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ANNEXURE A

A model to foster the use of records for Evidence-based Decision making (EBDM) by senior managers in Western Cape Governmental Bodies

Q1. Which type of organization do you work in? Tick ✓ one from the list below

Government department

Municipality

Public entity

Q2. What is your position in your organization? Tick ✓ one from the list below

DDG	Municipal Manager	
HOD	Chief Director	
Exec Director	CEO	
Senior Manager	Director	

Q3. Evidence-based decision-making (EBDM) was introduced in South Africa to improve service delivery by implementing programmes supported by evidence available from various sources of information. In your opinion has EBDM achieved this? Tick ✓ the applicable box.

YES

NO

Q4. Which source(s) of evidence are important in EBDM? Tick ✓ all applicable

Research reports	Performance information	
Media reports	Service delivery protests	
Opinions of experienced employees	All	

Q5. Which source/s of evidence from the list below have you consulted and used to make decisions? Tick ✓ all applicable

Research reports	Performance information	
Media reports	Service delivery protests	
Opinions of experienced employees	All	

Q6. Where did you find the sources of evidence? Tick ✓ all applicable

My organization's website	University websites	
Other organizations' websites	Library	
My organization's registry		

Q7. Sources of evidence include organizational records. Which records are available in your organization? Tick ✓ all applicable

Annual reports	Audio-visual material	
Minutes of meetings	Annual performance plans	
Internal and external correspondence		

Q8. When do you consult records to make decisions? Select one applicable answer

- Always
- Seldom
- Never
- Sometimes



Q9. Which records have you consulted in the past financial year to plan and make decisions? Tick ✓ all applicable:

Annual reports	Audio-visual material	
Minutes of meetings	Annual performance plans	
Internal and external correspondence		

Q10. Which service delivery programmes have been implemented in your organization by using evidence from records you selected in Question 8? List one in each box below:

Q11. Organizational records are important for making service delivery decisions?. Tick ✓ one applicable answer

- Strongly agree Agree Neither agree nor disagree
- Disagree Strongly disagree

THANK YOU FOR PARTICIPATING!



UNIVERSITY *of the*
WESTERN CAPE

Annexure B

Request for participation in a study



Nikiwe Momoti <nikiwe.momoti@gmail.com>

to

Dear Sir/Madam

The Municipal Manager has granted permission to conduct research among senior managers for a PhD study. The study investigates the use of records for evidence-based decision makers by senior managers in Western Cape governmental bodies. While your participation would greatly enhance this investigation, it is voluntary.

The electronic survey can be accessed from the following link:

<https://www.surveymonkey.com/r/PBQGF5W>

Best wishes for the season.

Nikiwe Momoti (Ms)
PhD candidate(Student no.3473853)
University of the Western Cape



UNIVERSITY *of the*
WESTERN CAPE

ANNEXURE C



OFFICE OF THE DIRECTOR: RESEARCH RESEARCH AND INNOVATION DIVISION

Private Bag X17, Bellville 7535
South Africa
T: +27 21 959 4111/2948
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10 April 2019

Ms NG Momoti
Library and Information Science
Faculty of Arts

Ethics Reference Number: HS19/1/10

Project Title: Use of records for evidence-based decision making by senior managers in Western Cape Governmental Bodies.

Approval Period: 28 March 2019 – 28 March 2020

I hereby certify that the Humanities and Social Science Research Ethics Committee of the University of the Western Cape approved the methodology and ethics of the above mentioned research project.

Any amendments, extension or other modifications to the protocol must be submitted to the Ethics Committee for approval.

Please remember to submit a progress report in good time for annual renewal.

The Committee must be informed of any serious adverse event and/or termination of the study.

A handwritten signature in black ink that reads 'Josias'.

*Ms Patricia Josias
Research Ethics Committee Officer
University of the Western Cape*

HSSREC REGISTRATION NUMBER - 130416-049

ANNEXURE D



REQUEST FOR PERMISSION TO CONDUCT RESEARCH

DATE: 8 July 2019

TO:

Director-General
Department of the Premier
Western Cape Province
P.O. Box 659
Cape Town
8001

Dear Sir/Madam

My name is Nikiwe Momoti, a PhD candidate in the Department of Library and Information Science, University of the Western Cape. The purpose of this correspondence is to request permission to conduct research in all Western Cape government departments, municipalities and public entities. The title of the research project is: **Use of records for evidence-based decision making by senior managers in Western Cape governmental bodies**. The research will lead to my Ph.D. dissertation. I hope you will grant me permission to conduct research and allow senior managers to participate.

