributed the popularity of electronic information resources to flexibility in searching than their paper-based counterpart, and that they can be accessed remotely at any time. They provide access to many different types of information sources including Web pages, e-journals, personal papers, local materials, conference reports among others. They are also offering different opportunities compared with the print material. Electronic information resources have gradually become major resources of information in every library. The emergence of electronic information resources has tremendously transformed information handling and management in libraries environments. Through the use of electronic resources, library users; now have access to global information resources, particularly the Internet. According to Afolabi (2007), failure to receive current and up-to-date information for research in libraries or any information centre is attributed to poor levels of adopting electronic information resources.

In Africa, there has been a considerable growth of information in electronic format in libraries through the initiative of organizations. In the 1990s, the International Network for the Availability of Scientific Publications (INASP, 2012) negotiated with international publishers on behalf of African countries for discount prices on e-resources for subscription libraries. These initiatives have been enhanced through programmes like Access Global Online Research in Agriculture (AGORA), HINARI, Access to Research Initiatives, the Essential Electronic Agriculture Library (TEEAL) and Programme for the Enhancement of Research Information (PERI), as well as Online Access to Research on Environment (OARE) (Rosenberg, 2006). These organizations have contributed immensely to the availability of e-resources in Africa.

The emergence of electronic resources has cut the barrier to valuable information resources which

until recently were difficult to access particularly by scholars in the developing nations. Salaam & Aderibigbe (2010), attributed the popularity of electronic information resources to flexibility in searching than their paper-based counterpart, and that they can be accessed remotely at any time.

Several studies have been conducted globally by researchers such as Veeramani and Vinayagamoorthy (2010), Thanuskodi (2011), and Tyagi (2012) among others in an attempt to understand the factors that determine adoption and use of electronic resources. The studies have unearthed chiefly four issues that should be addressed if the adoption and use of electronic resources: awareness, attitudes and perceptions, barriers to adoption and use, and promotion strategies used by the libraries to encourage use of these resources. Salaam and Aderibigbe (2010) and Shahmohammadi (2012) all pointed to the need to understand users' awareness of electronic resources if there is any hope of increasing use of the resources.

According to Opeke & Odunlade (2011), the level of awareness about the value of electronic resources among economists is necessary to promote acceptance and use. Besides, their views about the awareness and use of electronic resources are important in improving the access and use of electronic resources. Economists will make use of electronic resources more if they are aware of their existence and the benefits of using such services. As pointed out by Ibrahim (2004) and Ani and Ahiauzu (2008), making the electronic resources available does not necessarily mean that economists will automatically be aware and start using electronic resources.

Promotion is one of the most pertinent factors leading either to the success or failure of resources. Promotion of library material refers to any attempt at making users aware of services that are offered in that library and an encouragement to use the same resources (Vasileiou & Rowley, 2011).

Attitudes and perceptions have been isolated as important in the adoption and use of peer reviewed electronic resources. Salaam and Aderibidge (2010) and Tyagi (2012) noted that negative attitudes and perceptions towards the use of electronic resources have contributed to the lack of adoption and use of these resources. This means that there has to be a period of shaping of positive attitudes and perceptions of electronic resources before they can be fully accept. Any study that seeks to understand adoption and use of electronic resources would do well to assess the attitudes and perceptions of the intended users towards these resources (Harle, 2010).

In Africa, attitudes and perceptions of users vary but are mostly on the low side. This is perhaps due to the many barriers that users are trying to make full use of these resources. At the University of Agriculture, Abeokuta, Nigeria, researchers expressed a very high regard for electronic resources. They, however, identified many challenges in accessing and utilizing the resources (Salaam and Aderibidge, 2010). There are challenges facing many African institutions which have affected the adoption, use and the shaping of attitudes and perceptions towards electronic resources (Barhoumi, 2016).

Information retrieval skills are crucial for retrieving information in this era of technology and that most of the information needed for research can be retrieved from e-resources. Ekenna and Iyabo (2013), observed that students' efforts to complement their work with e-resources may be limited due to lack of skills. Therefore, knowledge of skills is necessary to selectively retrieve accurate, relevant and up-to-date information stored in documents instead of all the information that may not be relevant for their academic work. Therefore, skills acquisition is very crucial to the use of e-resources because information in electronic forms can only be used if students possess the required skill to retrieve the exact information needed for teaching, learning and research.

