UNIVERSITY OF GHANA
SCHOOL OF SOCIAL SCIENCES

DEPARTMENT OF SOCIAL WORK

EVALUATING THE USE OF THE SOCIAL WELFARE INFORMATION MANAGEMENT SYSTEM (SWIMS) FOR CASE MANAGEMENT AMONG SOCIAL WELFARE OFFICERS IN SELECTED MMDAs IN THE GREATER ACCRA REGION, GHANA

BY

ABENA DUFIE AKONU-ATTA

10940149

THIS THESIS IS SUBMITTED TO THE UNIVERSITY OF GHANA, LEGON IN

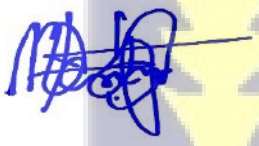
PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE AWARD OF MPHIL IN

SOCIAL WORK DEGREE

MAY, 2025

DECLARATION

I, Abena Dufie Akonu-Atta, do hereby declare that this thesis is an original work toward the Master of Philosophy (MPhil) Degree in Social Work. This thesis is the result of my research and has not been presented by anyone for any academic award in this or any other university. All references used in the work have been fully acknowledged. I bear sole responsibility for any shortcomings.



28/04/2025

ABENA DUFIE AKONU-ATTA DATE

(STUDENT)

April 30, 2025

DR. DORIS AKYERE BOATENG

(SUPERVISOR) DATE

30/04/2025

DR. JONES ADU-GYAMFI DATE

(SUPERVISOR)

ABSTRACT

This study investigated the use of the Social Welfare Information Management System (SWIMS) for case management in the Greater Accra Region, Ghana, using the Unified Theory of Acceptance and Use of Technology (UTAUT) framework. Anchored in the positivist paradigm and employing a quantitative, descriptive survey design, data were collected from 103 Social Welfare Officers across 11 Municipal, Metropolitan and District Assemblies (MMDAs) MMDAs through a questionnaire. Data analysis utilized percentages, means, standard deviations, Pearson's correlation, and linear regression. Findings revealed a strong positive correlation between effort expectancy and usage behaviour, indicating that ease of use significantly influences frequent and effective SWIMS utilization. Performance expectancy and social influence were identified as critical predictors of SWIMS adoption, while effort expectancy and facilitating conditions, though not statistically significant, positively contributed to system usability. SWIMS enhanced case management, notably in progress tracking and record accuracy, but variability in perceived effectiveness highlighted areas requiring improvement. The findings demonstrate that performance expectancy, effort expectancy, social influence, and facilitating conditions collectively accounted for a substantial variance in usage behaviour. Recommendations include targeted initiatives to improve effort expectancy, such as hands-on training and system simplification. Regular evaluations and user feedback should inform system upgrades to address performance gaps. Promoting a supportive culture through peer advocacy and recognition, alongside technical support and resource optimization, will further enhance SWIMS adoption and usability.

DEDICATION

I dedicate this work to my family, especially my late mother, Madam Gladys Akosua Asor Baah, for her support and encouragement. To my husband, Mr. William Akonu-Atta, and lovely children (Odette, Kesewa, Ama and Maame Asor), I appreciate your support and love.

ACKNOWLEDGEMENTS

I am grateful to God Almighty for all His goodness throughout my studies and the unending grace I received throughout this thesis. Despite several obstacles, the Lord made His grace available for me every time by providing the people and resources I needed to succeed. I am very grateful.

I acknowledge my supportive family as well for their immense support. I am most grateful to my dearest mother of blessed memory who, through challenging times, encouraged me not to give up but to forge ahead in my studies, before her demise.

I also appreciate my supervisors, Dr. Doris Akyere Boateng and Dr. Jones Adu-Gyamfi for their guidance, direction, and feedback. I also thank all my colleagues at the Department of Social Work for their encouragement.

Many thanks to my former boss, Mrs Georgina Mensah, and everyone who contributed in diverse ways, whether through advice, review of my work, or encouragement, to getting me this far.

This accomplishment would have been impossible without you all. God richly bless you all for being a part of my story.

TABLE OF CONTENTS

LIST OF TABLES AND FIGURES

LIST OF ACRONYMS AND MEANINGS

DSW	Department of Social Welfare
GoG	Government of Ghana
ICT	Information Communication Technology
IMS	Information Management System
IT	Information Technology
MMDAs	Metropolitan, Municipal, and District Assemblies
MoGCSP	Ministry of Gender, Children and Social Protection
NASW	National Association of Social Workers
NITA	National Information Technology Agency
SWIMS	Social Welfare Information Management System
SWOs	Social Welfare Officers
UNICEF	United Nations Children's Fund
UTAUT	Unified Theory of Acceptance and Use of Technology

CHAPTER ONE

INTRODUCTION

1.0 Overview

This chapter discusses the background to the study, statement of the problem, purpose of the study, research objectives, research questions, significance of the study, scope of the study, definition of terms, and organization of the study.

1.1 Background to the Study

In today's rapidly evolving world, the integration of information technology (IT) into public service management has become an essential tool for enhancing efficiency, transparency, and service delivery. Social welfare systems, in particular, which are often burdened by high caseloads and complex administrative procedures, benefit significantly from adopting digital tools designed to streamline operations and improve case management. The Social Welfare Information Management System (SWIMS) represents a key initiative implemented in Ghana to enhance the coordination and delivery of social welfare services. It has been introduced on a pilot basis in eleven Metropolitan, Municipal, and District Assemblies (MMDAs) within the Greater Accra Region. The effectiveness of this system is critical, as it strengthens service efficiency and contributes significantly to safeguarding and supporting vulnerable groups.

The adoption of digital systems like SWIMS in social welfare is a response to the global trend of using technology to support public administration. According to the United Nations (2018), governments are increasingly adopting IT-based solutions to improve service delivery, promote transparency, and increase citizen participation. These systems facilitate easier management of cases, allow for more efficient use of resources, and

provide a platform for coordinating different services, particularly in sectors like health and social welfare, where timely interventions are critical for client outcomes.

Case management is a central function within social welfare, requiring social welfare officers to coordinate services for individuals and families in need. Effective case management is critical for addressing the complex challenges faced by vulnerable populations, including poverty, child welfare concerns, disability, and elder care (Arias & Johnson, 2019). The goal of case management is to ensure that individuals receive appropriate services and that these services are coordinated efficiently to meet their needs.

Social Work as a profession and the concept of Case Management developed around the same time in the United States during the 19th and early 20th centuries, largely in response to emerging social issues and the establishment of settlement houses (Popple, 2008; Stuart, 2008). The National Association of Social Workers (NASW) notes that case management forms a core part of social workers' duties, with many practitioners indicating that they dedicate over half of their working time to case management tasks (Whitaker et al., 2006).

In 2020, SWIMS was introduced to have real-time data on clients, track progress, report on child protection, and electronically transfer and refer cases (MoGCSP & UNICEF, 2021). Currently across the world, social workers have software such as Apricot Social Solutions, Prevail Case Management System, Charity Tracker, etc. to record cases (Gillingham, 2014). Several countries have adopted the use of Information Management Systems, including the United States, Canada, the United Kingdom, and Australia to help social workers manage cases better and track client outcomes (Mishna et al., 2022).

Information Management Systems are utilized by social workers in various parts of the world. Ghana holds the distinction of being the first country in Africa to adopt the Child Protection Information Management System, known as Primero Version 2. Other African nations that have since implemented the system include Kenya, Sierra Leone, Nigeria, Burkina Faso, Côte d'Ivoire, and Benin (MoGCSP & UNICEF, 2020). With assistance from UNICEF, Ghana's Ministry of Gender, Children and Social Protection has introduced a digital platform called the Social Welfare Information Management System (SWIMS). This tool serves as a case management system designed to assist social welfare officers in handling child protection cases and collecting routine administrative data (Deliege et al., 2022).

The introduction of SWIMS seeks to provide a digital platform that supports the case management process. This system allows social welfare officers to document case activities, track client progress, and generate reports for decision-making. By automating these processes, SWIMS helps to reduce errors, improve communication between service providers, and ultimately enhance the overall effectiveness of case management (Gyamfi & Osei, 2021).

Information technology has had a transformative impact on public service delivery globally. Governments and organizations across sectors such as health, education, and social welfare are increasingly leveraging IT solutions to enhance service efficiency, reduce administrative costs, and improve the quality of services provided to citizens (Heeks, 2018). The use of IT systems in social welfare is particularly important given the high demand for services and the need for accurate data to inform policy decisions and program implementation.

In the context of social welfare, IT systems like SWIMS offer several benefits. First, they provide social welfare officers with tools for better case management, including the ability to track cases, document interventions, and monitor outcomes in real time. This real-time tracking enables officers to respond more quickly to clients' needs and ensures that services are delivered in a timely and efficient manner (Benson et al., 2020). Second, IT systems enhance collaboration and communication among service providers, making it easier to coordinate services for clients who may need support from multiple agencies. Finally, digital systems provide a means for collecting and analyzing data on service delivery, which can be used to identify trends, measure performance, and inform future policy development.

Research has shown that the implementation of IT systems in social welfare can significantly improve case management outcomes. For example, a study by Ochieng and Auma (2021) found that the adoption of IT-based case management systems in Kenya led to a reduction in case-processing times, improved the accuracy of records, and increased the overall satisfaction of social welfare officers with their work. Similarly, in South Africa, the use of digital tools for case management has been associated with better client outcomes and more efficient use of resources (Muthwa & Sibanda, 2019).

The shift from traditional, manual case management processes to digital systems represents a significant change in how social welfare services are delivered. In many parts of the world, the implementation of information management systems has led to improvements in service delivery, resource allocation, and overall management of welfare cases (Gordon & Selden, 2020). These systems, such as SWIMS, allow social welfare officers to enter case data into a centralized platform, ensuring that information is stored securely and can be accessed easily when needed. This reduces the risk of lost

or incomplete case files and enables officers to make more informed decisions about the interventions needed for each case.

The implementation of IT-based systems in social welfare is part of a broader trend of e-governance, where governments leverage digital tools to improve the delivery of public services. According to the United Nations E-Government Survey (2020), many countries are investing in IT infrastructure to enhance the efficiency and transparency of public service delivery. In social welfare, this has translated into the use of case management systems that help officers manage workloads, track case progress, and share information with other relevant agencies in real-time.

In Ghana, the introduction of SWIMS is in line with the government's efforts to modernize public services and improve the management of social welfare cases. The government's commitment to digital transformation in public services is reflected in policies such as the National Information Technology Agency (NITA) Act, which aims to promote the use of information and communication technology (ICT) in government operations (Ghana Ministry of Communications, 2019). SWIMS represents one of the key initiatives under this broader framework, designed to address the inefficiencies of paper-based case management and provide a digital solution that can improve the delivery of social welfare services.

While the implementation of IT systems like SWIMS offers many benefits, there are also challenges associated with their adoption and use. One of the primary challenges is the need for adequate training and support for social welfare officers, many of whom may not be familiar with using digital tools in their work. According to the World Bank (2021), one of the key barriers to the successful adoption of IT systems in public administration is the lack of technical skills among employees. In the context of social welfare, officers

need to be trained not only in how to use the system but also in how to interpret and apply the data it generates to improve case management.

Another challenge is ensuring that the infrastructure needed to support digital systems is in place. This includes reliable internet access, adequate hardware, and secure data storage solutions. In many developing countries, including Ghana, infrastructure challenges can hinder the full implementation of IT systems in public services (Mensah & Kweku, 2020). For SWIMS to be effective, it is essential that the necessary infrastructure is available in the MMDAs where it has been piloted. Without this, the system may not function as intended, leading to delays in case management and frustration among social welfare officers.

Moreover, the success of IT systems like SWIMS depends on the willingness of social welfare officers to adopt and use the system consistently. Behavioural intention, as explored by Venkatesh et al. (2012) in the Unified Theory of Acceptance and Use of Technology (UTAUT), is a key factor in determining whether employees will embrace new technologies. Officers may be resistant to using the system due to a lack of familiarity with technology, concerns about increased workload, or fears that the system may not be user-friendly. Understanding and addressing these behavioural factors is critical to ensuring the successful adoption of SWIMS.

1.2 Statement of the Problem

The increasing reliance on Information Management Systems (IMS) by social workers globally has raised concerns about their effectiveness, with some studies indicating that these systems have made case management more demanding and time-consuming (Ylönen, 2022). Several studies have examined IMS in social work (Gillingham, 2014; Huuskonen & Vakkari, 2013; Huuskonen, 2014; Lagsten & Andersson, 2018; Salovaara

& Ylönen, 2021; Ylönen, 2022), yet there is a paucity of research on how social welfare officers in Ghana manage cases electronically. This gap is critical, especially given the introduction of the Social Welfare Information Management System (SWIMS) to streamline and standardize case management in Ghana.

Prior to the introduction of SWIMS and the Case Management Standard Operating Procedure in 2018, social workers in Ghana managed child protection cases in an ad-hoc manner (Foster, 2022; Venkatesh et al., 2003). Although SWIMS was designed to improve service delivery, there remain challenges. System designers often lack an understanding of frontline social work practices, and social workers may lack the technical knowledge to articulate their needs or contribute to the system's design, limiting the system's effectiveness (Benson et al., 2020; Gillingham, 2014). Moreover, internet connectivity issues in Ghana further complicate the usage of SWIMS, necessitating an evaluation of the system's performance and the technological skills of social welfare officers (SWOs).

In Ghana, as in many developing countries, social welfare case management has traditionally relied on manual, paper-based systems. These systems are labour-intensive and prone to errors, making it difficult to track client progress and maintain accurate records (Kwarteng & Asare, 2020). Paper-based systems can also hinder communication and collaboration between social welfare officers and other service providers, further complicating the delivery of timely interventions. In this context, there is a growing need for digital solutions that can streamline case management, reduce administrative burdens, and improve service delivery outcomes.

Since the inception of SWIMS, social welfare officers have entered over 17,239 child and social protection cases as of May 2023 (Department of Social Welfare [DSW], 2023),

yet no comprehensive evaluation of the system has been conducted. This raises questions about the extent to which SWIMS has achieved its goal of improving case management efficiency. Furthermore, while IMS usage in social work has been extensively studied in developed countries, there is a lack of research in developing countries like Ghana, where unique challenges such as infrastructure limitations and resource constraints impact system performance (Sarwar & Harris, 2019; Ochieng & Auma, 2021).

Despite the piloting of SWIMS in 11 Metropolitan, Municipal, and District Assemblies (MMDAs) in the Greater Accra Region, research on its adoption and effectiveness among social welfare officers remains limited. Studies have not sufficiently explored the relationship between behavioural intentions of social welfare officers and their actual usage of SWIMS, which is essential for determining the system's overall success. Moreover, there is a lack of empirical evidence on how SWIMS impacts case management performance, leaving unanswered questions about its operational efficiency and effectiveness in the Ghanaian context.

Therefore, this study seeks to fill these research gaps by evaluating the relationship between behavioural intentions and usage behaviour among social welfare officers, investigating the impact of SWIMS on case management performance, and identifying areas for improvement in the design, implementation, and evaluation of the system. Addressing these gaps is crucial for enhancing social service delivery, informing policy improvements, and ensuring the scalability and sustainability of SWIMS in Ghana and other resource-constrained environments.

1.3 Purpose of the Study

The study sought to evaluate the use of SWIMS for case management: a survey of 11 piloted MMDAS in Greater Accra Region, Ghana.

1.4 Objectives of the Study

Specifically, the study sought to:

1. To examine the relationship between effort expectancy and usage behaviour of social welfare officers in using the SWIMS for case management
2. To ascertain the impact of the use of SWIMS on the performance of case management by social welfare officers in the Greater Accra Region.
3. To identify the areas for improvement or innovation in the design, implementation, and evaluation of the SWIMS for case management.

1.5 Research Questions

The research questions were:

1. What is the relationship between effort expectancy and the usage behaviour of social welfare officers in using the SWIMS for case management?
2. What is the impact of the use of SWIMS on the performance and quality of case management by social welfare officers in the Greater Accra Region?
3. Which areas are needed for improvement or innovation in the design, implementation, and evaluation of the SWIMS for case management?

1.6 Hypotheses

The following hypotheses were tested at 0.05 level of significance.

Ho1: Performance expectancy has no influence on the usage behaviour of SWIMS for case management of social welfare officers.

Ho2: Effort expectancy has no influence on the usage behaviour of SWIMS for case management of social welfare officers.

Ho3: Social Influence has no influence on the usage behaviour of SWIMS for case management of social welfare officers.

Ho4: Facilitating conditions has no influence on the usage behaviour of SWIMS for case management of social welfare officers.

1.7 Significance of the Study

This study offers practical insights for social welfare officers and organizations involved in case management by evaluating the impact of the Social Welfare Information Management System (SWIMS). Understanding the relationship between effort expectancy (degree of ease associated with the use of system) and usage behaviour, as well as how SWIMS influences case management performance, can help practitioners refine their use of the system. The identification of areas for improvement or innovation can inform practical recommendations for enhancing the system's design and implementation, leading to more efficient and effective service delivery. Ultimately, this contributes to improved case management processes and outcomes for vulnerable populations in the Greater Accra Region.

The findings of this study can inform policy development related to the implementation and use of information systems in social welfare management. By understanding the factors that influence the adoption and effectiveness of SWIMS, policymakers can create guidelines to support the successful deployment of such systems across more Metropolitan, Municipal, and District Assemblies (MMDAs). Additionally, this study can help shape policies that encourage the integration of technology in social service delivery, ensuring that social welfare officers have the necessary tools and support (such as training and resources) to improve their performance and case management outcomes.

From a theoretical perspective, this study contributes to the literature on technology acceptance and usage in the context of social welfare management. By testing hypotheses related to performance expectancy, facilitating conditions, and usage behaviour, the study adds to existing theories such as the Unified Theory of Acceptance and Use of Technology (UTAUT). The results will provide empirical evidence on how these factors influence the use of information systems like SWIMS. This helps to expand the theoretical framework by applying it to the specific context of social welfare case management, offering new insights for researchers studying the intersection of technology, usage behaviour, and case management service.

1.8 Scope of the Study

This study is focused on evaluating the use of the Social Welfare Information Management System (SWIMS) for case management within 11 piloted Metropolitan, Municipal, and District Assemblies (MMDAs) in the Greater Accra Region of Ghana. This geographic focus allows for an in-depth examination of how SWIMS is implemented and used within this context. Also, the research is centered on the SWIMS platform, which is designed to manage social welfare cases. The study will assess how the system supports the officers in managing their cases, the relationship between their intention to use the system and actual usage, and how SWIMS impacts their performance. The scope includes examining key variables such as performance and effort expectancy, social influence and facilitating conditions, which are tested to understand their influence on using SWIMS. These variables are explored through the lens of the UTAUT.

