Table of Contents

SA Journal of Information Management

Vol 23, No 1 (2021)

Original Research

Cyberattacks and threats during COVID-19: A systematic literature review Joel Chigada, Rujeko Madzinga

SA Journal of Information Management | Vol 23, No 1 | a1277 | 19 February 2021

Original Research

The influence of demographic factors on perceived risks affecting attitude towards online shopping

Khathutshelo M. Makhitha, Kate Ngobeni

SA Journal of Information Management | Vol 23, No 1 | a1283 | 22 February 2021

Original Research

Improving the success rate of business process re-engineering projects: A business process re-engineering framework

Aphelele Nkomo, Carl Marnewick

SA Journal of Information Management | Vol 23, No 1 | a1259 | 01 March 2021

Original Research

32

12

21

A framework of ethical issues to consider when conducting internetbased research

Liezel Cilliers, Kim Viljoen

SA Journal of Information Management | Vol 23, No 1 | a1215 | 02 March 2021

Original Research

Critical success factors to improve data quality of electronic medical records in public healthcare institutions

Noloyiso Makeleni, Liezel Cilliers

SA Journal of Information Management | Vol 23, No 1 | a1230 | 03 March 2021

Original Research

49

41

Utilisation of e-collaboration tools for effective decision-making: A developing country public-sector perspective

Samuel Akinsola, Judith Munepapa

SA Journal of Information Management | Vol 23, No 1 | a1099 | 04 March 2021

Original Research

Affordability of IBM Cognos business intelligence tool features suitable for small-and medium-sized enterprises' decision-making

Tshepo Magoma, Sithembiso Khumalo, Tanya Du Plessis

SA Journal of Information Management | Vol 23, No 1 | a1291 | 29 March 2021

Original Research

65

An assessment of students' perception and self-efficacy towards mobile learning: A case of University of Zululand

Israel Odede

SA Journal of Information Management | Vol 23, No 1 | a1268 | 01 April 2021

Original Research

Digital preservation systems and technologies in South African academic libraries

Tlou M. Masenya, Patrick Ngulube

SA Journal of Information Management | Vol 23, No 1 | a1249 | 26 April 2021

Original Research

A framework to test South Africa's readiness for the fourth industrial revolution

Olutoyin O. Olaitan, Moshood Issah, Ntombovuyo Wayi SA Journal of Information Management | Vol 23, No 1 | a1284 | 18 May 2021

ISSN: 2078-1865 (print) | ISSN: 1560-683X (online)

Original Research

Collaboration between libraries, archives and museums in South Africa

Kagiso Mabe, Andrea Potgieter

SA Journal of Information Management | Vol 23, No 1 | a1269 | 19 May 2021

Original Research

Useful chatbot experience provides technological satisfaction: An emerging market perspective

Isolde Lubbe, Nonhlanhla Ngoma

SA Journal of Information Management | Vol 23, No 1 | a1299 | 20 May 2021

Original Research

Factors affecting the adoption of personal safety apps among millennials in Johannesburg, South Africa

Anna Oksiutycz, Elizabeth Lubinga

SA Journal of Information Management | Vol 23, No 1 | a1246 | 26 May 2021

Original Research

The acceptance and use of online shopping in Limpopo province

Michael N. Moeti, Sello N. Mokwena, Dimakatso D. Malebana SA Journal of Information Management | Vol 23, No 1 | a1313 | 07 June 2021

Original Research

An integrated social media communication view on content marketing by South African non-profit sectors

Christelle Swart, Charmaine du Plessis, Elnerine Greeff SA Journal of Information Management | Vol 23, No 1 | a1366 | 19 July 2021

Original Research

A framework for the digitisation of records and archives at selected state universities in Zimbabwe

Godfrey Tsvuura, Patrick Ngulube

SA Journal of Information Management | Vol 23, No 1 | a1312 | 19 July 2021

Original Research

The effect of Instagram conspicuous consumptive behaviour on the intention to purchase luxury goods: A developing country's perspective

Ntsundeni Madzunya, Kim Viljoen, Liezel Cilliers SA Journal of Information Management | Vol 23, No 1 | a1267 | 06 August 2021

Original Research

Measuring Agile software project success beyond the triple constraint

Emilia Kandengwa, Lucas T. Khoza

SA Journal of Information Management | Vol 23, No 1 | a1375 | 18 August 2021

i

110

94

102





146

155

137



73

56

163

172

181

Original Research

The impact of digital divide for first-year students in adoption of social media for learning in South Africa