One of the greatest barriers affecting adoption and use of electronic resources especially in the developing world is lack of awareness. Statistics show that in institutions where researchers reported a lack of awareness of electronic resources these resources have largely been ignored whereas in those institutions where there is a heightened awareness of the resources use has largely been positive. The challenge of lack of awareness has affected all institutions that have introduced electronic resources (Ali, 2014: Katabalwa, 2016). However, if institutions take measures to ameliorate this situation awareness would heighten and acceptance and use of electronic resources would increase. Veeramani and Vinayagamoorthy (2010) indicated that electronic resources are being effectively used in developed countries such as the United States of America (USA), United Kingdom and Japan.

The adoption and use of electronic resources particularly in Africa has been hampered by lack of skills to negotiate the electronic environment. The problem of lack of skills is not unique to African institutions. Similar challenges exist in countries that spearheaded electronic resources provision and access. Even though institutions in developing countries are lauded for their great efforts in providing electronic resources, and for making their users aware of these resources, there are still some institutions that lack strong training regimes (Fourie & Mayer, 2016). Several reasons have been proffered for this attitude including pride, lack of time, and a preference to learn through trial and error. This then means government libraries have to be innovative in the ways they provide instruction (Nazir & Shabir, 2016). They have to incorporate extra training and help features such as web based help, electronic references, chat rooms and other ways of interacting with remote users.

Several African scholars agree that one of the major hindrances to the adoption and use of electronic resources on the continent is lack of the requisite infrastructure in African institutions. Harle (2010) notes that the advent of electronic resources came

as a blessing to the continent because it meant at last African scholars could access rich resources stored in developed world servers. This move, however, came with its challenges as institutions needed to upgrade their ICT facilities and infrastructure. This includes core technologies such as computers, telecommunications technologies, Internet, bandwidth, power supply, as well as peripheral technologies like printers, copiers, and scanners (Munira & Bushra, 2010).

METHODOLOGY

The study used descriptive survey design to collect qualitative and quantitative data from respondents using questionnaires and interview as primary data collection instruments. Sample size was 118 respondents out of a population of 230. The study used purposeful sampling techniques to sample 112 Economists, 3 librarians 1 ICT head, 1 head of library services and 1 head of the Economic Planning department. A pilot study of 8 respondents at the Ministry of Industrialization,

State Department of Trade helped refine research instruments. Statistical Package for Social Sciences (SPSS) was used to analyze quantitative data and represented the same in percentages, pie charts, graphs and tables for better interpretation. Content analysis approach was used to analyze qualitative data.

FINDINGS

Out of 112 questionnaires distributed to economists, 95 were completed and returned representing 80.0% response rate. Responses from questionnaires were supplemented by scheduled interviews with three (3) Librarians, one (1) head of ICT, one (1) director of Library services and one (1) director of Economic development and coordination.

The study collected information on respondents' gender, age, job title, academic qualifications and length of service at the National Treasury and Planning as shown in Table 1

Table 1: Demographic Information of the Respondents (n=95)

Biographical Information	Categories	frequency	Percentages
Gender	Male	64	67.4
	Female	31	32.6
Total		95	100
Age	30 years and below	11	11.6
	31-40 years	31	32.6
	41-50 years	41	43.2
	51-60 years	12	12.6
Total		95	100
Qualifications	Bachelors	29	30.5
	Masters	63	66.3
	PhD	3	3.2
Total		95	100
Experience	5 years and below	6	6.3
	6-10 years	38	40.0
	11-15 years	25	26.3
	16-20 years	17	18.0
	21 years and above	9	9.4
Total		95	100

Majority of respondents were male 64 (67.4%) and about one third female 31 (32.6%). Most of them were aged between 41 to 50 years 41 (43.2%),

followed by those aged between 31 to 40 years 31 (32.6%). The data further revealed that 12 (12.6%) of the respondents were aged between 51-60

years. On the other hand, 11 (11.6%) were 30 years and below. Results further revealed that the majority of the respondents 63 (66.3%) had masters degrees and 29 (30.5%) had bachelor's degrees while only 3 (3.2%) had PhD degrees. Findings also revealed that most of the respondents had worked for 6 to 10 years 38 (40%), followed by those who had worked for 11 to 15 years 25 (26.3%) and 16 to 20 years 17 (18%). Respondents who had worked for 21 years and above were 9 (9.4%) while those

who had worked for five years and below were 6 (6.3%). It can be observed from the above data that majority of the respondents had worked for ten years and above.