1.9 Definition of Terms

Information Management System: An information management system refers to a structured platform designed to gather, organize, store, process, and distribute data in a

way that makes it readily available and practical for users such as organizational staff, managers, clients, or members of the public.

Case Management: Case management is a team-oriented and cross-disciplinary approach aimed at achieving effective and high-quality results for individuals by coordinating communication and accessing appropriate services. It involves a sequence of steps including identification, needs assessment, planning, implementation, monitoring, and case closure, with collaboration among various service providers present throughout the process (UNICEF, DSW & MoGCSP, 2018).

Social Welfare Information Management System (SWIMS): SWIMS is an online-based platform that facilitates the documentation and reporting of social welfare-related services, including child protection, social safety nets, and gender-based violence interventions. It operates based on nationally approved data forms, service pathways, workflows, and standard procedures (MoGCSP & UNICEF, 2021).

Social Worker: A social worker is a trained professional dedicated to supporting individuals, families, and communities by improving their ability to function socially or by working to foster social environments that promote well-being (NASW).

Social Welfare Officer: It is a trained social worker tasked with identifying and addressing the needs of vulnerable people.

1.10 Organization of the Study

The study is organized into five chapters. Chapter one is made up of the background to the study, statement of the problem, purpose of the study, research questions, significance of the study, delimitations, definition of terms, and the organization of the study.

Chapter two deals with the review of related literature. This comprises both published and unpublished documents such as books, newspapers, and journals that have useful information on the topic.

Chapter three consists of the methodology used for the study. It discusses the research design, setting, population, sample, sampling techniques, inclusion and exclusion criteria, source of data, data collection instruments, validity and reliability of data collection instruments, data collection procedure, data analysis procedure, and ethical considerations.

Chapter four consists of a presentation, analysis, and discussion of results.

The chapter five gives a summary of the study, draws conclusions, and makes recommendations on research, policy, and practice. The chapter further presents the recommendations derived from the study and this was based on the findings and conclusion of the study. Furthermore, the chapter presents the policy implication of the study.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.0 Overview

This chapter presents a comprehensive review of the existing literature relevant to the study. The aim is to provide a theoretical foundation for understanding the key concepts, frameworks, and findings related to the implementation and utilization of the SWIMS by SWOs in the Greater Accra Region. The chapter will begin by discussing the significance of information management systems in social welfare, followed by an examination of the UTAUT model, which serves as a framework for assessing the factors influencing SWOs' behavioural intentions and usage behaviours. Additionally, the chapter will explore previous studies related to the effectiveness of SWIMS, the challenges faced by SWOs in using the system, and the broader context of social welfare management in Ghana. Through this review, the chapter aims to identify gaps in the current literature and establish a basis for the research questions and hypotheses guiding this study.

2.1 Theoretical Framework

This study is underpinned by the Unified Theory of Acceptance and Use of Technology (UTAUT), a comprehensive and empirically validated model developed by Venkatesh et al. (2003) to explain user intentions to adopt and use technology. The UTAUT model synthesizes elements from eight earlier technology acceptance theories, including the Technology Acceptance Model (TAM), Theory of Planned Behavior (TPB), and Diffusion of Innovation (DOI). It identifies four key determinants that directly influence users' behavioural intentions and actual technology use: Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions. The model also incorporates

moderating variables namely age, gender, experience, and voluntariness of use that can affect the strength of these relationships (Venkatesh et al., 2003).

Performance Expectancy (PE) is defined as the degree to which an individual believes that using a particular system will enhance their job performance (Venkatesh et al., 2012). It is considered the strongest predictor of behavioural intention across different contexts of technology adoption (Dwivedi et al., 2019). In the context of this study, Social Welfare Officers (SWOs) may perceive that using the Social Welfare Information Management System (SWIMS) will improve their efficiency in handling cases, reduce paperwork, and enhance coordination in service delivery. Research shows that when users perceive clear benefits or performance gains from technology, they are more inclined to use it (Mensah, 2020; Ifinedo, 2017). Thus, if SWOs believe that SWIMS contributes to faster decision-making and better record management, their intention to adopt and consistently use the system is likely to increase.

Effort Expectancy (EE) refers to the perceived ease associated with learning and using a technology (Venkatesh et al., 2003). It encompasses users' perceptions of how intuitive and user-friendly a system is. Studies have shown that systems perceived as easier to use tend to enjoy higher acceptance rates, especially in organizational contexts (Maruping et al., 2017; Williams et al., 2015). For SWOs, if the SWIMS interface is simple, accessible, and designed with minimal technical complexity, they are likely to experience reduced cognitive load and resistance. A positive perception of ease of use can thus reinforce their behavioural intention to integrate the system into their daily workflow.

Social Influence (SI) describes the extent to which individuals perceive that important others such as colleagues, supervisors, or organizational leaders believe they should use a particular system (Venkatesh et al., 2003). In institutional environments, peer support

and managerial endorsement are crucial determinants of technology acceptance (Imran et al., 2019). In social welfare departments, where collaborative work is central, SWOs' decisions to adopt SWIMS may be strongly influenced by the attitudes and behaviors of their supervisors or respected peers. When organizational leaders promote SWIMS as a valuable tool for improving service efficiency, it creates a culture of acceptance that fosters adoption (Tarhini et al., 2017).

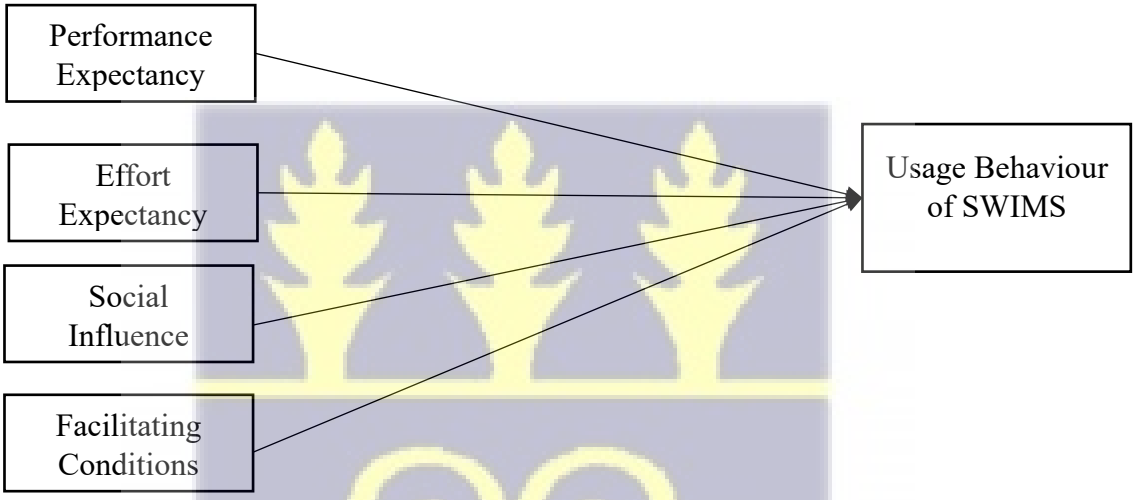
Facilitating Conditions (FC) encompass the perceived availability of resources and organizational support necessary for effective system use (Venkatesh et al., 2003). These include infrastructure, access to devices, internet connectivity, and ongoing technical and administrative support. Prior research indicates that facilitating conditions play a critical role in determining sustained technology use, especially in public sector settings (Osei et al., 2022; Rana et al., 2017). In the case of SWIMS, if SWOs perceive that they have sufficient access to training, technical assistance, and functional hardware or software, they are more likely to effectively use the system for case management and data reporting.

Moreover, the UTAUT model introduces moderating variables such as age, gender, experience, and voluntariness of use, which influence how the core constructs relate to behavioural intention and technology use (Venkatesh et al., 2012). For instance, younger and more technologically experienced officers may find SWIMS easier to use compared to older officers, while the degree of voluntariness whether its use is mandatory or optional can also shape acceptance levels (Dwivedi et al., 2020). These moderating factors are particularly important in understanding heterogeneous responses among SWOs with varying professional backgrounds and technological literacy.

2.2 Conceptual Framework

The conceptual framework for this study serves as a structured representation of the relationships between key variables that influence the adoption and use of the SWIMS among SWOs in the Greater Accra Region. Drawing from the UTAUT, the framework delineates how specific constructs interact to shape the usage of SWIMS in the context of social welfare case management. At the core of the conceptual framework are the four primary constructs of the UTAUT model:

Figure 2.1 Conceptual Framework



Performance Expectancy: Performance Expectancy (PE) refers to the degree to which an individual believes that using a particular system will improve their job performance (Venkatesh et al., 2003). It is the most influential determinant of behavioural intention in technology acceptance (Venkatesh et al., 2012; Dwivedi et al., 2019). In the context of the Social Welfare Information Management System (SWIMS), Social Welfare Officers (SWOs) are more likely to adopt the system if they perceive that its use enhances their efficiency and effectiveness in case management, data entry, and service delivery. For example, the automation of case tracking, reporting, and record retrieval can significantly reduce manual workload and time consumption, leading to improved productivity.

Studies (Ifinedo, 2017; Mensah, 2020) have demonstrated that perceived improvements in job performance positively influence technology adoption in public sector organizations. When SWOs recognize that SWIMS can facilitate faster decision-making, ensure accuracy in reporting, and enhance coordination between departments, their motivation to use the system increases. Furthermore, training and prior positive experiences with digital systems can strengthen perceptions of usefulness, as users associate technology with tangible performance benefits (Alalwan et al., 2017). Therefore, increasing awareness of the performance benefits of SWIMS is essential to driving its acceptance and sustained use among social welfare professionals.

Effort Expectancy: Effort Expectancy (EE) refers to the perceived ease of use and the degree of effort required to learn and utilize a new system (Venkatesh et al., 2003). The easier a system is to operate, the greater the likelihood that users will adopt it. For SWOs, effort expectancy reflects how intuitively they can navigate the SWIMS platform, enter data, retrieve information, and generate reports without excessive difficulty. A system with a user-friendly interface, clear instructions, and minimal technical complexity reduces cognitive effort and promotes confidence among users (Williams et al., 2015; Maruping et al., 2017).

Training also plays a pivotal role in shaping effort expectancy. When SWOs receive adequate orientation and continuous technical support, their perceived ease of use improves, lowering anxiety associated with system operation (Imran et al., 2019). Research by Osei et al. (2022) indicates that in Ghana's public service, usability and accessibility of digital systems significantly determine employees' willingness to adopt them. Therefore, designing SWIMS to align with users' digital literacy levels and providing ongoing technical assistance will enhance SWOs' confidence, making them more likely to integrate the system into their daily operations.

Social Influence: Social Influence (SI) describes the extent to which individuals perceive that important others such as peers, supervisors, or institutional leaders believe they should use a particular technology (Venkatesh et al., 2003). In organizational environments, social norms and peer behaviors are powerful motivators for technology adoption (Tarhini et al., 2017). For Social Welfare Officers, the decision to use SWIMS can be strongly shaped by the influence of colleagues, superiors, and organizational culture. When respected peers or supervisors demonstrate the advantages of using SWIMS such as improved reporting accuracy and easier information sharing it reinforces the perception that adoption is both beneficial and professionally expected. Empirical studies have shown that managerial encouragement and peer endorsement significantly affect behavioural intention toward information systems in public institutions (Imran et al., 2019; Rana et al., 2017). In Ghana's social welfare context, a culture that supports digital transformation through workshops, peer demonstrations, and leadership advocacy can strengthen collective motivation to adopt SWIMS. Informal social learning, where officers observe the positive experiences of others using the system, further normalizes its use, thus fostering widespread institutional acceptance.

Facilitating Conditions: Facilitating Conditions (FC) refer to users' perceptions of the availability of organizational and technical resources needed to use a system effectively (Venkatesh et al., 2003). These include access to infrastructure, training, technical support, and reliable internet connectivity. For SWOs, facilitating conditions determine whether they have the practical means to engage with SWIMS in their day-to-day work. If officers lack computers, consistent power supply, or access to help desks, even strong behavioural intentions may not translate into actual usage. Osei et al. (2022) and Dwivedi et al. (2019) underscores that the presence of robust facilitating conditions directly influences sustained technology use in public sector environments. Inadequate

infrastructure and insufficient institutional support are common barriers to digital adoption in developing contexts (Rana et al., 2017). Conversely, when SWOs perceive that they have sufficient resources, technical assistance, and administrative backing, they are more likely to fully integrate SWIMS into case management and reporting workflows. Therefore, ensuring continuous training programs, reliable technical infrastructure, and dedicated support mechanisms is essential for sustaining system utilization and achieving successful implementation outcomes.

The interactions among these constructs are influenced by moderating factors like age, gender, and experience, which can affect the strength of the relationships. For example, younger SWOs may adapt more easily to new technologies, while more experienced officers may resist change due to established practices. This conceptual framework provides a comprehensive understanding of the dynamics in SWIMS adoption among Social Welfare Officers, offering insights for strategies to enhance successful implementation and improve service delivery for vulnerable populations in the Greater Accra Region.

2.3 Conceptual Review

A conceptual review is a critical framework for understanding the theoretical underpinnings and practical implications of key concepts within a specific domain. In the context of social welfare and case management, a conceptual review provides insights into how various models and practices interact to influence the effectiveness of social services. This section explores the definitions, and practical applications of essential concepts relevant to social welfare and case management, emphasizing their significance for social work practice and policy development.

2.3.1 The Concept of Social Welfare

Social welfare represents a multifaceted system designed to meet the basic needs of individuals and groups, promoting their well-being and enhancing their quality of life. As a concept, social welfare encompasses various services, policies, and programs aimed at improving the social and economic conditions of vulnerable populations. According to the World Health Organization (2015), social welfare is defined as the organized efforts of society to provide for the well-being of its members, especially those who are in need. This definition underscores the collective responsibility of society to ensure that all individuals, regardless of their circumstances, have access to essential resources and support.

At its core, social welfare is rooted in principles of equity, justice, and human rights. It seeks to address disparities in wealth, opportunities, and access to resources, thereby fostering a more equitable society. As pointed out by Acheson (2016), social welfare policies are often designed to mitigate the effects of poverty, unemployment, and social exclusion. These policies can take various forms, including cash assistance, healthcare services, shelter support, and educational programs, all aimed at empowering individuals to improve their circumstances and achieve a better quality of life.

In addition to providing immediate assistance, social welfare plays a crucial role in promoting social cohesion and stability. It serves as a safety net for individuals facing hardships, thereby reducing the likelihood of social unrest and ensuring that all members of society have the opportunity to contribute positively. As noted by Midgley (2014), effective social welfare systems can enhance social integration, strengthen community ties, and promote active citizenship, ultimately leading to a more harmonious society.

The concept of social welfare is not static; it evolves in response to changing societal needs and values. Historical context plays a significant role in shaping social welfare systems. In the early 20th century, social welfare primarily focused on addressing poverty and providing basic needs through charity and philanthropy. However, as societal understanding of welfare expanded, it began to encompass a broader range of issues, including health care, education, and employment opportunities (De Jong, 2017). This shift reflects a growing recognition that social welfare must address the root causes of social problems rather than merely treating their symptoms.

Furthermore, globalization and technological advancements have introduced new challenges and opportunities for social welfare. Issues such as migration, climate change, and economic inequality necessitate innovative approaches to welfare provision. As highlighted by Giddens (2017), modern social welfare must be adaptable and responsive to the complexities of the global landscape, ensuring that vulnerable populations are supported in an increasingly interconnected world.

Despite its noble intentions, social welfare is often a subject of debate and controversy. Critics argue that certain welfare programs may create dependency, discourage work, or fail to adequately address the needs of marginalized populations. These criticisms emphasize the importance of continually evaluating and reforming social welfare policies to ensure their effectiveness and sustainability. In this regard, evidence-based practices and stakeholder engagement are essential for developing programs that genuinely meet the needs of those they intend to serve (Bennett, 2018).

The concept of social welfare is integral to promoting social justice and enhancing the well-being of individuals and communities. By addressing basic needs and fostering opportunities for self-sufficiency, social welfare systems play a vital role in creating a

more equitable and cohesive society. As the landscape of social welfare continues to evolve, it remains imperative to critically examine and refine these systems to effectively meet the challenges of the present and future.

2.3.2 Case Management in Social Welfare

Case management in social welfare is a structured and systematic approach to delivering services that support individuals and families facing complex life challenges. It involves coordinating resources and services tailored to the unique needs of clients, ensuring they receive comprehensive support that addresses various aspects of their lives. This literature review delves into the conceptual framework of case management in social welfare, highlighting its significance, key principles, models, challenges, and future directions. At its core, case management is defined as a collaborative process that involves assessment, planning, facilitation, and advocacy for options and services to meet an individual's health and human service needs (Cohen, 2020). The case management process typically includes the following stages: assessment, planning, implementation, coordination, monitoring, and evaluation. This systematic approach ensures that services are not only accessible but also aligned with the clients' goals and preferences (Bledsoe et al., 2017).

One of the primary benefits of case management is its holistic approach to service delivery. By recognizing that individuals often face multiple interconnected challenges such as mental health issues, unemployment, and substance abuse, case management seeks to address these needs comprehensively. According to Marlowe (2020), a holistic framework not only provides immediate assistance but also promotes long-term well-being by facilitating access to necessary resources and support systems. Case management emphasizes a client-centered approach, empowering clients to actively

participate in their care and decision-making processes. This approach fosters a sense of ownership and responsibility among clients, leading to better engagement and adherence to recommended interventions (Bledsoe et al., 2017). By involving clients in goal-setting and decision-making, social workers can develop tailored intervention plans that resonate with the client's values, preferences, and circumstances.

Effective case management involves coordinating services across various sectors, including healthcare, education, housing, and employment. Social workers often act as liaisons among different service providers, ensuring that clients receive comprehensive support tailored to their needs (Cohen, 2020). This coordination is particularly crucial in complex cases where multiple systems intersect, such as individuals with mental health issues who also require housing assistance.

Continuous monitoring and evaluation are essential components of effective case management. By regularly assessing clients' progress and service effectiveness, social workers can make necessary adjustments to intervention plans, ensuring that clients receive the most appropriate support (Marlowe, 2020). This ongoing evaluation does not only enhance service delivery but also contributes to the overall improvement of social welfare programs by identifying best practices and areas for development.

2.3.3 Historical Overview of the Development of Case Management Practices in Ghana

The development of case management practices in Ghana has evolved through several historical phases from traditional communal care systems to a more formalized, technology-driven and integrated model within the social welfare and protection sectors. Traditionally, Ghanaian societies relied heavily on kinship networks, chiefs, and community elders to address issues of welfare, conflict resolution, and the protection of vulnerable individuals. These indigenous mechanisms functioned as the earliest form of

social care, emphasizing collective responsibility, social cohesion, and restorative support rather than formal documentation or structured referrals (Apt & Blavo, 1997; Osei-Hwedie, 2002). These communal frameworks laid the cultural foundation for the social welfare ethos that would later be institutionalized by the state.