Mohube I. Mphahlele, Sello N. Mokwena, Appolonia Ilorah

SA Journal of Information Management | Vol 23, No 1 | a1344 | 19 August 2021

Original Research

Sharing is caring: Knowledge sharing at the city of Johannesburg Library and Information Services

Lydia Nkomo, Jan R. Maluleka, Patrick Ngulube

SA Journal of Information Management | Vol 23, No 1 | a1354 | 27 August 2021

Original Research

Managing competitive advantage through technology and innovation systems and its impacts on service delivery within the Kaohsiung City Government in Taiwan

Kassian T.T. Amesho. Emmanuel I. Edoun. Vinessa Naidoo. Sollv Pooe SA Journal of Information Management | Vol 23, No 1 | a1348 | 23 September 2021

Original Research

The impact of outsourcing information technology services on business operations

Patricia Mtsweni, Sello N. Mokwena, Michael N. Moeti

SA Journal of Information Management | Vol 23, No 1 | a1361 | 30 September 2021

Original Research

The information legislation (PAIA, POPI, RICA) awareness of undergraduate university students: A longitudinal study

Joel Arthur

SA Journal of Information Management | Vol 23, No 1 | a1363 | 04 October 2021

Original Research

Agile as an enabler towards innovation-based organisational transformations

Mothepane M. Tshabalala, Carl Marnewick

SA Journal of Information Management | Vol 23, No 1 | a1309 | 04 October 2021

Original Research

A conceptual framework for effective management of conflict risk within Agile software development environments

Mothepane M. Tshabalala, Lucas T. Khoza

SA Journal of Information Management | Vol 23, No 1 | a1352 | 12 October 2021

Original Research

Accessibility of maternal health information and its influence on maternal health preferences in rural Tanzania: A case study of **Chamwino District**

Hilda A. Mwangakala

SA Journal of Information Management | Vol 23, No 1 | a1353 | 19 October 2021

Original Research

Strategies used to address challenges encountered during website development in South Africa

Josephine R. Chivinge, Shopee Dube, Patrick Ndayizigamiye

SA Journal of Information Management | Vol 23, No 1 | a1373 | 29 October 2021

0.73	ii	0

Original Research

Knowledge management enablers affecting patient care: The perspective of registered nurses in South West Nigeria

Olateju J. Ajanaku, Stephen Mutula

SA Journal of Information Management | Vol 23, No 1 | a1387 | 08 November 2021

Original Research

Extending unified theory of acceptance and use of technology with ISO/IEC 27001 security standard to investigate factors influencing Bring Your Own Device adoption in South Africa

Thembekile Mayayise

SA Journal of Information Management | Vol 23, No 1 | a1376 | 09 November 2021

Original Research

Accelerating implementation of District Health Information Systems: Perspectives from healthcare workers from KwaZulu-Natal, South Africa

Champaklal C. Jinabhai, Stanley C. Onwubu, Maureen N. Sibiya, Surendra Thakur

SA Journal of Information Management | Vol 23, No 1 | a1435 | 10 December 2021

Original Research

Biometric technology in banking institutions: 'The customers' perspectives'

Abraham Morake, Lucas T. Khoza, Teboao Bokaba

SA Journal of Information Management | Vol 23, No 1 | a1407 | 10 December 2021

Original Research

Evaluating user satisfaction with the e-payment gateway system in Tanzania

John M. Sausi, Joel S. Mtebe, Jimmy Mbelwa

SA Journal of Information Management | Vol 23, No 1 | a1430 | 13 December 2021

Original Research

Adoption of cloud-based enterprise resource planning payroll system state-owned enterprises in South Africa

Letlapa A. Nakeng, Sello N. Mokwena, Michael N. Moeti SA Journal of Information Management | Vol 23, No 1 | a1357 | 15 December 2021

Original Research

Approaches for enhancing information sharing between government and communities in Western Cape

Murendeni Nelwamondo, James K. Njenga SA Journal of Information Management | Vol 23, No 1 | a1414 | 17 December 2021

Original Research

Using blockchain technology to facilitate property transactions

Anthea P. Amadi-Echendu

SA Journal of Information Management | Vol 23, No 1 | a1421 | 17 December 2021

Reviewer Acknowledgement

SA Journal of Information Management | Vol 23, No 1 | a1499 | 21 December 2021

273

285



209

219

228

237



305

314

321





265

246

193

200