Types of Electronic Resources at the National Treasury and Planning

Respondents were asked about types of electronic resources at the National Treasury and Planning and their responses are provided in Table 2.

Table 2: Types of Electronic Resources at the National Treasury and Planning (n=95)

Electronic information resources	Frequency	Percentage
E-Books	67	70.5
E-Newspapers	45	47.3
Online databases	30	31.5
E-Journals	22	23.2
E-Data archives	19	20.0
E-Conference	4	4.2
Others	4	4.2

Majority of respondents 67 (70.5%) said e-books were available, 45 (47.1%) mentioned e-newspapers and 30 (31.4%) stated that online databases were available. Whereas 22 (23.5%) respondents said e-journals were available, 19 (19.6%) stated mentioned e-data archives. In addition, 4 (3.9%) respondents stated that e-conference papers were available whereas 4 (3.9%) of the respondents stated that other e-resources were available at the National Treasury and Planning library. These findings were in line with the response given by Head of Library Services who noted that,

“There are quite a large number mostly e-resources including online journals, e-books, ,online newspapers, databases and electronic reference sources such as dictionaries, encyclopedias, audio visual resources as well as, library catalogues and indexes among others.”

These findings implied that there were diverse electronic resources available to users at the National Treasury and Planning. This is an indication that electronic information resources are gradually becoming a major resource of information for economists at the National Treasury.

Level of Awareness of the availability of Electronic Resources

As shown in Table 3, majority of respondents 93 (97.9) were aware of the existence of electronic resources at National Treasury and Planning library while a paltry 2 (2%) stated that they were not aware of the existence of electronic resources in the ministry library. The high awareness of the existence of electronic resources can be attributed to the high publicity as well as lobbying and advocacy programmes carried out by the library staff.

Table 3: Level of Awareness of availability of Electronic Resources

Statement	Yes		No	
	f	%	f	%
Awareness of the existence of electronic resources	93	97.9	2	2.1

Means by which respondents came to Know of the existence of Electronic resources

Respondents were asked to state how they came to know about the existence of electronic resources and their responses are provided in Table 4.

Table 4: Means by which respondents came to Know of the existence of Electronic resources

Means	Frequency	Percentage
Leaflets or Newsletters or Flyers	28	29.5
Posters	17	17.9
Library orientation	22	23.2
Staff meetings	27	28.4
Seminars and workshops	38	40.0
Informed by library staff	72	75.8
Informed by colleague	48	50.5
Ministry website	11	11.6
E-mail from library	61	64.2

N/B * Multiple response

Majority of respondents 72 (75.8%) informed about the existence of electronic resources by library staff followed by e-mail from the library 61 (64.2%) and informed by colleagues 48 (50.5%). Slightly less than a half of respondents knew about the existence of the library through seminars and workshops 38 (40%) while 28 (29.5%) and 27 (28.4%) learned through leaflets/Newsletters/Flyers and staff meetings, respectively. The data further

revealed that very few economists knew about the existence of the library through the ministry website 11 (11.6), posters 17 (17.9%) and library orientation 22 (23.2%).

Willingness to Use Electronic Resources

Respondents were asked to state whether they were willing to use electronic resources and their responses are presented in Table 5.

Table 5: Willingness to Use Electronic Resources

Statement	Yes		No	
	f	%	f	%
Willingness to use electronic resources	93	97.1	2	2.1

The results in Table 5 show that willingness to use electronic resources by the economists was very high 93 (97.1%). This can be attributed to the fact that economists require up to date information that are easily available electronically. When asked about the willingness of economists to use electronic resources, the head of library service expressed:

“Majority of economists are willing to use electronic resources.”