The formalization of case management in Ghana can be traced to the colonial era, when the British administration introduced Western models of social welfare. The establishment of the Department of Social Welfare in 1946 (then known as the Department of Social Welfare and Community Development) marked a pivotal moment in institutionalizing casework and social services in Ghana (Ministry of Gender, Children and Social Protection [MoGCSP], 2020; Osei-Hwedie & Rankopo, 2008). This colonial inheritance introduced structured case documentation, child protection interventions, and welfare-oriented residential care. However, case management during this period was largely administrative, focusing on compliance and supervision rather than holistic client-centered approaches.

Following independence in 1957, the Ghanaian government expanded the social welfare framework to encompass child welfare, family support, and community development initiatives (Apt, 2005). During the 1960s to 1980s, case management practices remained primarily reactive and institution-based, with limited coordination between agencies. The lack of standardization in case handling and referral processes reflected broader resource and capacity challenges within the social sector (UNICEF Ghana, 2018). Social work education and professionalization, introduced during this era, nonetheless strengthened the human resource base for case management practice (Blavo, 1996).

From the 1990s onward, Ghana's social welfare system experienced major reforms aligned with global shifts toward integrated and rights-based approaches to social

protection. Influenced by frameworks such as the Convention on the Rights of the Child (CRC, 1989) and the African Charter on the Rights and Welfare of the Child, Ghana began to institutionalize community-based and multi-sectoral case management models (UNICEF, 2015; Osei-Hwedie, 2014). The establishment of flagship social protection programmes such as the Livelihood Empowerment Against Poverty (LEAP) programme integrated case management components for monitoring beneficiaries, managing grievances, and coordinating referrals to complementary services (LEAP Programme Annual Report, 2019). These developments marked a shift from ad hoc social assistance toward structured, beneficiary-centered case handling within national programmes.

In recent years, Ghana has transitioned toward an integrated and digitalized case management model, largely driven by technological innovation and policy reforms. The Ministry of Gender, Children and Social Protection (MoGCSP), with support from UNICEF, developed the Social Welfare Information Management System (SWIMS) a digital platform based on the open-source Primero system to standardize and streamline case documentation, referrals, and follow-ups across multiple sectors (MoGCSP, 2021; UNICEF Ghana, 2023). SWIMS facilitates inter-agency coordination by linking social welfare officers, child protection agencies, and gender-based violence service providers. Its introduction represents a critical step in modernizing case management and enhancing data-driven decision-making in social welfare practice.

Complementing SWIMS, Ghana also adopted the Integrated Social Services (ISS) framework, which formalizes collaboration among various agencies involved in social welfare delivery. The ISS framework provides Standard Operating Procedures (ISSOP) that define roles, referral pathways, and accountability mechanisms across health, education, justice, and social protection sectors (MoGCSP, 2022). Through ISS, Ghana's case management model has evolved into a more collaborative and holistic system,

reflecting the principles of the integrated or collaborative case management model commonly applied in international social protection and child welfare systems (UNICEF, 2022).

Despite these advancements, challenges persist in ensuring consistency and sustainability in implementation. Studies indicate that gaps in infrastructure, data connectivity, and professional capacity limit the effectiveness of SWIMS and ISS in some districts, particularly in rural and resource-constrained areas (Data for Impact, 2022; MoGCSP, 2023). Nonetheless, Ghana's progressive transition from kinship-based social care to formal institutional management and finally to integrated digital systems demonstrates significant strides toward establishing an effective, inclusive, and technology-supported case management system.

Ghana's case management history reflects a broader socio-political evolution. The trajectory from traditional family-based welfare systems, through colonial bureaucratic frameworks, to the adoption of integrated digital case management platforms illustrates the country's efforts to strengthen coordination, accountability, and efficiency in social service delivery. Continued investment in workforce development, infrastructure, and cross-sector collaboration remains essential to consolidating these gains and achieving full functionality of the integrated case management model nationwide.

2.3.4 Models of Case Management

Various models of case management have been developed to address the diverse needs of clients within social welfare systems. These models differ in their focus, structure, and approach, but all share the fundamental goal of improving client outcomes.

2.3.4.1 Brokerage Model

The brokerage model of case management represents a traditional yet widely utilized approach within social work practices. This model places the social worker in the role of a facilitator, tasked primarily with connecting clients to pre-existing services and resources tailored to their identified needs (Bledsoe et al., 2017). The brokerage model is particularly beneficial in contexts where clients require immediate access to diverse resources, such as healthcare, shelter, employment, and educational opportunities. However, while this model has its strengths, it also presents certain limitations, particularly concerning client engagement and advocacy.

2.3.4.2 Key Features of the Brokerage Model

Assessment of Client Needs: At the heart of the brokerage model is a thorough assessment process that allows social workers to identify the specific needs of their clients. This initial assessment often involves gathering comprehensive information about the client's situation, including their socio-economic status, mental and physical health, family dynamics, and community resources. By employing standardized assessment tools and interviews, social workers can create a detailed profile of each client, which informs the subsequent steps in the brokerage process (Bledsoe et al., 2017).

Linkage to Services: Once the assessment is complete, the social worker acts as a broker, facilitating connections between clients and appropriate services. This involves not only providing information about available resources but also assisting clients in navigating complex systems to access those resources effectively. For example, a social worker might refer a client with shelter services, mental health counseling, or job training programs. This referral and linkage is critical, as clients often face barriers to accessing

these services due to issues such as lack of information, transportation challenges, or financial constraints (Cohen, 2020).

Monitoring and Follow-Up: The brokerage model emphasizes the importance of ongoing monitoring and follow-up to ensure that clients are receiving the services they need. Social workers routinely check in with clients to assess their progress and address any challenges they may encounter in utilizing the resources provided. This monitoring phase is essential for adapting service plans as needed and for identifying any gaps in support that may arise during the course of service delivery (Marlowe, 2020).

2.3.4.3 Advantages of the Brokerage Model

One of the significant advantages of the brokerage model is its efficiency in resource allocation. By quickly connecting clients with existing services, social workers can effectively address immediate needs without reinventing the wheel. This model allows for a more streamlined approach, ensuring that clients benefit from services that are already established within the community (Bledsoe et al., 2017).

The brokerage model provides clients with broad access to a variety of services, as social workers often have knowledge of multiple resources available within the community. This comprehensive access is particularly beneficial for clients facing multiple challenges, as it allows them to receive multifaceted support tailored to their unique situations. For example, a client experiencing homelessness might receive housing assistance, access to mental health services, and job placement support all through one social worker (Cohen, 2020).

The brokerage model maintains a focus on client-centered outcomes by emphasizing the individual needs and preferences of clients. Social workers are trained to consider the unique circumstances of each client when linking them to resources, which promotes a more personalized approach to service delivery. This model aligns with the fundamental

principles of social work, which prioritize the well-being and dignity of clients (Marlowe, 2020).

2.3.4.4 Limitations of the Brokerage Model

Despite its advantages, the brokerage model has notable limitations that can impact its overall effectiveness. One of the critical criticisms of the brokerage model is its potential lack of depth in client engagement. Because the model primarily focuses on linking and referring of clients to existing services, it may not foster the same level of therapeutic relationship that other models emphasize, such as the clinical or strength-based models (Bledsoe et al., 2017). This lack of depth can result in clients feeling disconnected or unsupported beyond the immediate logistical assistance provided.

The brokerage model may also fall short in terms of advocacy for clients, particularly in navigating bureaucratic systems or addressing systemic barriers to access (Cohen, 2020). While social workers can connect clients to services, they may not always advocate for changes in policies or practices that contribute to the clients' challenges. This limitation can hinder clients' ability to receive comprehensive support and can perpetuate cycles of disadvantage.

The reliance on existing services can lead to fragmentation, where clients receive assistance from various providers without effective coordination among those providers. This fragmentation can create confusion for clients, making it difficult for them to understand their service options or the steps they need to take to access support (Marlowe, 2020). Consequently, clients may experience gaps in services or inconsistent support.

The brokerage model of case management serves as a vital approach in the field of social welfare, offering efficient access to resources and emphasizing client-centered outcomes. Through careful assessment, linkage to services, and ongoing monitoring, social workers play a crucial role in facilitating connections between clients and the support they need.

However, the model's limitations, particularly in terms of depth of engagement and advocacy, underscore the importance of integrating complementary approaches that enhance the overall effectiveness of case management.

As the landscape of social work continues to evolve, it will be essential to recognize the brokerage model's strengths and weaknesses and explore ways to enhance its impact on client outcomes. By fostering deeper engagement, advocating for systemic change, and promoting collaboration among service providers, the brokerage model can be refined to better meet clients' needs in an increasingly complex social welfare environment.

2.3.5 The Clinical Model

The clinical model of case management is primarily centered around addressing the psychological and emotional needs of clients, recognizing that mental health is a critical component of overall well-being. According to Marlowe (2020), social workers who utilize this model often engage in counselling and therapeutic interventions while simultaneously coordinating access to necessary resources. This dual focus makes the clinical model particularly advantageous for clients grappling with mental health challenges, as it integrates clinical support with practical assistance in navigating social services.

In this model, social workers conduct thorough assessments that consider not only the clients' socio-economic circumstances but also their emotional and psychological states. These assessments guide the development of personalized treatment plans that may include therapy, support groups, and medication management, along with referrals to community resources such as housing, employment services, and healthcare (Marlowe, 2020). By addressing both the mental health needs and the socio-economic barriers

clients face, social workers can facilitate a more holistic approach to case management that promotes long-term recovery and stability.

One of the notable strengths of the clinical model is its emphasis on building strong therapeutic relationships between social workers and clients. This relationship fosters trust and creates a safe environment for clients to explore their challenges, express their emotions, and work towards their goals. The therapeutic alliance is essential in encouraging clients to engage actively in their treatment, enhancing their motivation to participate in both clinical interventions and resource utilization (Marlowe, 2020).

Additionally, the clinical model allows for more in-depth engagement with clients, enabling social workers to employ various therapeutic modalities tailored to individual needs. Techniques such as cognitive-behavioural therapy (CBT), trauma-informed care, and narrative therapy can be utilized to help clients develop coping strategies, address underlying issues, and improve their mental health outcomes (Bledsoe et al., 2017). By incorporating these therapeutic approaches into case management, social workers can better address the complexities of clients' lives, especially for those with co-occurring disorders or multiple stressors.

However, while the clinical model offers significant benefits, it also presents challenges. One concern is the potential for role confusion, where social workers may struggle to balance their roles as therapists and case managers. This dual responsibility can lead to difficulties in maintaining professional boundaries, which are essential for effective therapeutic relationships (Cohen, 2020). Moreover, the need for ongoing training and supervision in clinical techniques can place additional demands on social workers, particularly in resource-limited settings.

Another limitation is that the clinical model may not fully address systemic issues that contribute to clients' challenges. While it effectively supports individual healing and recovery, it might not advocate for broader changes in social policies or community resources that could further alleviate clients' struggles (Marlowe, 2020). Therefore, it is crucial for practitioners to be aware of these systemic factors and strive for a comprehensive approach that encompasses both clinical and advocacy components.

Clinical model of case management plays a vital role in social work, particularly for clients dealing with mental health challenges. By integrating therapeutic interventions with practical support, social workers can provide holistic care that addresses the multifaceted needs of clients. However, to maximize the effectiveness of this model, practitioners must navigate the complexities of their dual roles and remain mindful of the broader systemic issues impacting their clients' lives. Enhancing collaboration with other service providers and engaging in advocacy efforts will further strengthen the clinical model's impact on social welfare.

2.3.5.1 Strengths-Based Model

The strengths-based model of case management prioritizes the identification and utilization of clients' inherent strengths and resources, moving away from a deficit-focused perspective. Unlike traditional models that often highlight clients' challenges and limitations, this approach encourages clients to recognize and build upon their existing abilities, fostering resilience and empowerment in their journeys. By shifting the focus toward strengths, social workers can cultivate a more positive and collaborative environment that promotes active client participation in the intervention process (Cohen, 2020).

This model operates on the premise that every individual possesses unique strengths that can be harnessed to overcome challenges. Social workers employing this approach begin by conducting comprehensive assessments that highlight clients' skills, talents, support systems, and past successes. Through open dialogue and reflective discussions, clients are encouraged to articulate their aspirations and identify resources within themselves and their communities that can support their goals. This emphasis on strengths not only enhances clients' self-esteem but also instills a sense of agency, empowering them to take an active role in their case management journey (Marlowe, 2020).

Moreover, the strengths-based model allows social workers to create more effective and sustainable intervention plans. By incorporating clients' strengths into the planning process, practitioners can tailor strategies that align with clients' capabilities and aspirations. For example, if a client demonstrates strong problem-solving skills, the intervention plan may include opportunities for them to lead discussions in support groups or to mentor peers facing similar challenges. This participatory approach can lead to increased motivation and commitment to the intervention, as clients feel a sense of ownership over their progress (Bledsoe et al., 2017).

Additionally, the strengths-based model fosters a more holistic view of clients, recognizing that their challenges often coexist with resilience and resourcefulness. By acknowledging the complexities of clients' lives, social workers can adopt a more nuanced understanding of their circumstances. This perspective not only enhances the quality of interventions but also promotes a more compassionate and empathetic practice. Clients are seen as active collaborators in the case management process rather than passive recipients of services (Cohen, 2020).

However, while the strengths-based model offers significant benefits, it is not without its challenges. One potential limitation is the risk of oversimplifying clients' experiences by overly emphasizing strengths while downplaying the impact of systemic barriers and challenges they may face. Social workers must maintain a balanced perspective, recognizing that strengths and challenges often coexist and that both are important in the case management process (Marlowe, 2020). Acknowledging systemic issues such as poverty, discrimination, and lack of access to resources is essential for developing comprehensive interventions that address the root causes of clients' challenges.

Furthermore, the effectiveness of the strengths-based model relies heavily on the social worker's skill in facilitating discussions that uncover clients' strengths. It requires a high level of sensitivity and rapport-building to encourage clients to explore their abilities authentically. Social workers must be adept at asking the right questions and providing a supportive environment where clients feel comfortable sharing their experiences and aspirations (Bledsoe et al., 2017). Ongoing training and supervision in strengths-based practices are crucial to equip practitioners with the necessary skills to implement this model effectively.

The strengths-based model of case management represents a transformative approach in social work, emphasizing the importance of identifying and leveraging clients' strengths. By fostering resilience and empowerment, this model enables social workers to develop more effective and sustainable intervention plans. However, practitioners must remain vigilant about the complexities of clients' experiences, ensuring that both strengths and challenges are acknowledged in the case management process. With proper training and a balanced perspective, the strengths-based model can significantly enhance the effectiveness of social welfare interventions.

2.3.6 Team-Based Model

The team-based model of case management emphasizes collaboration among a multidisciplinary team of professionals, including social workers, healthcare providers, and community organizations. Marlowe (2020) highlights that this collaborative approach significantly enhances the comprehensiveness of services provided to clients, ensuring that multiple perspectives are integrated into the decision-making process. By working together, team members can identify clients' diverse needs more effectively and develop holistic intervention strategies that address not only immediate concerns but also underlying issues affecting their well-being.

Additionally, the team-based model facilitates coordinated care, which is crucial for reducing fragmentation in service delivery. As noted by Bledsoe et al. (2017), when various professionals share information and resources, clients benefit from a more streamlined approach to their care. This can be particularly vital for individuals facing complex challenges, such as those with co-occurring mental health and substance use disorders, who often require assistance from multiple service providers. The collaboration within the team allows for timely referrals and resource sharing, ultimately improving client outcomes.

Moreover, this model encourages ongoing communication and feedback among team members, fostering a culture of accountability and support. Team meetings, as emphasized by Cohen (2020), provide opportunities for professionals to discuss client progress, share insights, and collaboratively problem-solve when challenges arise. Such interactions not only strengthen the relationship between team members but also ensure that clients receive consistent messaging and support throughout their case management journey.

However, implementing a team-based model can present challenges, particularly regarding communication and coordination among diverse professionals. As noted by Marlowe (2020), differences in training, philosophies, and organizational cultures can sometimes lead to misunderstandings or conflicts within the team. Social workers must play a pivotal role in facilitating effective communication and promoting a shared vision among team members to overcome these barriers. Furthermore, ongoing training and team-building activities can enhance collaboration and foster mutual respect among professionals, ultimately benefiting clients.

The team-based model of case management offers a comprehensive and collaborative approach to client care. By integrating the expertise of various professionals, this model enhances service delivery, improves client outcomes, and fosters a supportive environment for both clients and service providers. Despite the challenges of coordination and communication, the benefits of teamwork in addressing complex client needs make this model a valuable approach in social welfare practice.

2.3.7 Integrated or Collaborative Case Management Model

The integrated or collaborative case management model emphasizes coordinated, client-centered service delivery through multisectoral collaboration, shared assessment, and continuous monitoring of client progress. According to Lukersmith et al. (2016), integrated case management involves a systematic process where professionals from various sectors such as social welfare, health, justice, and education work together to assess client needs, plan interventions, and ensure follow-up. The approach promotes shared responsibility, information exchange, and the establishment of standardized referral pathways that support holistic care. Similarly, Hudon et al. (2022) explain that

integration in case management moves beyond referral or brokerage models, focusing instead on continuity, collaboration, and the elimination of service fragmentation.

Core elements of the integrated model include multidisciplinary assessment and planning, shared information systems, standardized case management protocols, and active coordination among service providers (Fabbri, 2017). These mechanisms ensure that clients receive comprehensive and timely interventions tailored to their needs. The model also stresses client empowerment and the inclusion of community and family networks as active partners in case management (Hudon et al., 2023). Integrated case management therefore represents both a professional practice and a governance framework designed to strengthen cross-sectoral collaboration in responding to complex social challenges.

Evidence from international literature indicates that integrated case management improves coordination of services, reduces duplication, and enhances service outcomes, particularly for vulnerable populations (Hudon et al., 2023; Lukersmith et al., 2016). Fabbri (2017) further asserts that when implemented effectively, integrated systems enhance service efficiency, reduce administrative burden, and improve client satisfaction. However, these outcomes depend on enabling conditions such as governance clarity, interoperable data systems, workforce capacity, and sustainable financing. Without these, integrated systems may remain fragmented and ineffective.

Global implementation experiences highlight that enablers of successful integrated case management include well-defined standard operating procedures (SOPs), robust digital tools for data management, periodic multi-agency coordination meetings, and sustained leadership support (Lukersmith et al., 2016). Common barriers, however, include limited infrastructure, siloed funding streams, data-sharing challenges, inadequate staff capacity,

and inconsistent supervision (Fabbri, 2017; Hudon et al., 2023). As a result, the transition toward integrated practice requires system-wide reforms that address structural, institutional, and cultural factors influencing collaboration.

