

Prioritization of factors affecting government employees' acceptance of EDMS using the analytic hierarchy process (AHP) method

ABSTRACT

Document management (DM) is fundamentally one of the most effective approaches applied in managing information flow in an organization. In reality, the utilization of an electronic document management system (EDMS) is depicted essentially when documents are used as memory storage for companies and recordkeeping portals that document how operations are achieved. Consequently, the study aimed to respond to the recommendation of McLeod et al. (Arch Manuscr 39:66–94, 2011 [5]) to explore the predictors of EDMS implementation to advise on planning the successful use of EDMS programs. The first objective was to develop a new theoretical model based on the unified theory of acceptance and use of technology (UTAUT) to study the user acceptance and adoption of the EDMS among government employees. The second objective was to determine the factors affecting EDMS acceptance and adoption among government employees that should be given priority using the analytic hierarchy process (AHP) methods. The third objective was to determine whether the constructs of UTAUT influence behavioral intention to use EDMS among government employees. The research employed a systematic review that was developed to identify different factors affecting government employees' acceptance and adoption of EDMS. The critical success factors were generated based on four levels of UTAUT from 15 articles. The study's results, from the systematic review, yielded 40 factors that influenced the use of EDMS among government employees.