Frequency of Use of Electronic Resources

Respondents were further asked to state how frequently they used electronic resources. The results were presented in Table 6.

Table 6: Frequency of Use of Electronic Resources

Frequency of Use of Electronic Resources	Frequency	Percentage
Almost Daily	11	11.6
Several Times a Week	25	26.3
Once a Week	32	33.7
Once a Month	15	15.8
Infrequently	10	10.5
Not at all	2	2.1
Total	95	100

Majority of the respondents 68 (71.6%) used the electronic resources at least once a week and 15 (15.8%) used them once a month. The data also revealed that 10 (10.5%) respondents used electronic resources infrequently while 2 (2.1) did not use them at all.

When asked about the level of electronic resources usage by economists, the head of library service was of the view that *“usage of electronic resources is high because most economists require up to date information in order to perform their duties and*

they have realized that most of the information they require are available electronically.”

Training in the use of electronic resources

Findings revealed that the majority of economists 93 (97.1%) had been trained on how to use electronic resources, while a paltry 2 (2.1%) had not taken any training. The respondents were further asked to state who trained them in the use of electronic resources. The responses are presented in Table 7.

Table 7: Means by Which Economists Got Their Training

Type of training	Agree	%
Self-Training	18	19.4
Training by the library staff	59	63.4
Training by the ICT centre staff	3	3.2
Training by Colleagues	13	14.0
Total	93	100

Majority of economists 59 (63.4%) were trained by library staff; 18 (19.4%) undertook self-training; 13 (14%) were trained by the ICT Centre staff while 3 (3.2%) were trained by colleagues.

Factors that Influence the Adoption and Use of Electronic Resources

The decision by economists to adopt and use electronic resources is dependent on their attitude.

In order to establish an attitude towards electronic resources, respondents were asked to rate the constructs from the UTAUT theory namely effort expectancy, performance expectancy, social influence and facilitating conditions in order to establish factors that determined adoption and use of electronic resources. The results are presented in Table 8.

Table 8: Factors that Influence the Adoption and Use of Electronic Resources

Factor that influence adoption and use of e-resources	f	%
Effort expectancy	64	67.4
Performance expectancy	50	52.9
Social influence	80	84.2
Facilitating conditions	54	56.8

More than three-quarters 80 (84.2%) of respondents felt that social influence determines their decision to adopt and use electronic resources. Findings also revealed that 64 (67.4%) of economists adopted and used electronic resources because of expected benefits derived from using the same. Results further revealed that 54 (56.8%) felt that there are adequate facilitating conditions in the national treasury and ministry of planning library to facilitate the adoption and use of electronic resources. Findings further showed that

one half of respondents 50 (52.9%) felt that less effort is needed to use electronic resources. These findings suggest that all the UTAUT constructs influence the adoption and use of electronic resources.

Strategies to Enhance Awareness, Adoption and Use of Electronic Resources

The study investigated strategies used to enhance awareness, adoption and use of electronic resources and the results are presented in Table 9.

Table 9: Strategies to Enhance Awareness, Adoption and Use Electronic Resources

Strategies used to enhance use adoption and use	Agree	%	Disagree	%
Promotion by use of posters, flyers, leaflets and brochures	45	47.4	50	52.6
Lobbying and advocacy by the library staff	92	96.8	3	3.2
Holding Library workshops and seminars	65	68.4	30	31.6
Library orientation	22	23.2	73	76.8
Trainings through information literacy programmes	75	78.9	20	21.1
Promotion by use of e-mails and online	34	35.8	61	64.2
Promotion through Ministry website	11	11.6	84	88.4

Multiple Responses

Majority of respondents 92 (96.8%) stated that lobbying and advocacy by the library staff was the most commonly used strategy to enhance adoption and use of electronic resources. This was followed by trainings through information literacy programmes at 75 (78.9%) and holding library workshops and seminars at 65 (68.4%). Promotion through the Ministry website and library orientation were the least used strategies to enhance use and adoption of electronic resources at 11 (11.6%) and 22 (23.2%) respectively. The

study established that 45 (47.4%) of economists felt that the library was using posters, flyers, leaflets and brochures to enhance the adoption and use of electronic resources whereas 34 (35.8%) of them felt that the library was using e-mails and online to promote adoption and use of electronic resources.

Challenges in the Use and Adoption of Electronic Information Resources

Challenges encountered by respondents when accessing and using electronic resources are presented in Table 10.

Table 10: Challenges in the Use and Adoption of Electronic Information Resources (N=95)

Challenges	F	%
Inadequate searching and retrieval skills	58	61.1
Failure to download full text electronic articles	61	64.2
There is poor or inadequate sensations and advocacy	2	2.1
The poor state of ICTs	47	49.5
Inadequate facilities or infrastructure	50	52.6
difficult electronic journal interfaces	64	67.4
Lack of remote access	89	93.7
There is inadequate guidance	33	34.7
Lack of local contents	86	90.5
Copyright and intellectual property rights issues	45	47.4

Multiple Responses

Majority of respondents encountered the following challenges in adopting and using electronic resources: lack of remote access 89 (93.7%); lack of local contents 86 (90.5%); difficult electronic journal interfaces 64 (67.4); failure to download full text electronic articles 61 (64.2%); inadequate searching and retrieval skills 58 (61.1%) and inadequate facilities or infrastructure 50 (52.6%). Other challenges included the poor state of ICTs at

47 (49.5%); copyright and intellectual property rights issues at 45 (47.4%) and inadequate guidance at 33 (34.7%).

Suggestions on Improving Use and Adoption of Electronic Information Resources

Respondents were asked to suggest measures to mitigate challenges in accessing and using electronic resources and their responses are depicted in Table 11.

Table 11: Suggestions on Improving Use and Adoption of Electronic Information Resources

Mitigating the challenges	Frequency	%
incorporate searching and retrieval in information literacy programmes	68	71.6
Identify training needs in order to improve training programmes	54	56.8
Improve ICT infrastructure especially to allow remote access.	77	81.1
Improve library facilities	61	64.2
Seek support from top level management in order to get more funding	53	55.8
Address copyright and right issues	45	47.4
Digitize local contents	90	94.7

Multiple Responses

Respondents recommended the following measures to mitigate the challenges: digitize local contents 90 (94.7%); Improve ICT infrastructure especially to allow remote access 77 (81.1%); incorporate searching and retrieval in information literacy programmes 68 (71.6%); improve library facilities 61 (64.2%); identify training needs in order to improve training programmes 54 (56.8%); seek support from top level management in order to get more funding 53 (55.8%) and address copyright and right issues 45 (47.4%).

difficult journal interfaces and failure to download full text as major challenges. They suggested incorporation of retrieval skills in literacy training programmes and digitization of local content.

The study recommended the following;

- Enhance ICT infrastructure as means of not only solving accessibility problems but improving the overall National Treasury and Planning electronic environment Improved Internet connectivity through high speed broadband networks will facilitate faster and reliable online access to digital files especially full-text content.
- Head of library services lobby top management for increased budgetary allocations towards the management and distribution of e-resources in the organization. Increased funding will be used to enhance ICT infrastructure, subscribe to key digital resources such as e-journals, e-books, cloud computing, among others
- Digitize local content in order to promote the adoption and use of electronic resources. Digitization will entail development and implementation of a policy framework to guide the workflows and processes. This policy

CONCLUSION AND RECOMMENDATIONS

Awareness, adoption and use of electronic resources by economists at National Treasury and Planning was very high. Majority of Economists were knowledgeable and familiar with electronic resources and used them at least once a week. This situation was attributed to availability of timely easy-to-use electronic information; willingness to use electronic resources; reliable internet connectivity; dependable servers and effective information literacy programmes undertaken by library staff. Respondents cited inadequate information retrieval skills, limited local content,

document should cover both short-term and long-term strategic digital landscape in National Treasury and Planning

- Incorporate searching and retrieval in information literacy training programmes

undertaken by the library. Training curriculum should target library and ICT staff as well as economists. Copyright law, Web 2.0 tools, information ethics and cyber security should form part of the training

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