In Ghana, the Ministry of Gender, Children and Social Protection (MoGCSP) has made significant strides toward implementing an integrated case management model, particularly through the Social Welfare Information Management System (SWIMS) and the Integrated Social Services (ISS) initiative. SWIMS, built on the Primero X platform with support from UNICEF, enables social welfare officers to document, track, and share case data across domains such as child protection, gender-based violence, and social protection (UNICEF Ghana, 2023). The system introduces a standardized workflow, allowing officers to manage cases more efficiently while strengthening inter-agency coordination. This aligns closely with the integrated model's emphasis on shared information systems and continuity of care (MoGCSP, 2022).

Moreover, Ghana's ISS Operational Protocol (ISSOP) and accompanying Standard Operating Procedures (SOPs) provide a structured framework for multi-sectoral referrals and feedback loops among social welfare, health, and education services (MoGCSP, 2022). These tools formalize collaboration and delineate institutional roles in responding to client needs, key principles of the collaborative model. The Livelihood Empowerment Against Poverty (LEAP) programme further operationalizes case management through social welfare officers who manage beneficiary grievances, eligibility assessments, and referrals to complementary services, reflecting an integration of social protection and social welfare mechanisms (Data for Impact, 2023).

Despite these advances, several challenges constrain full realization of the integrated case management approach in Ghana. Studies indicate that infrastructural limitations such as

unreliable internet connectivity, power fluctuations, and inadequate digital devices hinder the effective use of SWIMS at the district level (Data for Impact, 2023). Workforce shortages and limited training also affect case handling quality, while the absence of a finalized Social Work Profession Bill continues to affect professional regulation and capacity development (MoGCSP, 2022). In addition, data governance and interoperability gaps across government agencies impede real-time data sharing and coordinated service delivery (UNICEF Ghana, 2023).

Nevertheless, Ghana's efforts illustrate a significant movement toward institutionalizing integrated case management within its social service delivery system. The government's ongoing investments in digital infrastructure, staff capacity building, and cross-sectoral governance demonstrate commitment to strengthening collaborative service delivery (MoGCSP, 2022; UNICEF Ghana, 2023). By embedding integrated mechanisms such as SWIMS and ISS, Ghana is progressively operationalizing a model that aligns with global best practices in holistic, client-centred case management.

The integrated or collaborative case management model rooted in principles of coordination, shared accountability, and client empowerment provides a strong framework for improving social service delivery. Ghana's adoption of this approach through SWIMS and ISS reflects a growing recognition that effective service delivery requires collective, data-driven, and system-wide responses. However, sustained progress will depend on addressing infrastructure deficits, professional capacity, and governance issues to ensure that integration translates into tangible client-level outcomes.

2.3.8 Challenges in Case Management

While case management has proven effective in enhancing service delivery in social welfare, several challenges can hinder its success. Understanding these challenges is

crucial for improving case management practices and ensuring better outcomes for clients.

One of the most significant challenges in case management is the limitation of resources available to social welfare agencies. Insufficient funding, inadequate staffing, and limited access to services can hinder the ability of social workers to provide comprehensive support to clients (Bledsoe et al., 2017). In many instances, social workers are overwhelmed by caseloads, preventing them from dedicating adequate time and attention to each client.

The fragmentation of services across various sectors can create barriers to effective case management. Clients may face difficulties navigating complex systems, leading to gaps in service provision and continuity of care (Cohen, 2020). Inadequate communication among service providers can further exacerbate these issues, hindering the coordination necessary for comprehensive support.

Stigma associated with certain social issues, such as mental health challenges or substance abuse, can create additional barriers to accessing services (Marlowe, 2020). Clients may feel reluctant to seek help due to fears of being judged or discriminated against. This stigma can hinder effective case management, as clients may not fully engage in the process or disclose relevant information to their social workers.

Cultural competence is essential in case management, as social workers must understand and respect the diverse backgrounds and values of their clients. However, a lack of cultural competence among social workers can lead to misunderstandings and ineffective interventions (Bledsoe et al., 2017). Training and education in cultural competence are

vital for ensuring that social workers can provide effective support to clients from various backgrounds.

2.3.9 Future Directions in Case Management

To enhance the effectiveness of case management in social welfare, several future directions can be pursued. The integration of technology into case management practices can enhance efficiency and accessibility. For example, digital case management systems can facilitate real-time communication among service providers, streamline documentation, and improve data tracking (Marlowe, 2020). These technological advancements can help social workers better monitor clients' progress and make informed decisions about interventions.

Investing in training and professional development for social workers is crucial for improving case management practices. Ongoing education in areas such as cultural competence, trauma-informed care, and evidence-based practices can equip social workers with the knowledge and skills needed to address the diverse needs of clients effectively (Cohen, 2020). Additionally, providing supervision and support for social workers can help prevent burnout and enhance job satisfaction.

Fostering collaboration among various stakeholders, including community organizations, healthcare providers, and clients, can enhance the effectiveness of case management. By creating networks that facilitate communication and resource sharing, social welfare agencies can better address the complex needs of clients and promote holistic support (Bledsoe et al., 2017). Collaborative approaches also empower clients by involving them in decision-making processes, ensuring that their voices are heard.

Advocacy for policy changes that address systemic barriers to effective case management is essential. Social workers can play a vital role in advocating for increased funding, improved access to services, and policies that promote equity in social welfare (Marlowe, 2020). By engaging in policy advocacy, social workers can contribute to creating a more supportive environment for case management.

Case management in social welfare is a critical component of effective service delivery, providing comprehensive support to individuals and families facing multifaceted challenges. By adopting a holistic, client-centered approach, case management enhances the coordination of services and promotes positive outcomes for clients. However, challenges such as resource limitations, fragmented services, stigma, and cultural competence must be addressed to ensure the effectiveness of case management practices.

Future directions for case management include integrating technology, enhancing training and professional development, fostering collaboration among stakeholders, and advocating for policy changes. By pursuing these avenues, social welfare agencies can strengthen their case management practices, ultimately improving the quality of life for the clients they serve.

2.3.10 Importance of Case Management in Social Welfare

Case management is a pivotal component of social welfare systems, providing structure and support for individuals navigating complex social services. It serves as a mechanism through which social welfare officers can deliver personalized assistance to individuals and families, helping them access critical services such as healthcare, housing, and financial support. Weber (2020) emphasizes that case management ensures that vulnerable populations receive coordinated and continuous care, addressing their holistic

needs rather than just isolated issues. This approach is particularly vital in social welfare contexts, where clients often face multifaceted challenges that require comprehensive intervention strategies.

One of the primary benefits of case management is its ability to facilitate a coordinated and client-centered approach. According to Hasenfeld (2021), effective case management promotes a tailored service delivery model, allowing caseworkers to understand the unique circumstances of each client and provide individualized support. This is particularly important in social welfare, where clients may have a range of social, economic, and psychological needs. The role of the case manager is to assess these needs, develop personalized care plans, and monitor the client's progress over time, ensuring that they receive the appropriate services and interventions.

Moreover, case management plays a crucial role in enhancing service integration. As noted by Gronda (2018), individuals involved in social welfare systems often require support from multiple agencies, including healthcare providers, housing services, and employment agencies. Without effective coordination, clients may experience fragmented care, which can lead to service duplication or gaps in assistance. Case management mitigates this issue by ensuring that all service providers involved in a client's care are aligned and working collaboratively toward common goals. Thompson (2022) argues that case management not only connects clients with resources but also fosters interagency communication, ensuring that all stakeholders are informed about the client's needs and the services being provided.

The importance of case management is further highlighted in its role in empowering clients. According to Draine (2020), case management promotes self-sufficiency by involving clients in the decision-making process regarding their care. This participatory

approach ensures that clients are active contributors to their care plans, which increases their commitment to the process and enhances outcomes. Clients are encouraged to set personal goals, and the case manager works alongside them to develop strategies for achieving these goals. This empowerment model helps build the clients' capacity to manage their own situations, fostering long-term independence.

However, the implementation of effective case management in social welfare is not without challenges. Weber (2020) highlights that high caseloads and resource constraints often impede the ability of case managers to deliver personalized and sustained care. In many social welfare agencies, case managers are burdened with administrative tasks and excessive client loads, which can detract from their ability to provide in-depth support. Furthermore, Katz (2019) points out that the training and professional development opportunities for case managers are often insufficient, limiting their ability to effectively navigate the complexities of the social welfare system.

In recent years, the use of technology in case management has garnered attention as a potential solution to some of these challenges. Digital platforms such as the Social Welfare Information Management System (SWIMS) are designed to streamline case management processes, enabling caseworkers to track client data more efficiently and reduce administrative burdens. According to Thompson (2022), such systems can enhance the effectiveness of case management by improving data collection, case tracking, and communication between service providers. However, despite these technological advancements, Rosen et al. (2019) caution that the over-reliance on digital systems can depersonalize care and create barriers for clients who may lack digital literacy or access to technology.

Case management is an indispensable tool in social welfare, providing a framework for coordinated, client-centered care that addresses the complex needs of vulnerable populations. While it offers numerous benefits, including enhanced service integration and client empowerment, challenges such as resource constraints and technological dependence must be carefully managed to ensure its effectiveness. As social welfare systems continue to evolve, the role of case management will remain central to delivering equitable and comprehensive support to those in need (Gronda, 2018; Weber, 2020).

2.3.11 SWIMS in Case Management

The Social Welfare Information Management System (SWIMS) represents a significant advancement in the management of social welfare services, particularly in case management. As social welfare systems globally face increasing demands for efficiency and effectiveness, SWIMS emerges as a vital tool for social welfare officers (SWOs) in organizing, tracking, and analyzing client data. By providing a structured platform for data management, SWIMS facilitates the delivery of timely and relevant services to individuals and families in need. This section delves into the implications, benefits, challenges, and future prospects of SWIMS within the realm of case management in social welfare.

SWIMS is an integrated software system designed to support the operations of social welfare agencies. It allows for the digitization of case files, enabling social welfare officers to input, retrieve, and analyze client information efficiently. This technological innovation aims to enhance service delivery, streamline case management processes, and improve overall organizational performance. As Rosen et al. (2019) argue, the transition to digital systems like SWIMS is not merely about adopting new technology but involves a fundamental shift in how social welfare services are conceptualized and delivered.

A primary advantage of SWIMS is its ability to provide a centralized database for client information. By consolidating data, SWIMS allows SWOs to access comprehensive client profiles swiftly, which is crucial for making informed decisions about interventions. For instance, if a caseworker needs to determine the best course of action for a client facing multiple challenges, they can quickly access past interactions, service utilization patterns, and relevant assessments stored in SWIMS. This streamlined access not only facilitates informed decision-making but also enhances the quality of care provided to clients (Rosen et al., 2019).

Furthermore, the centralized nature of SWIMS promotes better collaboration among social workers and various stakeholders involved in service delivery. In many cases, social welfare officers must coordinate with multiple agencies to address the diverse needs of clients. For example, a client may require assistance from housing, mental health, and financial support services. SWIMS enables real-time information sharing, allowing all relevant parties to stay informed about the client's situation and coordinate their efforts effectively. As Weber (2020) highlights, improved information flow can significantly reduce delays in service provision, ensuring clients receive timely assistance.

The implementation of SWIMS also facilitates data-driven decision-making within social welfare agencies. By aggregating data from various cases, SWIMS enables administrators to monitor performance metrics and track trends in service delivery. This analytical capability is essential for identifying patterns, measuring outcomes, and implementing evidence-based practices (Weber, 2020). For instance, an analysis of SWIMS data might reveal that a particular demographic is consistently underrepresented

in service uptake. With this insight, policymakers can develop targeted outreach strategies to better serve these communities, ensuring that services are equitable and accessible.

Additionally, the capacity for real-time data collection and analysis allows social welfare agencies to respond proactively to emerging issues. For example, if the data indicates a spike in demand for mental health services in a specific area, agencies can allocate resources accordingly to address the heightened need. Gronda (2018) emphasizes that this proactive approach not only enhances service delivery but also fosters a culture of continuous improvement within social welfare agencies.

The ability to generate detailed reports and analytics through SWIMS also enhances accountability and transparency in social welfare agencies. By tracking service delivery outcomes and client interactions, agencies can demonstrate their effectiveness and efficiency to stakeholders, including government bodies, funding organizations, and the communities they serve. This transparency is crucial for building trust and confidence in social welfare services (Gronda, 2018).

Moreover, the data generated by SWIMS can be instrumental in informing policy and practice at the organizational level. Social welfare administrators can analyze performance data to identify areas for improvement, implement best practices, and allocate resources more effectively. This evidence-based approach to management is critical for ensuring that social welfare agencies can adapt to changing circumstances and meet the evolving needs of their clients (Hasenfeld, 2021).

Despite the numerous advantages of SWIMS, its implementation is not without challenges. One significant concern is the need for comprehensive training for social welfare officers to ensure effective utilization of the system. Many officers, particularly

those in regions where technology is less familiar, may struggle to adapt to a digital platform. This lack of proficiency can lead to underutilization of the system's features and, consequently, diminish its intended benefits (Gronda, 2018).

Training programs must be designed to not only cover the technical aspects of SWIMS but also to emphasize the importance of data quality and integrity. Ensuring that SWOs understand the implications of accurate data entry is essential for the reliability of the system. As Rosen et al. (2019) note, the success of SWIMS hinges on the commitment of social welfare officers to use the system consistently and accurately.

Another challenge associated with SWIMS is the management of sensitive personal data. The system's storage of extensive client information raises significant privacy and security concerns. Social welfare agencies must implement robust security measures to protect against unauthorized access and potential data breaches. Failure to address these concerns could undermine public trust in the system and the services it supports. Hasenfeld (2021) highlights that social welfare agencies must navigate the delicate balance between utilizing data for service improvement and safeguarding client confidentiality.

A critical discourse surrounding the use of SWIMS is the potential for technology to depersonalize social work practice. While the efficiency gained through digital case management is undeniable, there is a risk that an increased focus on administrative tasks may detract from the fundamental human element of social work. Effective social work is grounded in relationships and interpersonal engagement, and an over-reliance on technology may lead to diminished client-worker rapport (Hasenfeld, 2021).

To mitigate this risk, it is essential for social welfare agencies to strike a balance between leveraging SWIMS for administrative efficiency and maintaining meaningful human interactions in service delivery. Training programs should emphasize the importance of personal engagement and client-centered practices, ensuring that social welfare officers view technology as a tool to enhance, rather than replace, the relational aspects of their work.

Additionally, fostering a culture that values both technological proficiency and interpersonal relationships will be critical to maximizing the benefits of SWIMS in case management. As social welfare evolves, the integration of technology should complement, not substitute, the essential human connections that underpin effective practice.

Looking ahead, the future of SWIMS in social welfare is promising, but it will require ongoing investment in training, technology, and organizational culture. Social welfare agencies must prioritize the professional development of their staff, ensuring that SWOs are equipped with the skills and knowledge needed to utilize SWIMS effectively. This includes not only technical training but also opportunities for continuous learning and professional growth. Moreover, as technology continues to advance, social welfare agencies must remain adaptable and open to integrating new tools and methodologies into their practice. The evolution of SWIMS could involve incorporating artificial intelligence (AI) and machine learning capabilities to enhance data analysis, predictive modeling, and decision-making. For instance, AI could assist SWOs in identifying clients at risk of disengagement or those requiring additional support, allowing for more proactive interventions (Thompson, 2022).

The Social Welfare Information Management System (SWIMS) plays a vital role in modernizing case management within social welfare services. By centralizing information, enhancing accountability, and enabling data-driven decision-making, SWIMS offers significant benefits for social welfare officers and the clients they serve. However, the successful implementation of SWIMS necessitates addressing challenges related to training, data security, and the preservation of the human element in social work.

As social welfare agencies continue to adapt to the complexities of service delivery in a digital age, the strategic integration of SWIMS will be crucial. By investing in training, fostering a culture that values both technology and interpersonal relationships, and remaining open to innovation, social welfare agencies can maximize the impact of SWIMS and enhance their ability to meet the diverse needs of the communities they serve. In navigating the balance between technology and human interaction, social welfare organizations can ensure that SWIMS enhances, rather than detracts from, the essential mission of social work: to empower individuals and families to thrive within their communities (Thompson, 2022).

2.4 Empirical Review

2.4.1 Relationship between effort expectancy and usage behaviour in using SWIMS case management

Understanding the link between effort expectancy and actual usage behaviour is critical when examining the acceptance and use of technology, particularly in social welfare settings where platforms like the Social Welfare Information Management System (SWIMS) are used for case management. This review investigates how these two concepts interact, with a specific emphasis on the role of behavioural intention in shaping the usage patterns of social welfare officers (SWOs) adopting SWIMS.

The Unified Theory of Acceptance and Use of Technology (UTAUT), introduced by Venkatesh et al. (2003), provides a comprehensive explanation of this relationship. The model identifies four primary factors that influence user behaviour: performance expectancy, effort expectancy, social influence, and facilitating conditions. Performance expectancy relates to the expected advantages of using the technology, while effort expectancy pertains to its perceived ease of use. Social influence captures how peer opinions and institutional culture affect adoption and facilitating conditions involve the infrastructure and support available to users. Collectively, these elements inform users' behavioural intentions, which in turn guide their actual engagement with the system.

Ajzen's (1991) Theory of Planned Behaviour (TPB) further supports this relationship by suggesting that behavioural intention is influenced by attitudes toward the behaviour, subjective norms, and perceived behavioural control. In the context of SWIMS, if SWOs view the system positively and feel they have the ability to use it, their intention to utilize SWIMS will likely increase, leading to higher usage rates. This theoretical background sets the foundation for exploring empirical studies that investigate the relationship between intention and behaviour in technology adoption.

Empirical studies have consistently demonstrated a positive relationship between behavioural intention and actual usage behaviour across various fields, including healthcare and social services. For instance, a study by Davis (1989) found that perceived usefulness and ease of use directly affected users' intention to engage with new technologies, ultimately influencing actual usage behaviour. In the social welfare sector, a similar trend is observed where SWOs who believe that SWIMS can streamline their case management processes exhibit a stronger intention to use the system, resulting in increased usage.

A notable study by Hu et al. (2003) highlighted that users' perceptions of a system's usefulness significantly correlated with their intention to use it, which subsequently influenced their actual engagement with the system. This finding resonates with the adoption of SWIMS, where SWOs who recognize the system's potential to enhance their efficiency are more likely to adopt it actively.

In addition, research conducted by Venkatesh and Davis (2000) confirmed that performance expectancy directly influences behavioural intention, which aligns with the findings in social welfare case management. SWOs who perceive that SWIMS contributes to improved service delivery and case tracking are more inclined to develop a positive behavioural intention toward its use, leading to higher rates of actual usage.

The role of training and organizational support is critical in shaping the relationship between behavioural intention and usage behaviour. Studies, such as those by Compeau and Higgins (1995), indicate that users who receive adequate training and ongoing support exhibit higher levels of confidence in using technology, thereby increasing their intention to adopt it. In the context of SWIMS, providing SWOs with comprehensive training on system functionalities and ongoing technical support can significantly enhance their perceived ease of use and ultimately strengthen their behavioural intention to utilize the system effectively.