The study investigates whether records are used by senior managers for evidence-based decision making in Western Cape governmental bodies. The motivating factor of the study is that South Africa has placed emphasis on evidence-based decision making (EBDM) for effectiveness and efficiency in making and justifying decisions for improved service delivery. Senior managers in all governmental bodies are particularly responsible to plan, budget and make decisions supported by evidence, available from a variety of information resources, such as organizational records. Records are created or received during the conduct of business and contain information and evidence of organizational activities. Many evidence and records management researchers however, have lamented the minimal use of records for decision making in the public sector. The study seeks to test this hypothesis in WC governmental bodies within the context of evidence-based decision making.

The key objectives of the study are to: determine senior managers' knowledge of EBDM, senior managers' awareness of the role of records in EBDM, perceptions of senior managers on the use of records in EBDM and the extent to which senior managers' use records for EBDM. Its significance is that will highlight the important contribution of records in evidence-based decision-making which is considered to enhance service delivery.

The target sample is 170 participants who will be requested to fill in a web-based questionnaire with 12 close-ended questions. The questionnaire takes about 15-20 minutes to complete, therefore will not take much of senior manager's time. All information and responses will be treated confidentially and kept securely by the researcher. Please note that the participants may withdraw from the study should they change their mind. In this case, the data collected from the institution would be destroyed and omitted from my dissertation.

If you have questions about this research, you may contact Nikiwe Momoti (Researcher), Tel: 079 541 7212; Email: nikiwe.momoti@gmail.com; or you may contact my research supervisor, Dr. Lizette King, Department of Library and Information Science, University of the Western Cape, Private Bag X17 Bellville 7535; Tel: (021) 959 2535; Email: lking@uwc.ac.za.

Nikiwe Momoti
Nikiwe.momoti@gmail.com

8/7/2019



UNIVERSITY *of the*
WESTERN CAPE

ANNEXURE E



OFFICE OF THE DIRECTOR-GENERAL

Tel: +27 21 483 6032
Fax: +27 21 483 4715

REF: 14/1/3/HOD

Ms Nikiwe Momoti (Researcher)
PhD Candidate
Department of Library and Information Science
University of the Western Cape

Email: nikiwe.momoti@gmail.com

Cell: 079 541 7212

Dear Ms Momoti

APPROVAL TO CONDUCT RESEARCH WITH SENIOR MANAGEMENT (SMS) IN THE WESTERN CAPE GOVERNMENT

Your letter dated 8 July 2019 has reference.

This letter serves to grant you, as a PhD candidate, permission to conduct research on: "Use of records for evidence-based decision making by senior managers in Western Cape governmental bodies," which will involve SMS members in the departments within the Western Cape Government.

It is government policy that information shared, be treated with confidentiality and only be used for the purpose of research as indicated and requested by you and that individuals will participate on a voluntary basis.

It would be appreciated if you share the outcome of your research with the Western Cape Government.

Yours sincerely

M. H. Maliba
Acting Director-General

Date: 13 July 2019

Cc: Heads of Department

Subject to approval by each HOD.

www.westerncape.gov.za

ANNEXURE F



Consent Form – Questionnaire

University of the Western Cape

Research Title: Use of records for evidence-based decision-making by senior managers in Western Cape governmental bodies


Researcher: Nikiwe Momoti

Please initial box

1. I confirm that I have read and understand the information sheet explaining the above research project and I have had the opportunity to ask questions about the project.
2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason and without there being any negative consequences. In addition, should I not wish to answer any particular question or questions, I am free to decline. (If I wish to withdraw I may contact the lead research at anytime)
3. I understand my responses and personal data will be kept strictly confidential. I give permission for members of the research team to have access to my anonymised responses. I understand that my name will not be linked with the research materials, and I will not be identified or identifiable in the reports or publications that result for the research.
4. I agree for the data collected from me to be used in future research.
5. I agree for to take part in the above research project.

Name of Participant (or legal representative) _____ Date _____ Signature _____

Name of person taking consent (if different from lead researcher) _____ Date _____ Signature _____

Nikiwe Momoti 18/09/2019 
Lead Researcher Date Signature

Copies: All participants will receive a copy of the signed and dated version of the consent form and information sheet for themselves. A copy of this will be filed and kept in a secure location for research purposes only.

Researcher:
Nikiwe Momoti
0795417212


Supervisor:

HOD: