

# **Factors affecting government employees' acceptance of EDMS: a systematic review**

## **ABSTRACT**

Archiving and storing information is a vital aspect that every government strives to optimize while serving citizens. An electronic document system ensures that the flow of information from storage, processing to transmission is as seamless as possible. The Electronic Document Management System (EDMS) is one such system that governments from around the world have been striving to implement. However, a hindrance has been observed in the acceptance of EDMS by government employees, which has been attributed to several factors. This work highlights a systematic literature review of the factors that affect the acceptance of the system. Additionally, a quantitative approach through a questionnaire is used to determine which factors affect the acceptance of EDMS among government employees. A lack of awareness was established as the primary factor affecting the acceptance of EDMS. It was concluded that the government should put more effort into ensuring that more people are aware of any systems that are implemented by the government.