Conversely, insufficient training and support can lead to negative experiences, which may diminish users' intentions to engage with the system. Research by Yi et al. (2006) showed that technical difficulties or perceived inadequacies in support negatively impacted users' intention to continue using a technology. In the case of SWIMS, if SWOs encounter challenges without sufficient support, their behavioural intention may decline, resulting in reduced actual usage.

While the relationship between effort expectancy and usage behaviour is generally positive, several challenges and barriers can hinder this dynamic. One significant barrier is the resistance to change, which is prevalent in many organizational settings. Research by Kijsanayotin et al. (2009) found that reluctance to adopt new technologies can stem from fear of the unknown, past negative experiences, or skepticism about the system's effectiveness.

Additionally, issues related to organizational culture can influence the relationship between the performance of the system and usage behaviour. A study by Leonardi (2011) emphasized that a supportive organizational culture that encourages innovation and technology adoption positively affects employees' usage behaviour. In contrast, a culture resistant to change may stifle SWOs' willingness to engage with SWIMS, affecting their actual usage behaviour.

The relationship between performance of the system and usage behaviour in the context of SWIMS for case management is multifaceted and influenced by various factors, including perceived usefulness, ease of use, social influence, and organizational support. Empirical evidence supports the notion that a positive behavioural intention significantly correlates with increased actual usage among social welfare officers. Furthermore, training and support play vital roles in shaping this relationship, while challenges such as resistance to change and organizational culture can hinder the intended outcomes. Understanding these dynamics is essential for promoting the effective adoption and utilization of SWIMS in social welfare, ultimately enhancing service delivery and case management outcomes.

2.4.2 Impact of the Use of SWIMS on the Performance of Case Management by Social Welfare Officers

The Social Welfare Information Management System (SWIMS) is increasingly recognized as an essential tool for enhancing the efficiency and effectiveness of case management conducted by social welfare officers (SWOs). This literature review systematically examines the multifaceted impact of SWIMS on the performance of SWOs in managing client cases. By exploring its implications for service delivery, data management, and overall outcomes within the social welfare sector, this review aims to illuminate the significant role that technology plays in modern social work practices.

SWIMS serves as a comprehensive platform designed to streamline and optimize various case management processes that social welfare officers must navigate in their daily operations. By integrating a wide array of functionalities such as client data collection, service tracking, documentation of service provisions, and generation of reports. SWIMS facilitates a more organized and efficient approach to case management (Amoako & Appiah, 2021). The consolidation of these essential functions into a single system alleviates the administrative burden that SWOs often face, thereby allowing them to concentrate more on direct service delivery and meaningful client engagement. This shift in focus can significantly enhance the quality of services provided, ensuring that clients receive the tailored support they need while maximizing the productivity of social welfare officers.

A pivotal advantage of utilizing SWIMS lies in its enhanced data management capabilities, which are critical for effective case management. Accurate and timely data are foundational for informed decision-making processes in social work, and SWIMS facilitates this by providing SWOs with real-time access to comprehensive client information. Research conducted by Antwi et al. (2020) emphasizes that SWIMS

empowers SWOs to efficiently track client progress, assess their needs accurately, and monitor the outcomes of service delivery. Such timely access to relevant data not only streamlines the assessment process but also allows for more strategic intervention planning. Moreover, by transitioning from traditional manual record-keeping methods to a centralized digital database, SWIMS mitigates the risks associated with data loss and inaccuracies, thereby bolstering the overall integrity and reliability of the information utilized in case management.

The introduction of SWIMS has been positively correlated with improved client outcomes within social welfare settings. According to a study by Appiah and Boadu (2021), social welfare officers who utilize SWIMS report significantly higher levels of client satisfaction compared to their counterparts who rely on traditional case management practices. This improvement can be attributed to the system's capacity to enable thorough assessments and the development of personalized intervention plans that cater to the unique needs of each client. For example, the ability to monitor client progress and service utilization through SWIMS allows SWOs to identify potential gaps in service delivery proactively, making it possible to adapt and enhance their approaches to ensure that clients achieve their desired outcomes. Consequently, the deployment of SWIMS not only facilitates efficient service delivery but also contributes to more favorable results for clients, reflecting a marked improvement in overall welfare.

The utilization of SWIMS has also been linked to significant gains in time efficiency and productivity among social welfare officers. Research conducted by Mensah et al. (2021) indicates that the automation of routine administrative tasks such as data entry and report generation liberates valuable time for SWOs, allowing them to dedicate more attention to direct client interactions and case management activities. This shift in time allocation

can lead to an increased capacity for SWOs to manage a higher volume of cases effectively, ensuring that they can provide quality support without compromising service standards. Furthermore, by reducing the amount of time spent on administrative duties, SWOs often experience heightened job satisfaction, as they feel more engaged and productive in their roles. This increased morale can further enhance the overall performance of social welfare services, creating a positive feedback loop that benefits both clients and social welfare officers alike.

While the advantages of using SWIMS are substantial, the effective implementation of the system necessitates thorough training and skill development for social welfare officers. Nkrumah et al. (2020) assert that well-structured training programs are vital for enabling SWOs to navigate the SWIMS platform proficiently and leverage its features to optimize case management practices. Comprehensive training not only equips SWOs with the necessary technical skills to operate the system effectively but also fosters a positive attitude toward technology adoption, which is crucial for maximizing SWIMS's impact on case management performance. Additionally, ongoing professional development initiatives can help SWOs stay updated on system enhancements and best practices, thereby ensuring that they continue to deliver high-quality services in an evolving technological landscape.

Despite the numerous advantages associated with SWIMS, several challenges may hinder its effective use among social welfare officers. Common barriers include resistance to change, inadequate technical skills, and insufficient infrastructure, all of which can impede the successful integration of SWIMS into existing workflows (Addo et al., 2021). For instance, SWOs who are accustomed to traditional case management methods may exhibit reluctance in adapting to a digital system, resulting in suboptimal utilization of

SWIMS and its features. Furthermore, a lack of reliable internet access and technical support can exacerbate these challenges, leading to frustration among SWOs and diminishing the potential benefits of SWIMS. Addressing these barriers requires a multifaceted approach that includes not only training and support but also organizational strategies that promote a culture of adaptability and openness to change within social welfare agencies.

The utilization of SWIMS significantly enhances the performance of case management by social welfare officers through improved data management, better client outcomes, increased time efficiency, and enhanced productivity. The positive implications of SWIMS are evident, yet successful implementation hinges on comprehensive training and continuous support to address challenges and barriers that may arise during its adoption. As social welfare systems increasingly incorporate technological advancements, understanding the implications of SWIMS for case management remains crucial for optimizing service delivery and achieving better outcomes for clients. By leveraging the capabilities of SWIMS, social welfare officers can enhance their practices, ultimately contributing to a more effective and responsive social welfare system.

2.4.3 Areas for improvement or innovation in the design, implementation, and evaluation of the SWIMS for case management

The Social Welfare Information Management System (SWIMS) has become an essential tool for social welfare officers (SWOs), enhancing their ability to manage cases and provide timely services. However, despite its advantages, the system has certain limitations that can be addressed through thoughtful improvements and innovations. As the demands of social welfare evolve, there is a need for continuous enhancement of SWIMS in its design, implementation, and evaluation. This section discusses key areas where improvements can be made to optimize SWIMS for effective case management,

emphasizing the importance of user-centered approaches, integration capabilities, and ongoing evaluation practices.

A critical area for improvement in SWIMS lies in its user interface and overall usability. User-centered design principles are essential in creating systems that meet the needs of users effectively (Norman, 2013; Nielsen, 2020). Engaging social welfare officers in the design phase can provide valuable insights into their workflows and challenges, allowing for a more intuitive interface that simplifies navigation. Studies have shown that systems designed with the end-user in mind lead to greater user satisfaction and increased adoption rates (Shneiderman & Plaisant, 2010). Furthermore, incorporating mobile access to SWIMS can significantly enhance usability, enabling SWOs to manage cases efficiently while working in the field (Davis, 2018; Martin et al., 2021). The implementation of a responsive design that adjusts to various devices can further improve accessibility, ensuring that all SWOs can effectively use the system.

While initial training for SWIMS is crucial, ongoing support and professional development opportunities are equally important for maximizing its effectiveness. Research by Addo et al. (2021) underscores the need for continuous training programs that keep pace with updates and changes in the system. A comprehensive training framework should include a variety of learning formats, such as hands-on workshops, online tutorials, and peer-led sessions, to accommodate different learning preferences (Alonso et al., 2018; Topping et al., 2017). Moreover, establishing a dedicated support team, complete with a helpdesk or online chat feature, can provide SWOs with real-time assistance, enabling them to resolve technical issues quickly (Hanna et al., 2019; Phillips et al., 2020). Providing a robust support system not only helps users overcome challenges but also fosters a culture of continuous learning and adaptation.

Enhancing SWIMS through integration with other existing databases and systems is vital for improving its utility. Integrated systems can facilitate seamless information sharing, enabling social welfare officers to gain a comprehensive view of clients' needs and circumstances (Marlowe, 2020; Tschakert et al., 2019). The ability to connect SWIMS with healthcare databases, educational platforms, and community resources can lead to a more coordinated service delivery framework (Evers et al., 2020). This interconnectedness allows SWOs to address complex issues more holistically, ultimately improving outcomes for clients (Kaplan et al., 2021; Ray et al., 2020). Moreover, ensuring that SWIMS complies with data-sharing regulations and privacy standards is essential to build trust among users and stakeholders.

The potential for enhanced data analytics and reporting features within SWIMS presents another significant opportunity for improvement. The incorporation of advanced analytics can empower social welfare officers to make informed decisions based on data-driven insights (Heckman et al., 2018; Jansen et al., 2019). For example, predictive analytics can be utilized to anticipate client needs and identify potential service gaps, allowing SWOs to proactively address issues (Chen et al., 2019; Fann et al., 2020). Additionally, customizable reporting tools can enable SWOs to generate tailored insights relevant to their specific caseloads and objectives, further enhancing the system's value (Caruana & Hsu, 2020; Zhang et al., 2021). Implementing a comprehensive analytics framework can significantly improve case management efficiency and effectiveness.

Incorporating client feedback into the SWIMS framework is essential for ensuring the system remains responsive to the needs of the population it serves. Research has demonstrated that client involvement in service delivery processes enhances satisfaction and engagement (Ferguson, 2017; McCluskey et al., 2019). Establishing feedback

mechanisms, such as surveys, focus groups, and user forums, can facilitate communication between clients and service providers (Kirk et al., 2021; Parker et al., 2018). This feedback can guide the development of services and inform SWOs about the effectiveness of interventions (Braveman et al., 2020; Menendez et al., 2021). By actively seeking and responding to client input, SWIMS can adapt to better meet the evolving needs of its users.

A robust evaluation framework is crucial for the continuous improvement of SWIMS and its impact on case management performance. Regular assessments can identify strengths and weaknesses within the system, informing necessary adjustments and enhancements (Patton, 2015; Scriven, 2019). Employing a mixed-methods evaluation approach that includes both quantitative metrics (such as service delivery rates) and qualitative feedback from SWOs and clients can provide a comprehensive understanding of the system's effectiveness (Creswell & Plano Clark, 2018; Johnson et al., 2020). Fostering a culture of continuous improvement through systematic evaluation allows stakeholders to ensure that SWIMS evolves in alignment with the dynamic landscape of social welfare (Pawson & Tilley, 2004; Rugh et al., 2021).

While the Social Welfare Information Management System (SWIMS) has demonstrated significant potential in enhancing case management for social welfare officers, there remain critical areas for improvement and innovation. By focusing on user-centric design, comprehensive training, integration with other systems, advanced data analytics, client involvement, and ongoing evaluation, stakeholders can enhance the effectiveness of SWIMS. These improvements will not only streamline case management processes but also lead to better outcomes for clients and more effective service delivery within the social welfare sector. Addressing these areas will ensure that SWIMS remains a dynamic

and adaptive tool that can meet the changing challenges and needs of social welfare practice.

2.4.4 Influence of Performance Expectancy on the use SWIMS

Performance expectancy understood as the extent to which an individual perceives that utilizing a particular system will improve their work efficiency—is a significant determinant of technology adoption behaviour. In the context of the Social Welfare Information Management System (SWIMS), this construct strongly influences the extent to which social welfare officers (SWOs) are motivated to adopt and consistently use the platform. This section examines the impact of performance expectancy on SWOs' engagement with SWIMS, drawing upon relevant theoretical models, empirical evidence, and practical insights.

Performance expectancy is rooted in the Technology Acceptance Model (TAM), which posits that perceived usefulness is a significant predictor of technology adoption (Davis, 1989). According to this framework, when users perceive that a system like SWIMS can improve their efficiency and effectiveness in managing cases, they are more likely to adopt it (Venkatesh et al., 2003). For social welfare officers, the potential benefits of SWIMS may include streamlined case management processes, improved access to client information, and enhanced service delivery capabilities. Empirical evidence supports the notion that higher performance expectancy correlates positively with increased intention to use new technologies in various fields, including healthcare and social services (Agarwal & Prasad, 1999; Wu & Wang, 2005).

Several studies have examined the impact of performance expectancy on the behavioural intention to use information systems in the social welfare sector. For instance, a study conducted by Mensah et al. (2021) found that social workers who perceived SWIMS as

a valuable tool for enhancing their operational efficiency reported a stronger intention to use the system. The research indicated that performance expectancy significantly influenced users' attitudes towards SWIMS, suggesting that the perceived ability of the system to facilitate better service delivery and case management is a determining factor in its adoption.

Additionally, a study by Addo et al. (2021) demonstrated that social welfare officers who believed SWIMS could provide timely and accurate information about clients were more likely to express a favorable behavioural intention towards using the system. This aligns with the findings of Venkatesh et al. (2012), who highlighted that perceived usefulness is a critical determinant of technology acceptance across various domains. The results underscore the importance of ensuring that SWOs recognize the system's potential benefits in enhancing their work.

The influence of performance expectancy on the behavioural intention to use SWIMS has significant implications for the design, implementation, and promotion of the system. First, highlighting the specific features of SWIMS that contribute to improved performance can enhance its perceived value among social welfare officers. For instance, training sessions, workshops, and promotional materials should emphasize how SWIMS can lead to time savings, reduced administrative burdens, and improved case outcomes (Hanna et al., 2019). By demonstrating the practical advantages of the system, stakeholders can foster a more favorable perception of its usefulness.

Furthermore, continuous user feedback mechanisms should be established to gather insights from social welfare officers regarding their experiences with SWIMS. By actively involving users in the evaluation and enhancement of the system, developers can ensure that SWIMS evolves to meet their needs, thereby increasing performance

expectancy (Kirk et al., 2021). For example, if users express challenges with specific functionalities, prompt updates or modifications can be made to address these concerns, reinforcing the perception that SWIMS is a valuable tool in their daily work.

Performance expectancy significantly influences the behavioural intention to use the Social Welfare Information Management System among social welfare officers. By recognizing and addressing the aspects of SWIMS that enhance job performance, stakeholders can improve the adoption rates of the system. Empirical evidence supports the notion that when social welfare officers perceive SWIMS as a beneficial tool for their work, their intention to use the system increases. Consequently, emphasizing the system's performance-enhancing capabilities, engaging users in its development, and addressing their feedback are essential strategies for fostering a positive attitude toward SWIMS and ensuring its successful implementation in social welfare practices.

2.4.5 Influence of Performance Expectancy on the Usage Behaviour of SWIMS

Performance expectancy refers to the degree to which an individual believes that using a system will help them achieve gains in job performance (Venkatesh et al., 2003). Within the Unified Theory of Acceptance and Use of Technology (UTAUT) framework, performance expectancy is consistently identified as the strongest predictor of behavioural intention to use technology across various settings, including public sector environments, educational institutions, and healthcare systems (Venkatesh et al., 2012). Research demonstrates that when users perceive a system as improving their productivity, efficiency, or effectiveness, they are more likely to adopt and use it. For instance, Al-Shafi and Weerakkody (2022) found that performance expectancy was a significant predictor of e-Government platform adoption in the Middle East. Their findings highlighted that demonstrating clear benefits to users, such as streamlined workflows or

enhanced decision-making, increased system usage rates. Similarly, in the healthcare sector, Davis and Venkatesh (2020) noted that performance expectancy was instrumental in driving the adoption of electronic health record systems, as users valued features that improved patient management and reduced administrative workloads. These studies underscore the importance of aligning system design and communication strategies with users' professional goals to enhance adoption rates.

In the context of SWIMS, performance expectancy is particularly relevant because social welfare officers are tasked with managing complex cases that require efficient information handling and timely decision-making. When officers perceive SWIMS as a tool that enhances their case management capabilities, they are more likely to engage with the system. Research by Hossain et al. (2021) on public sector information systems found that perceived usefulness significantly influenced user engagement, especially when systems were designed to meet specific job-related needs. However, barriers such as lack of training, unclear system benefits, and limited integration with existing workflows can hinder the influence of performance expectancy on usage behaviour. To address these issues, organizations must ensure that users are adequately trained on the system's benefits, and its features should align closely with their daily tasks.

2.4.6 Influence of Effort Expectancy on the Usage Behaviour of SWIMS

Effort expectancy refers to the perceived ease of use of a system and is another critical determinant of technology adoption in the UTAUT framework (Venkatesh et al., 2003). Effort expectancy captures the cognitive and physical effort users believe they need to exert to interact with the system effectively. Hsu and Lin (2019) found that systems perceived as easy to use were more likely to be adopted by employees in public

organizations. They argued that simplicity in system design reduces user resistance and enhances the likelihood of sustained engagement. Research in educational settings by Liu et al. (2020) similarly noted that user-friendly learning management systems encouraged higher usage rates among educators and students. The study emphasized that intuitive interfaces, clear instructions, and seamless navigation significantly reduced the cognitive load on users, making the systems more appealing.

In the context of SWIMS, effort expectancy directly influences how easily social welfare officers can interact with the system. If the system is perceived as overly complex or unintuitive, users may avoid or underutilize it. However, when users find the system easy to navigate and understand, they are more likely to incorporate it into their daily workflows. To maximize the impact of effort expectancy on SWIMS usage behaviour, organizations should:

- Conduct user testing to identify and address design flaws.
- Provide regular training sessions focused on system navigation and features.
- Offer technical support to resolve issues promptly and reduce user frustration.

These strategies align with the findings of Scherer et al. (2019), who stressed the importance of addressing ease-of-use barriers to improve user satisfaction and system adoption.

2.4.7 Influence of Social Influence on the Usage Behaviour of SWIMS

Social influence refers to the degree to which users perceive others, such as peers, supervisors, or organizational norms, expect them to use a particular system (Venkatesh et al., 2003). This factor is particularly salient in organizational settings, where collective endorsement and cultural expectations often shape individual behaviour.

The literature consistently highlights the importance of social influence in public sector technology adoption. Kim et al. (2020) found that social influence significantly impacted the adoption of e-Government systems, particularly in hierarchical organizations where top-down directives and peer recommendations played a crucial role. Similarly, Venkatesh et al. (2016) emphasized that organizational culture and workplace norms often act as drivers of technology adoption by creating a sense of collective obligation among employees.

In the context of SWIMS, social influence may manifest through the encouragement of peers, supervisors, or organizational policies that prioritize system usage. For instance, a study by Jones et al. (2021) on digital tools in the social services sector found that when supervisors actively endorsed and modeled system usage, employees were more likely to follow suit. Peer discussions and shared success stories also contributed to building a positive perception of the system.

To leverage social influence effectively in promoting SWIMS adoption, organizations can:

- Foster a culture of collaboration where employees share their experiences and best practices with SWIMS.
- Encourage supervisors to actively promote and model system usage.
- Recognize and reward employees who demonstrate high engagement with the system.

These approaches align with findings by Alalwan et al. (2018), who demonstrated that workplace recognition and peer support are powerful motivators for technology adoption. Creating an environment where SWIMS usage is seen as a norm rather than an exception can significantly enhance its adoption rates.

2.4.8 Influence of Facilitating influence on the usage behaviour of SWIMS

Facilitating conditions, defined as the resources and support available to individuals that enable them to use a specific system effectively, play a critical role in shaping the usage behaviour of the Social Welfare Information Management System (SWIMS) among social welfare officers (SWOs). This section delves into the various dimensions of facilitating conditions, how they impact the willingness and ability of SWOs to utilize SWIMS, and the implications for enhancing system adoption.

Facilitating conditions encompass a range of factors, including organizational infrastructure, technical support, training, and access to necessary resources (Venkatesh et al., 2003). In the context of SWIMS, these conditions refer to the availability of tools, knowledge, and institutional support that empower social welfare officers to engage with the system effectively. When SWOs perceive that they have access to adequate resources and support, their confidence in using the system increases, which can lead to more frequent and effective usage (Huang et al., 2018). Research suggests that facilitating conditions are significant predictors of technology usage in various fields, including healthcare and education, where access to necessary tools and support is essential for successful implementation (Bagozzi, 2007; Wu & Wang, 2005). Studies have highlighted the importance of facilitating conditions in the successful adoption of information management systems. For example, a study conducted by Mensah et al. (2021) found that social welfare officers who felt adequately supported by their organizations in terms of resources and technical assistance were more likely to engage with SWIMS. The findings indicated that SWOs who reported high levels of facilitating conditions exhibited more positive usage behaviours, including frequent access to the system and a willingness to explore its features.

Additionally, research by Addo et al. (2021) illustrated that training programs aimed at enhancing the skills and confidence of social welfare officers significantly impacted their ability to use SWIMS effectively. The study emphasized that comprehensive training not only improved SWOs' technical competencies but also contributed to a greater sense of ownership and familiarity with the system, ultimately enhancing their usage behaviour. Such evidence suggests that facilitating conditions, particularly training and technical support, are pivotal in encouraging SWOs to adopt and utilize SWIMS for case management.

The influence of facilitating conditions on the usage behaviour of SWIMS carries important implications for its design, implementation, and support strategies. First, organizations should prioritize providing adequate training and resources to ensure that social welfare officers feel competent and confident in using the system. Training programs should be tailored to meet the specific needs of SWOs, incorporating practical exercises that allow users to familiarize themselves with the system's functionalities (Hanna et al., 2019). This approach can help address potential barriers to usage, such as technical difficulties or a lack of familiarity with the system.

Moreover, continuous technical support should be established to assist social welfare officers in navigating any challenges they may encounter while using SWIMS. Implementing a dedicated helpdesk or support team can facilitate quick resolutions to issues and reinforce the perception that organizational resources are readily available. Such support can enhance users' confidence and encourage them to utilize the system more effectively (Kirk et al., 2021).

It is obvious from the literature that facilitating conditions significantly influence the usage behaviour of social welfare officers in utilizing the Social Welfare Information

Management System. When SWOs perceive that they have access to adequate resources, training, and support, their willingness and ability to use SWIMS effectively increase. Empirical evidence underscores the critical role of facilitating conditions in enhancing usage behaviours, emphasizing the need for organizations to prioritize training and technical assistance.

2.5 Summary of Literature Gaps

This study seeks to fill several gaps in the literature regarding the use of the Social Welfare Information Management System (SWIMS) by social welfare officers for case management. These gaps are outlined as follows:

Existing studies (e.g., Venkatesh et al., 2003; Hsu & Lin, 2019) provide general insights into the influence of effort expectancy on technology adoption but fail to focus on public-sector systems like SWIMS. The study bridges this gap by exploring the specific relationship between effort expectancy (perceived ease of use) and the usage behaviour of social welfare officers in the context of SWIMS. It also examines how ease of use impacts daily case management tasks, providing targeted insights for system improvement.

Limited research exists on how SWIMS directly impacts performance and the quality of service delivery in social welfare settings. While studies highlight the benefits of digital tools in general (e.g., Davis & Venkatesh, 2020; Mensah et al., 2021), the nuanced effects of SWIMS on performance and outcomes in the Greater Accra Region remain unexplored. This study addresses this gap by evaluating how SWIMS influences efficiency, productivity, and decision-making in case management.

While past research emphasizes the importance of user-centered design and adequate training (e.g., Norman, 2013; Addo et al., 2021), there is little focus on identifying specific areas for innovation and improvement in SWIMS. This study identifies practical areas for enhancement in the design, implementation, and evaluation of SWIMS, aiming to make the system more user-friendly, resource-efficient, and responsive to the needs of social welfare officers.

Most studies on technology adoption focus on broad constructs such as performance expectancy, effort expectancy, social influence, and facilitating conditions without systematically testing their statistical significance within the context of SWIMS. This study rigorously tests hypotheses (Ho1–Ho4) to determine the direct influence of these constructs on usage behaviour, contributing evidence specific to social welfare case management systems.

Social influence and facilitating conditions have been broadly acknowledged in frameworks like UTAUT, but the unique organizational dynamics of public-sector settings remain understudied. This study delves into how organizational culture, peer encouragement, and resource availability impact SWIMS usage, providing actionable insights for policymakers and administrators.

Much of the existing literature focuses on technology adoption in high-income countries, with limited exploration of public-sector technology in Sub-Saharan Africa. By focusing on the Greater Accra Region, this study fills a regional gap, contributing valuable insights into the contextual challenges and opportunities of implementing SWIMS in a developing-country setting.

CHAPTER THREE

METHODOLOGY

3.0 Overview

This chapter discusses the research methodology. It explains the research design, setting, population, sample, sampling techniques, inclusion and exclusion criteria, source of data, data collection instruments, validity and reliability of data collection instrument, data collection procedure, data analysis procedure, and ethical considerations.

3.1 Philosophical Underpinning

This research is guided by the positivist philosophical tradition, which is rooted in the belief that reality exists independently of individual perceptions and can be objectively studied. The origins of positivism are often traced back to Auguste Comte in the 19th century, who argued that knowledge should be derived from observable phenomena rather than subjective interpretation. In line with this, positivism assumes that the world operates according to consistent, universal laws that can be discovered through systematic observation and empirical inquiry (Richards, 2003; Rehman & Alharthi, 2016).

Central to the positivist worldview is the notion that human and social phenomena can be studied in the same way as the natural sciences through rigorous, structured methods that produce reliable and repeatable results. This paradigm typically employs quantitative research techniques, including statistical analysis, to test hypotheses and uncover cause-effect relationships between variables (Wahyuni, 2012; Kivunja & Kuyini, 2017). Positivist researchers believe that if the same procedures and tools are used, different researchers should arrive at similar conclusions, thus enabling generalization of findings beyond the immediate study context (Ponterotto, 2015).

The positivist methodology emphasizes the formulation of hypotheses about the relationships between variables, which are tested through empirical data collection and analysis. The findings are then used to explain or predict outcomes, allowing for the development of theories that can inform practice (Rehman & Alharthi, 2016). The reasoning process is largely deductive, where conclusions are drawn based on the validation or rejection of proposed hypotheses using measurable data (Cohen, Manion & Morrison, 2007).

The selection of positivism as the philosophical foundation for this study is appropriate due to the nature of the research objectives, which involve assessing the effectiveness of the Social Welfare Information Management System (SWIMS) in improving case management among social welfare officers. The study seeks to gather quantifiable data through structured surveys and apply statistical analysis to measure relationships between constructs such as performance expectancy, facilitating conditions, and the intention to use SWIMS (Creswell, 2014; Bhandari, 2022).

Furthermore, the use of a cross-sectional survey design allows the researcher to collect data from a wide sample of social welfare officers across different Metropolitan, Municipal, and District Assemblies (MMDAs) in the Greater Accra Region. This broad approach supports generalization of the results, offering insights that can inform policy decisions and system improvements at both local and national levels (Creswell & Plano-Clarke, 2017). In addition, the positivist approach enables the identification of causal links between critical factors such as training, infrastructure, and system usability—and how these affect the adoption and performance of SWIMS. This is especially valuable for providing evidence-based recommendations that can enhance decision-making in the social welfare sector (Venkatesh et al., 2003).

In summary, this study adopts a positivist stance because it aligns with the goals of objective measurement, statistical testing, and drawing generalizable conclusions. It also provides a strong foundation for exploring how key variables interact to influence the use of SWIMS, ultimately contributing to more effective public service delivery in Ghana.

3.2 Research Approach

This study adopted a quantitative research approach, which emphasizes the collection and analysis of numerical data to uncover patterns, relationships, or trends among variables. As described by Babbie (2015), this method focuses on transforming information into numerical form for both data collection and interpretation. Yilmaz (2013) similarly defines quantitative research as an approach grounded in the use of numbers and statistical methods to explore and explain phenomena.

Quantitative research is characterized by its structured, objective, and systematic nature. It typically follows a deductive reasoning process, where hypotheses are formed based on theory and then tested using empirical data (Kivunja & Kuyini, 2017). Research conducted using this approach often employs either experimental or non-experimental designs, aiming to produce precise and dependable measurements of variables (Rahman, 2017).

The term "quantitative" refers to measuring "how many" or "how much" of something, which aligns with the method's focus on quantifiable data (White & Millar, 2014). Through the use of statistical tools, this approach allows researchers to ask and answer specific questions such as who, what, when, where, and to what extent. It involves objective data collection and analysis, devoid of the researcher's personal opinions or biases, ensuring neutrality and replicability in the research process (Creswell, 2014).

Though inherently numerical, quantitative research also allows for the examination of relationships between variables—particularly the effect of independent variables (predictors) on dependent variables (outcomes)—in a given population. The method was originally rooted in the natural sciences, where it was used to study observable and measurable phenomena (Joppe, 2016). Over time, it has been widely applied in social science research as well, where it remains a dominant method for generating knowledge across diverse cultural and institutional contexts.

In quantitative studies, variables are central; they represent characteristics that can be manipulated or measured to assess their influence on other factors (Wong, 2014). This method is particularly suitable when a well-structured research design is needed and when the study objectives require rigorous measurement, control, and empirical validation. The researcher using this approach maintains a detached and impartial role, ensuring that findings are the result of systematic observation rather than personal interpretation (Creswell, 2014).

Quantitative research focuses on the use of numerical data to systematically explore, measure, and analyze relationships between variables. It is particularly suited for investigating patterns that can be quantified, with the goal of explaining, predicting, or controlling certain phenomena (Bryman, 2012). Researchers using this approach typically begin with a clearly defined focus, form narrow research questions, and gather measurable data from participants. The data is then subjected to statistical analysis, allowing for an objective and impartial interpretation of the results. This method is especially prominent in the academic community, where a significant portion of published studies utilize quantitative techniques due to their strong validity and ability to produce high-quality evidence. As Yilmaz (2013) notes, large-scale studies often rely on quantitative methods to process and interpret data effectively.

According to Babbie (2015), quantitative research employs statistical, computational, or mathematical tools to derive accurate findings. It has broad applications across disciplines such as business, the natural and mathematical sciences, and the social sciences. Data is typically gathered through structured tools like close-ended questionnaires, yielding information in the form of numbers, percentages, tables, and graphs. This data is often used to test theoretical models or hypotheses through mathematical and statistical frameworks. As Kumar (2019) explains, a research hypothesis is a statement that expresses a predicted relationship between an independent and a dependent variable, which can be tested through empirical methods. In line with this, Nwankwo (2013) emphasizes the role of the scientific method in quantitative research, where studies begin with theoretical assumptions and hypotheses and proceed to test them using data that is rich, valid, and systematically gathered.

Quantitative research seeks to objectively understand reality by identifying measurable connections among variables. According to Creswell (2014), its outcomes can serve predictive, explanatory, or confirmatory purposes. Ultimately, the approach aims to establish sound conclusions based on the application of mathematical models and statistical analysis.

3.3 Research Design

This study employs a descriptive research design, specifically incorporating a cross-sectional approach to effectively explore the use of the Social Welfare Information Management System (SWIMS) among social welfare officers in the Greater Accra Region of Ghana. Descriptive research, as outlined by Zikmund (2016), aims to characterize specific groups and estimate the frequency or proportion of subjects within a defined population. This approach is particularly relevant for understanding how social

welfare officers engage with SWIMS, as it allows for the examination of various attributes, relationships, and current practices in a natural setting.

Creswell (2014) emphasizes that survey research designs are foundational in quantitative research, wherein investigators gather information from a sample or an entire population to describe their attitudes, opinions, behaviours, or characteristics. In the context of this study, the descriptive design serves to present a clear and comprehensive depiction of the current state of SWIMS usage among social welfare officers, capturing their experiences, challenges, and perceptions in real-time. According to Burns and Grove (2015), descriptive studies are instrumental in portraying situations in their natural form, thereby enabling the researcher to understand the complexities of the phenomena being studied.

The cross-sectional aspect of this research design is particularly well-suited for assessing the prevalence and impact of SWIMS within a specific timeframe. Creswell and Plano-Clarke (2017) note that this design is often employed when time or resources for more extensive longitudinal research are limited. By focusing on a specific moment, the study can yield insights that inform current practices and highlight immediate needs for improvement in case management processes among social welfare officers.

Utilizing a cross-sectional survey allows for the collection of data from a diverse range of respondents, thereby providing a comprehensive overview of the current landscape of SWIMS usage. This approach is practical and applicable, as it identifies present conditions and needs, laying the groundwork for future interventions and enhancements. As a foundational method for assessing situations, descriptive surveys are essential for forming conclusions and making generalizations about the population in question.

The cross-sectional survey design is particularly beneficial for measuring current attitudes and practices regarding SWIMS. It offers a snapshot of how social welfare officers perceive and utilize the system, enabling the identification of factors influencing its implementation and effectiveness. Furthermore, this design allows for the efficient gathering of data within a short timeframe, encompassing the necessary processes of survey administration and information collection.

For these reasons, the researcher opted to employ questionnaire as primary data collection methods, ensuring that comprehensive information is gathered to meet the study's objectives. Given the focus on understanding the factors influencing the adoption and performance of SWIMS in case management, a descriptive survey was deemed the most appropriate and effective research design for documenting and analyzing the data collected.

3.4 Study Area

The study focuses on the Greater Accra Region of Ghana, a vibrant and cosmopolitan area characterized by its diverse population and dynamic socio-economic landscape. As the capital region of Ghana, Greater Accra is home to numerous Metropolitan, Municipal, and District Assemblies (MMDAs) that have piloted the Social Welfare Information Management System (SWIMS). This region presents a unique environment for the research, as it encompasses a variety of cultural, economic, and social contexts that influence the work of social welfare officers.

The Greater Accra Region's heterogeneity makes it an ideal location for examining the implementation and use of SWIMS, as social welfare officers operating in this area face a multitude of challenges and opportunities in their case management processes. The presence of multiple piloted MMDAs provides a rich tapestry of experiences and

practices, allowing for a comprehensive analysis of how SWIMS is integrated into their daily operations. By focusing on this region, the study aims to capture the complexities of social welfare work in a metropolitan context, shedding light on the factors that impact the effectiveness and efficiency of SWIMS among social welfare officers.

Moreover, the Greater Accra Region's relatively developed infrastructure, including access to information technology and communication systems, enables the effective utilization of SWIMS. However, it also presents challenges, such as varying levels of internet connectivity and disparities in training and support among social welfare officers. These factors create a compelling backdrop for investigating the relationship between performance expectancy, effort expectancy, social influence, facilitating conditions, and the usage behaviour in the context of social welfare case management. Through this research, insights gleaned from the Greater Accra Region can contribute to understanding the broader implications of SWIMS adoption in Ghana, providing valuable lessons for policymakers, practitioners, and stakeholders in the social welfare sector.

3.5 Target Population

The target population for this study consisted of all 202 Social Welfare Officers (SWOs) employed in various Metropolitan, Municipal, and District Assemblies (MMDAs) within the Greater Accra Region of Ghana. Specifically, the study focused on officers working in the following areas: Ga South, Ga West, Ga East, Adenta, Shai-Osudoku, Weija-Gbawe, Ningo-Prampram, Accra Metropolitan, Ashaiman, La-Nkwantanang, and Tema Metropolitan. These officers were required to utilize the Social Welfare Information Management System (SWIMS) for their case management responsibilities, and they held positions either as caseworkers or case managers. By targeting this specific group, the

study aimed to gather relevant insights into the operational dynamics, challenges, and effectiveness of SWIMS in facilitating social welfare services within these localities.

3.6 Sample Size

The study involved a sample size of 103 Social Welfare Officers drawn from the 11 identified MMDAs within the Greater Accra Region. This sample size was consistent with guidelines proposed by Creswell and Clark (2011), which suggested that a sample size of 30% a population is appropriate for quantitative studies. The selection of a sample size of 103 (51% of the population) ensured sufficient statistical power to detect significant effects and relationships within the data, thereby enhancing the validity of the study's findings. A larger sample size also proved beneficial in increasing the representativeness of the sample, which was crucial for generalizing results to the wider population of SWOs in the region.

3.8 Inclusion and Exclusion Criteria

The study established specific inclusion and exclusion criteria to ensure that the participant sample was both relevant and representative of the target population of Social Welfare Officers (SWOs) using the Social Welfare Information Management System (SWIMS). To be included in the study, participants needed to be employed as SWOs in one of the designated Metropolitan, Municipal, and District Assemblies (MMDAs) in the Greater Accra Region. Additionally, they were required to have been using SWIMS for case management since its inception, ensuring they possessed adequate experience and familiarity with the system. Furthermore, participants had to be actively engaged in case management activities that involved utilizing SWIMS, which would provide valuable insights into its effectiveness and operational challenges.

Conversely, specific exclusion criteria were also established. SWOs who did not utilize SWIMS in their case management processes were not considered for inclusion in the study. Moreover, officers working outside the 11 identified piloted MMDAs in the Greater Accra Region were excluded, as the focus was specifically on the context and experiences within these locales. By adhering to these criteria, the study aimed to collect data that accurately reflected the experiences and perspectives of those directly involved in using SWIMS for social welfare case management in the Greater Accra Region, thereby ensuring the relevance and applicability of the findings.

3.8 Sampling Technique

To select a representative sample of Social Welfare Officers from the 11 MMDAs in Greater Accra who utilized SWIMS for case management, this study employed a probability sampling technique. This approach ensured that every member of the target population had a known and non-zero chance of being included in the sample, thus promoting fairness and reducing selection bias (McCombes, 2023). Specifically, the study utilized Cluster Sampling as the primary sampling method. Cluster sampling involved dividing the population into clusters, which were typically based on geographical or administrative boundaries, and then randomly selecting entire clusters to be included in the sample. In this study, the selected MMDAs represented the clusters from which SWOs were sampled. The rationale for using cluster sampling was its practicality, especially when dealing with a large population spread over various locations, as it minimized logistical challenges and costs associated with data collection.

Within this study, single-stage clustered sampling was implemented, meaning that all SWOs within the selected clusters (i.e., the identified MMDAs) were included in the sample. This method ensured that the sample was comprehensive and captured the

diversity of experiences and practices among Social Welfare Officers across different localities in the Greater Accra Region (Acharya et al., 2013). By employing this sampling technique, the study aimed to gather robust data that accurately reflected the operational landscape of social welfare services utilizing SWIMS in the region.

3.9 Data Collection Instrument

The study employed a survey questionnaire as the primary instrument for collecting quantitative data. This survey method was selected to gather information from a large and representative sample of Social Welfare Officers (SWOs) across the Greater Accra Region, enabling the application of statistical techniques for data analysis (Tchoualeu et al., 2021). The questionnaire was carefully designed to include a variety of questions that addressed key aspects of the SWIMS usage.

Specifically, the survey incorporated questions regarding the frequency of SWIMS usage, the amount of time officers spent interacting with the system, and their overall satisfaction with its functionalities. Additionally, it sought to identify any challenges faced by the SWOs while using the system and invited recommendations for improvement. The survey items were adapted from Carrilio's (2007) research on factors affecting social workers use of information systems.

Crucially, the survey measured four key constructs of the Unified Theory of Acceptance and Use of Technology (UTAUT) model, which served to elucidate the factors influencing the utilization of SWIMS for case management. By focusing on these constructs, the study aimed to provide insights into how these factors impact the effective implementation and performance of the system in real-world social welfare settings.

3.10 Validity and Reliability

Ensuring the validity and reliability of the research instruments is crucial for the credibility of the study's findings. Validity refers to the extent to which a tool measures what it intends to measure (Creswell & Creswell, 2018). To enhance the validity of the survey questionnaire, a rigorous process was implemented, including expert reviews and pilot testing. Feedback from subject matter experts was sought to ensure that the items effectively captured the constructs outlined in the Unified Theory of Acceptance and Use of Technology (UTAUT) model. The pilot test involved a small sample of social welfare officers, allowing for the identification and refinement of ambiguous or misleading questions, thereby improving the content validity of the instrument.

Reliability, on the other hand, pertains to the consistency and stability of the measurement. To assess the reliability of the survey instrument, a Cronbach's alpha coefficient was calculated during the pilot testing phase. The Cronbach's Alpha was 0.83, indicating high level of internal consistency. A Cronbach's alpha value of 0.70 or higher was considered acceptable, indicating that the items within each construct of the questionnaire consistently measured the same underlying concept (Creswell & Creswell, 2018). This statistical measure helped ensure that the responses were reliable and could be trusted for subsequent analysis. These efforts contribute to the overall rigor and quality of the research, ultimately enhancing its relevance and applicability to practice and policy.

3.11 Data Collection Procedure

To gain access to the sample, the researcher first obtained formal approval and an introductory letter from the IRS, University of Ghana to the various heads of Metropolitan, Municipal, and District Assemblies (MMDAs). This authorization letter was presented to the Regional Director of Social Welfare, who subsequently facilitated

contact with the District Social Welfare Officers in each of the selected MMDAs. Through these district offices, lists of Social Welfare Officers actively using SWIMS were obtained, serving as the sampling frame for participant selection. The researcher then coordinated with district heads to schedule visits and administer questionnaires during official working hours to minimize disruption to service delivery. This process ensured that access to participants was both systematic and ethically compliant, allowing for the collection of authentic data from officers directly engaged in digital case management activities across the region.

3.12 Data Analysis Method

Prior to the actual data collection, the survey questionnaire underwent a pilot test to ensure its clarity and effectiveness, allowing for any necessary refinements to be made. Once the data collection was completed, various statistical techniques were employed to analyze the survey data. Descriptive statistics, including frequencies, percentages, means, and standard deviations, were calculated to summarize the demographic characteristics of the respondents and their responses to the survey items. To explore relationships between variables, Pearson's correlation analysis was conducted to assess the strength and direction of associations between the key constructs of the Unified Theory of Acceptance and Use of Technology (UTAUT) model. Additionally, simple linear regression analysis was employed to test the hypotheses related to the influence of different factors on the usage behaviour of Social Welfare Officers in utilizing the Social Welfare Information Management System (SWIMS) for case management. This approach to data analysis aimed to provide robust insights into the effectiveness and impact of SWIMS within the context of social welfare in the Greater Accra Region.

Importantly, the analysis confirmed that the assumptions of both regression and correlation were met. The linearity assumption for regression analysis was satisfied, indicating a linear relationship between the independent and dependent variables. The independence of observations was also confirmed, ensuring that the residuals were uncorrelated. Similarly, the correlation analysis met the assumptions of normality and homoscedasticity, confirming the suitability of the data for both statistical tests. This comprehensive approach to data analysis aimed to provide robust insights into the effectiveness and impact of SWIMS within the context of social welfare in the Greater Accra Region.

3.12 Ethical Considerations

Ethical standards guide the conduct of researchers, particularly in relation to the rights and well-being of participants involved in a study or those impacted by its findings (Bell & Wynn, 2020). As such, this study was carried out in strict adherence to established ethical principles throughout the data collection, analysis, and reporting processes. The researcher ensured that participation in the study was entirely voluntary, and that participants' rights to informed consent, privacy, and autonomy were fully respected. To maintain confidentiality, all information provided by participants was treated with utmost care and discretion.

Any personal identifiers collected during the study were removed from the final report to safeguard participants' anonymity. In cases where audio recordings were used, the files were stored securely on a password-protected laptop to prevent unauthorized access or tampering. This ensured that the confidentiality of the recorded interviews was maintained. Participants were assured that their identities would remain anonymous, and all identifying details such as names or institutional affiliations were excluded from the

data collection tools. Before taking part in the study, individuals were clearly informed about its purpose and were given the option to withdraw at any point without facing any consequences. Moreover, each respondent was assigned a code to further protect their identity in the analysis and reporting stages. To uphold academic integrity and avoid plagiarism, all secondary sources, including journal articles, books, theses, and online publications were properly acknowledged and cited in the reference section.

CHAPTER FOUR

RESULTS AND DISCUSSION

4.0 Introduction

This study aimed to evaluate the use of the Social Welfare Information Management System (SWIMS) for case management among social welfare officers. Chapter four includes the results of this examination. Specifically, the relationship between effort expectancy and usage behaviour of social welfare officers using SWIMS for case management is analysed, the impact of SWIMS on the performance of case management by social welfare officers is assessed, and areas for innovation in the design, implementation, and evaluation of SWIMS for case management are identified. The analysis also determines the influence of performance expectancy. Effort expectancy, social influence, and facilitating conditions on the usage behaviour of SWIMS for case management is also examined. The results are presented and analyzed in two sections: the analysis of demographic data and the analysis of the main data aimed at answering the research questions and testing hypothesis.

4.1 Demographic Data

This part of the study outlines the findings related to the respondents' demographic characteristics. The demographic factors examined include gender, age category, highest level of education, duration of service, number of years utilizing SWIMS for case management, how often SWIMS is used for casework, and the respondents' proficiency in using SWIMS. These findings are displayed in Tables 1 to 7.

Table 4.1: Gender of Respondents

Gender	Frequency	Percent
Male	52	50.5
Female	51	49.5
Total	**103**	**100.0**

Source: Fieldwork, 2024

The demographic analysis reveals a nearly equal gender distribution among respondents, with 52 males (50.5%) and 51 females (49.5%). This balance ensures that the study's findings are not biased towards one gender, providing a comprehensive understanding of social welfare officers' use of SWIMS. The nearly equal representation allows the study to capture balanced perspectives on how gender may influence the use of SWIMS for case management. This gender balance enhances the generalizability of the results, making the findings relevant to a wider audience within the social welfare sector. Furthermore, understanding any gender-specific differences in SWIMS usage enables the identification of specific training and support needs, promoting equal competence and confidence among male and female social welfare officers. Thus, the gender balance in the sample reinforces the validity and reliability of the study's conclusions regarding the use of SWIMS for case management.

Table 4.2: Age group of the Respondents

Age group	Frequency	Percent
20 – 29 years	8	7.8
30 – 39 years	59	57.3
40 – 49 years	25	24.3
50 – 59 years	11	10.7

Total	**103**	**100.0**

Source: Fieldwork, 2024

The demographic data reveals that the majority of respondents are in the 30–39 years age group, with 59 (57.3%) of them. This is followed by the 40–49 years age group, comprising 25 (24.3%) of the respondents. The 50–59 years age group includes 11 (10.7%), and those in their twenties (20-29) were 8 (7.8%) respondents. The predominance of respondents in the 30–39 years age group (57.3%) suggests that the majority of social welfare officers using SWIMS are in their mid-career stages. This demographic insight is crucial as it indicates a workforce that is likely experienced but also adaptable to new technologies and systems such as SWIMS. The substantial representation of the 40–49 years age group (24.3%) further underscores the presence of experienced individuals who can provide valuable feedback on system implementation and effectiveness. Conversely, the lower representation of younger (7.8% in the 20–29 years category) and older age groups (10.7% in the 50–59 years category) suggests potential areas for targeted training and support. Younger officers might benefit from enhanced training and mentorship programs to quickly bring them up to speed, while older officers might require more tailored support to ensure ease of use and confidence in the system. Overall, the age distribution gives a clear picture of the demographic characteristics of the workforce, which is essential for designing effective interventions, skill development initiatives, and support systems designed to address the specific needs of different age groups within the social welfare sector.

Table 4.3: Respondents' Level of Education

Level	Frequency	Percent
Diploma	12	11.7
Bachelor's Degree	50	48.5
Master's Degree	41	39.8
Total	**103**	**100.0**

Source: Fieldwork, 2024

The educational background of respondents shows that the majority hold a Bachelor's Degree, with 50 representing (48.5%). The second largest group was those with a Master's Degree, totalling 41 respondents (39.8%). A smaller group has a Diploma, comprising 12 respondents (11.7%). The predominance of respondents with a Bachelor's Degree, 50 respondents, representing 48.5%, indicates a highly educated group, suggesting a robust level of professional knowledge and potentially higher adaptability to using the SWIMS system. The substantial representation of individuals with 41 Master's Degree, representing 9.8%, further highlights the advanced educational qualifications of the respondents, which may contribute to a deeper understanding and more effective utilization of SWIMS. The relatively smaller number of respondents with 12 (11.7%) Diploma suggests the need for special support and training for those with less advanced qualifications. Ensuring that all educational levels are supported is crucial for the effective implementation of SWIMS. The variety in educational backgrounds demonstrates the need for specialized training programmes that align with participants' different levels of knowledge and experience, ultimately improving the efficiency and impact of SWIMS in case management.

Table 4.4: Length of Service with Social Welfare

Duration	Frequency	Percent
Less than 1 year	2	1.9
1-3 years	15	14.6
4-6 years	20	19.4
7 – 9 years	7	6.8
10 years and above	59	57.3
Total	**103**	**100.0**

Source: Fieldwork, 2024

The data on the length of service among social welfare respondents reveals that the majority have been in their roles for 10 years or more, with 59 respondents (57.3%). The second largest group comprises those with 4-6 years of service, totalling 20 respondents (19.4%). Fewer respondents have 1-3 years of service (15 respondents, 14.6%), and the smallest group includes those with less than 1 year of service (2 respondents, 1.9%). Additionally, there are 7 respondents (6.8%) with 7-9 years of service.

The high proportion of respondents with 10 or more years of service (57.3%) indicates a significant level of experience within the workforce. This extensive experience is likely to enhance their capability to effectively utilize and provide insightful feedback on the SWIMS system. The presence of respondents with 4-6 years of service (19.4%) suggests a blend of experienced professionals and those who are still becoming familiar with the system. Conversely, the relatively small number of respondents with 1-3 years of service (14.6%) and less than 1 year of service (1.9%) points to a newer cohort that may need additional support and orientation to effectively use SWIMS. The varied length of service highlights the importance of developing training programs that address the needs of both experienced and newer staff members. Tailoring support and training to accommodate

different levels of experience is crucial for optimizing the effectiveness of SWIMS in case management.

Table 4.5: The use of SWIMS for Case Management

Duration	Frequency	Percent
Less than 6 months	7	6.8
6 months to 1 year	18	17.5
1 – 2 years	35	34.0
More than 2 years	43	41.7
Total	103	100.0

Source: Fieldwork, 2024

The data on the duration of SWIMS usage for case management shows that SWIMS has been used by many respondents for more than 2 years, with 43 individuals (41.7%). The next largest group has used SWIMS for 1 to 2 years, comprising 35 respondents (34.0%). A smaller proportion has used SWIMS for 6 months to 1 year, with 18 respondents (17.5%), and the least number of respondents have used SWIMS for less than 6 months, totaling 7 individuals (6.8%). The predominant use of SWIMS for more than 2 years (41.7%) indicates that a substantial portion of respondents is well-acquainted with the system, which likely contributes to their expertise and ability to provide informed feedback on its effectiveness. The significant number of users with 1 to 2 years of experience (34.0%) suggests a solid base of users who have had adequate time to familiarize themselves with SWIMS but may still be refining their use. The smaller numbers of respondents with fewer than 6 months (6.8%) and within a six-to twelve-month timeframe (17.5%) of usage indicate that a portion of the workforce is relatively new to the system and may require additional training and support. Understanding these usage patterns is essential for identifying specific training needs and for designing

interventions that cater to varying levels of experience with SWIMS. Tailoring support to address the needs of both long-term and newer users can enhance the overall effectiveness and adoption of SWIMS for case management.

Table 4.6: How often SWIMS is used for Case Management

Time	Frequency	Percent
Daily	22	21.4
Weekly	30	29.1
Monthly	21	20.4
Occasionally	30	29.1
Total	**103**	**100.0**

Source: Fieldwork, 2024

The frequency of SWIMS usage for case management reveals that 30 respondents (29.1%) use the system on a weekly basis, making it the most common usage interval. Daily use is reported by 22 respondents (21.4%). Monthly usage is noted by 21 respondents (20.4%), while 30 respondents (29.1%) use SWIMS occasionally. The data shows a diverse range of usage frequencies, with a significant portion of respondents using SWIMS either weekly (29.1%) or occasionally (29.1%). The substantial number of daily users (21.4%) suggests that SWIMS is an integral tool for regular case management activities for some. The results indicate that all the participants are engaged with the system to some degree. The variation in usage frequency shows the necessity for continuous training and support to ensure that all users, regardless of their usage patterns, are equipped to maximize the benefits of SWIMS to prevent backlog of data. For those using SWIMS less frequently, targeted interventions may be necessary to encourage more

consistent use to have real-time data, while daily users might benefit from advanced training to enhance their efficiency and effectiveness.

Table 4.7: Respondents' Level of proficiency in using SWIMS for case management

Level	Frequency	Percent
Very Low	2	1.9
Low	3	2.9
Moderate	48	46.6
High	43	41.7
Very high	7	6.8
Total	**103**	**100.0**

Source: Fieldwork, 2024

The proficiency levels of respondents in using SWIMS for case management vary widely. A majority of respondents rate their proficiency as moderate (46.6%) or high (41.7%). A small percentage report very high proficiency (6.8%), while only a minimal number consider their proficiency as very low (1.9%) or low (2.9%). The data indicates that most respondents have a moderate to advanced level of proficiency with SWIMS, which suggests a solid overall capability in using the system for case management. The high proportion of individuals with moderate proficiency (46.6%) reflects a broad base of users who are familiar with the system but may benefit from additional training to achieve higher proficiency levels. The presence of a smaller group with very low (1.9%) and low (2.9%) proficiency highlights the need for targeted support and training for these individuals. Conversely, the few respondents with very high proficiency (6.8%) might be leveraged as resources for mentoring others. The variation in proficiency levels stressed the value of ongoing skill development and special training programs to address diverse skill levels and enhance overall effectiveness in using SWIMS for case management.

4.2 Analysis of Research Questions

4.2.1 Research Question 1

What is the relationship between effort expectancy and the usage behaviour of social welfare officers in using the SWIMS for case management?

To address this research question, the analysis explores how social welfare officers' efforts expectancy to use the Social Welfare Information Management System (SWIMS) correlate with their actual usage behaviour. The relationship between these variables is crucial for understanding how efforts translate into practical application of the system. This analysis involves examining patterns in the data related to the effort expectancy and the usage behaviour of social welfare officers. The analysis aimed to identify whether ease of using SWIMS correspond with more frequent and effective usage. The analysis employed a Pearson correlation coefficient (R) to measure the intensity and directionality of the linear relationship between effort expectancy and usage behaviour of social welfare officers.

Table 4.8*:* Relationship between effort expectancy and the usage behaviour

Variable	N	Mean	*Sd*	*R*	*P*
Effort Expectancy	103	3.67	0.88		
				0.693	0.000
Usage Behaviour	103	3.74	0.91		

Source: Fieldwork, 2024

The results reveal a high positive correlation (R = 0.693, p = 0.000) between effort expectancy and usage behaviour, indicating that as effort expectancy increases, usage behaviour also improves. The mean score for effort expectancy was 3.67 (SD = 0.88),

while the mean score for usage behaviour was 3.74 (SD = 0.91). These results suggest that social welfare officers who see SWIMS as easier to use tend to utilize it frequently and effectively in their case management tasks. The strong correlation underscores the importance of effort expectancy in enhancing system usage. Strategies to improve ease of use, such as intuitive system design, comprehensive user training, and continuous technical support, are recommended. These measures can further align effort expectancy with usage behaviour, ensuring that SWIMS effectively supports the case management responsibilities of social welfare officers.

4.2.2 Research Question 2

What is the impact of the use of SWIMS on the performance and quality of case management by social welfare officers in the Greater Accra Region?

The goal of this research question was to explore whether and how the adoption of SWIMS contributes to improvements in case management practices. To approach this question, the analysis assessed how the utilization of the SWIMS influences the performance and quality of case management conducted by social welfare officers. The analysis sought to determine the extent to which SWIMS supports enhanced performance and better quality in case management, offering insights into the system's role in improving social welfare services in the Greater Accra Region. Means and standard deviations were employed in the analysis. The results of the impact of using SWIMS on the performance and quality of case management by social welfare officers is presented in Table 4.9.

Table 4.9: Impact of SWIMS on the performance and quality of case management

Impact Indicator	N	Mean	S.D

Using SWIMS helps me to track my progress and monitor progress of services	103	4.12	1.07
Using SWIMS helps me to improve the accuracy of my records and reports	103	4.04	1.08
Using SWIMS helps me to provide better referral services for client	103	3.86	1.05
Using SWIMS helps me to achieve my professional goals and objectives	103	3.83	1.01
Using SWIMS helps me to perform my tasks more efficiently	103	3.82	0.94
Using SWIMS helps me to provide better quality services to my clients	103	3.79	1.02
Mean of means/Standard deviations		**3.91**	**1.03**

Source: Fieldwork, 2024

The highest mean score of 4.12, with a standard deviation of 1.07, indicates that social welfare officers find SWIMS most effective for tracking progress and monitoring services. This suggests that the system significantly aids in overseeing and managing ongoing cases. However, the moderate standard deviation shows some variability in how different officers perceive this feature's effectiveness. SWIMS receives a mean score of 4.04 and a standard deviation of 1.08 for improving the accuracy of records and reports. This reflects that the system is highly valued for reducing errors and enhancing documentation reliability. The considerable standard deviation implies that the degree of improvement in record accuracy varies among officers. The mean score of 3.86, coupled with a standard deviation of 1.05, suggests that SWIMS contributes positively to providing better referral services. Officers generally feel more confident in managing client referrals with the system's support, though individual experiences differ, as indicated by the variability in responses.

A mean score of 3.83 and a standard deviation of 1.01. SWIMS is reported to assist officers in achieving their professional goals and objectives. This indicates that the system supports career development, although there are some differences in how this

support is experienced by different officers. The analysis revealed a mean value of 3.82 standard deviation of 0.94 suggest that SWIMS improves task efficiency. Most officers agree on this benefit, but the lower standard deviation indicates a more consistent perception of the system's impact on efficiency compared to other areas. The lowest mean score of 3.79, with a standard deviation of 1.02, reflects that SWIMS contributes to providing better quality services to clients. While the impact is positive, the variability in responses indicates that the system's effect on service quality may differ among officers.

The combined analysis of means and standard deviations highlights that SWIMS is particularly effective in tracking progress and improving record accuracy, offering significant benefits for social welfare officers. However, the variability in responses across different areas, as shown by the standard deviations, suggests that while SWIMS generally enhances case management, individual experiences and perceptions may vary. This implies that further improvements or additional training may be needed to optimize the system's impact, particularly in areas such as task efficiency and service quality. Tailoring support and enhancements based on the specific needs and experiences of social welfare officers could further improve the system's effectiveness and contribute to better case management outcomes.

Table 4.9.1: Performance Expectancy in using SWIMS for Case Management

Statement	SD (%)	D (%)	N (%)	A (%)	SA (%)
Using SWIMS helps me to perform my tasks more efficiently	4 (3.9)	3 (2.9)	23 (22.3)	51 (49.5)	22 (21.4)
Using SWIMS helps me to provide better quality services to my clients	4 (3.9)	4 (3.9)	30 (29.1)	37 (35.9)	28 (27.2)
Using SWIMS helps me to achieve my professional goals and objectives	5 (4.9)	4 (3.9)	20 (19.4)	48 (46.6)	26 (25.2)
Using SWIMS helps me to improve the accuracy of my records and reports	5 (4.9)	4 (3.7)	15 (14.6)	37 (35.9)	42 (40.8)

Key: Strongly Disagree (SD), Disagree (D), Neutral (N), Agree (A), and Strongly Agree (SA).

Many respondents acknowledged that SWIMS helps them perform their tasks more efficiently, with a total of 73 respondents (70.9%) either agreeing (51,49.5%) or strongly agreeing (22, 21.4%). A smaller proportion remained neutral (23, 22.3%), while only 7 respondents (6.8%) expressed disagreement (4, 3.9% strongly disagreed; 3, 2.9% disagreed). The high agreement rate suggests that a majority of users recognize SWIMS as an effective tool in enhancing their efficiency in case management tasks. However, the relatively high neutral response indicates that some professionals may either not have fully explored its functionalities or may require further training to maximize its potential. The low disagreement rate (6.8%) further supports the notion that dissatisfaction with SWIMS in terms of task efficiency is minimal.

In terms of SWIMS' role in improving service quality for clients, a total of 65 respondents (63.1%) agreed (37, 35.9%) or strongly agreed (28, 27.2%). However, a considerable 30 respondents (29.1%) remained neutral, while 8 respondents (7.8%) disagreed (4, 3.9%

strongly disagreed; 4, 3.9% disagreed). The high neutral response suggests that while many professionals acknowledge SWIMS' benefits, a significant proportion has either not yet seen a noticeable improvement in service quality or is unsure of its full impact. This could be due to varying levels of system integration, differences in the understanding of case management practices, or limitations in the usage of SWIMS features. The low overall disagreement rate (7.8%) suggests that dissatisfaction with SWIMS in this regard is not widespread, but further optimization may be needed to enhance its perceived effectiveness in service delivery.

Regarding SWIMS' ability to assist professionals meet their desired results, the majority of respondents, 74 (71.8%), agreed (48, 46.6%) or strongly agreed (26, 25.2%). However, 20 respondents (19.4%) remained neutral, while 9 respondents (8.8%) disagreed (5, 4.9% strongly disagreed; 4, 3.9% disagreed). These results suggest that many professionals recognize SWIMS as a tool that contributes to their professional growth and success. However, the presence of 19.4% neutral responses indicates that some professionals either do not see a clear connection between SWIMS and their career objectives or may not have had enough exposure to the system's long-term benefits. The 8.8% disagreement rate suggests that a small portion of users may feel that SWIMS does not contribute meaningfully to their professional development, highlighting the need for further alignment between system functionalities and career advancement opportunities.

Among all the performance expectancy indicators, the strongest agreement was recorded for SWIMS' role in improving the accuracy of records and reports. A total of 79 respondents (76.7%) either agreed (37, 35.9%) or strongly agreed (42, 40.8%) that SWIMS enhances accuracy in case documentation. Meanwhile, 15 respondents (14.6%) remained neutral, and 9 respondents (8.6%) disagreed (5, 4.9% strongly disagreed; 4, 3.7% disagreed). The high agreement rate (76.7%) indicates strong confidence in

SWIMS' ability to improve data accuracy, which is a crucial component of case management. Compared to other performance indicators, record accuracy had the lowest neutral response (14.6%), suggesting that most users have experienced direct benefits from SWIMS in terms of improving documentation. The low disagreement rate (8.6%) further reinforces the notion that dissatisfaction with SWIMS in this area is minimal.

Across all four performance expectancy indicators, respondents largely agreed that SWIMS is beneficial for their case management tasks. The highest agreement levels were observed for record accuracy (76.7%) and professional goal attainment (71.8%), indicating that users see SWIMS as a tool that not only enhances documentation quality but also contributes to their career success. However, neutral responses were relatively high in areas related to efficiency (22.3%) and service quality improvement (29.1%), suggesting that some users remain uncertain about the extent of SWIMS' impact in these domains. These findings imply that while many professionals recognize SWIMS' benefits, a significant portion has yet to experience its full potential, possibly due to factors such as training gaps, differences in workflow integration, or varying levels of adoption across different work settings. The overall disagreement rates were low across all indicators (ranging from 6.8% to 8.8%), indicating minimal dissatisfaction with SWIMS. However, the highest disagreement was seen in professional goal attainment (8.8%), suggesting that while many see SWIMS as beneficial for career development, a small group does not share this perspective.

Table 4.9.2: Effort Expectancy in Using SWIMS for Case Management

Statement	SD (%)	D (%)	N (%)	A (%)	SA (%)
SWIMS is easy to use in recording and documenting of cases in accordance to the case management Standard Operating Procedures (SOPs)	7 (6.8)	3 (2.9)	20 (19.4)	43 (41.7)	30 (29.1)
SWIMS is easy to use in recording and documenting of cases in accordance to the case management Standard Operating Procedures (SOPs)	6 (5.8)	2 (1.9)	26 (25.2)	49 (47.6)	20 (19.4)
SWIMS is easy to use in recording and documenting of cases in accordance to the case management Standard Operating Procedures (SOPs)	5 (4.9)	7 (6.8)	24 (23.3)	47 (45.6)	20 (19.4)
SWIMS is easy to use in recording and documenting of cases in accordance to the case management Standard Operating Procedures (SOPs)	4 (3.9)	6 (5.8)	25 (24.3)	47 (45.6)	21 (20.4)

Key: Strongly Disagree (SD), Disagree (D), Neutral (N), Agree (A), and Strongly Agree (SA).

Most respondents indicated that SWIMS is easy to use in recording and documenting cases according to the SOPs, with a combined agreement rate ranging from 65.0% to 67.9% across the statements. Specifically, in the first response set, 73 respondents (70.8%) either agreed (43, 41.7%) or strongly agreed (30, 29.1%), while 20 respondents (19.4%) remained neutral. However, 10 respondents (9.7%) disagreed (7, 6.8% strongly

disagreed; 3, 2.9% disagreed), indicating that a small percentage of users find the system challenging to use.

The second set of responses showed a similar trend, with 69 respondents (67.0%) agreeing (49, 47.6%) or strongly agreeing (20, 19.4%). However, there was a slight increase in neutral responses (26 respondents, 25.2%), suggesting that some users are undecided about SWIMS' usability, possibly due to varying levels of experience or training. The disagreement rate remained low at 7.7% (6, 5.8% strongly disagreed; 2, 1.9% disagreed).

The third statement also reflected a strong agreement rate of 65.0%, with 47 respondents (45.6%) agreeing and 20 (19.4%) strongly agreeing. However, 24 respondents (23.3%) remained neutral, and 12 respondents (11.7%) disagreed (5, 4.9% strongly disagreed; 7, 6.8% disagreed). The slight increase in disagreement suggests that while the majority find SWIMS easy to use, some professionals may face challenges due to system navigation difficulties or lack of familiarity with SOP requirements.

In the fourth response set, 68 respondents (66.0%) agreed (47, 45.6%) or strongly agreed (21, 20.4%). The neutral response rate was 24.3% (25 respondents), while 10 respondents (9.7%) disagreed (4, 3.9% strongly disagreed; 6, 5.8% disagreed). These findings indicate that while most users find SWIMS relatively easy to use, there remains a significant portion (around one-fourth of respondents) who are neutral, possibly suggesting variability in training, comfort level, or system interface experience.

Across all four response sets, approximately two-thirds (65.0% – 70.8%) of respondents found SWIMS easy to use, with strong agreement on its usability in recording and documenting cases. The neutral responses ranged from 19.4% to 25.2%, indicating that a significant portion of users is either undecided or has limited experience with SWIMS.

The disagreement rate remained low (7.7% – 11.7%), suggesting that only a small fraction of respondents found the system difficult to use.

Table 4.9.3: Social Influence in Using SWIMS for Case Management

Statement	SD (%)	D (%)	N (%)	A (%)	SA (%)
My peers, supervisors, or stakeholders encourage me to use SWIMS for case management	5 (4.9)	7 (6.8)	25 (24.3)	46 (44.7)	20 (19.4)
My colleagues, supervisors, or stakeholders provide me with positive feedback on using SWIMS for case management	4 (3.9)	9 (8.7)	31 (30.1)	45 (43.7)	14 (13.6)
My colleagues, supervisors, or stakeholders support me when I encounter problems or difficulties in using SWIMS for case management	5 (4.9)	5 (4.9)	23 (22.3)	45 (43.7)	25 (24.3)
I feel a sense of belonging and recognition when I use SWIMS for case management	5 (4.9)	5 (4.9)	27 (26.2)	39 (37.9)	27 (26.2)

Source: Fieldwork, 2024

Key: Strongly Disagree (SD), Disagree (D), Neutral (N), Agree (A), and Strongly Agree (SA).

The results reveal that a significant proportion of respondents (66.1%) agreed (46, 44.7%) or strongly agreed (20, 19.4%) that their peers, supervisors, or stakeholders encourage them to use SWIMS for case management. Meanwhile, 25 respondents (24.3%) remained neutral, indicating that some users may not have received explicit encouragement but are not entirely discouraged either. However, a small proportion (11.7%) disagreed (7, 6.8% disagreed; 5, 4.9% strongly disagreed), suggesting that a few individuals may not perceive social encouragement as a factor influencing their use of SWIMS. This indicates

a generally supportive professional environment but highlights a need for more structured advocacy and motivation strategies to engage all users.

Regarding feedback from colleagues, supervisors, and stakeholders on SWIMS usage, 45 respondents (43.7%) agreed, while 14 (13.6%) strongly agreed, making a total of 57.3% who acknowledged receiving positive feedback. However, 31 respondents (30.1%) remained neutral, showing that a significant number neither agreed nor disagreed, possibly indicating limited feedback mechanisms or inconsistent recognition of SWIMS use. On the other hand, 13 respondents (12.6%) disagreed (9, 8.7% disagreed; 4, 3.9% strongly disagreed), signifying that some users do not perceive adequate positive reinforcement from their colleagues or superiors.

The level of support received from colleagues, supervisors, and stakeholders when encountering difficulties in using SWIMS was also assessed. The results show that 45 respondents (43.7%) agreed, and 25 (24.3%) strongly agreed, totaling 68.0% who felt supported when facing challenges. A neutral stance was taken by 23 respondents (22.3%), implying that while some users may receive occasional assistance, others might not actively seek or receive support. Only 10 respondents (9.8%) disagreed, evenly split between disagree (5, 4.9%) and strongly disagree (5, 4.9%), indicating that a small portion of users may struggle with accessing adequate help. The high agreement percentage suggests a generally collaborative working environment, but organizations should ensure that support is readily available and effectively communicated to all users.

A crucial aspect of social influence is the sense of belonging and recognition that users experience when using SWIMS. The findings indicate that 39 respondents (37.9%) agreed, and 27 (26.2%) strongly agreed, meaning 64.1% felt that using SWIMS contributes to their professional identity and acknowledgment. Meanwhile, 27

respondents (26.2%) remained neutral, suggesting that a significant number may not have a strong opinion on how SWIMS contributes to their sense of belonging. However, 10 respondents (9.8%) disagreed (5, 4.9% disagreed; 5, 4.9% strongly disagreed), implying that a small group may not feel recognized for their use of SWIMS in case management. These findings suggest that while the majority perceive SWIMS as a valuable tool that fosters professional identity, more engagement initiatives could be implemented to ensure that all users feel acknowledged and valued. The findings indicate a strong social influence on the use of SWIMS for case management, with most respondents acknowledging encouragement, support, and recognition from colleagues, supervisors, and stakeholders.

Table 4.9.4: Facilitation Condition in Using SWIMS for Case Management

Statement	SD (%)	D (%)	N (%)	A (%)	SA (%)
There is adequate technical infrastructure (e.g., Computers, printers, routers, internet, etc.) to support the use of SWIMS for case management in my work setting	20 (19.4)	24 (23.3)	22 (21.4)	22 (21.4)	15 (14.6)
There is adequate technical infrastructure (e.g., Computers, printers, routers, internet, etc.) to support the use of SWIMS for case management in my work setting	10 (9.7)	10 (9.7)	29 (28.2)	36 (35.0)	18 (17.5)
There is adequate technical infrastructure (e.g., Computers, printers, routers, internet, etc.) to support the use of SWIMS for case management in my work setting	9 (8.7)	14 (13.6)	16 (15.5)	49 (47.6)	15 (14.6)
There is adequate technical infrastructure (e.g., Computers, printers, routers, internet, etc.) to support the use of SWIMS for case management in my work setting	14 (13.6)	25 (24.3)	25 (24.3)	29 (28.2)	10 (9.7)

Source: Fieldwork, 2024

Key: Strongly Disagree (SD), Disagree (D), Neutral (N), Agree (A), and Strongly Agree (SA).

The responses reveal divided opinions on the adequacy of technical infrastructure supporting SWIMS. In the first response set, 37 respondents (42.7%) disagreed that there was sufficient infrastructure (20, 19.4% strongly disagreed; 24, 23.3% disagreed), while 37 respondents (42.8%) either agreed (22, 21.4%) or strongly agreed (15, 14.6%).

Meanwhile, 22 respondents (21.4%) remained neutral, suggesting that a considerable portion of users was uncertain or experienced inconsistencies in infrastructure availability.

The second response set showed a more positive trend, with 54 respondents (52.5%) agreeing (36, 35.0%) or strongly agreeing (18, 17.5%) that technical infrastructure was adequate. However, 20 respondents (19.4%) disagreed (10, 9.7% strongly disagreed; 10, 9.7% disagreed), while 29 respondents (28.2%) were neutral. This indicates that while a majority perceived infrastructure as sufficient, nearly half of the respondents were either neutral or disagreed, pointing to potential challenges with consistent access to technical resources.

In the third response set, 64 respondents (62.2%) either agreed (49, 47.6%) or strongly agreed (15, 14.6%) that the infrastructure was sufficient. This is the highest level of agreement across all statements, suggesting that some work settings are better equipped for SWIMS use. However, 23 respondents (22.3%) disagreed (9, 8.7% strongly disagreed; 14, 13.6% disagreed), while 16 respondents (15.5%) remained neutral. This trend suggests a disparity in resource distribution, where some locations have better infrastructure than others.

The fourth response set, however, reflects a higher level of dissatisfaction, with 39 respondents (37.9%) disagreeing (14, 13.6% strongly disagreed; 25, 24.3% disagreed). Only 39 respondents (37.9%) agreed (29, 28.2%) or strongly agreed (10, 9.7%), while 25 respondents (24.3%) were neutral. This result suggests that in certain work settings, the technical infrastructure for SWIMS use remains inadequate, limiting efficiency and adoption. The findings indicate that technical infrastructure for SWIMS use is inconsistent across different work settings. While some locations are well-equipped,

others lack the necessary resources, hindering effective case management. The mixed responses, particularly the high neutral and disagreement rates, suggest that investment in computers, internet, and related hardware is needed to ensure that SWIMS can be effectively utilized across all work settings.

4.2.3 Research Question 3

Which areas are needed for improvement or innovation in the design, implementation, and evaluation of the SWIMS for case management?

This research question sought to highlight critical areas where SWIMS could be improved or innovated to better serve social welfare officers**.** To address this research question, the analysis examines the various aspects of the Social Welfare Information Management System (SWIMS) to identify areas requiring improvement or innovation. This involves evaluating feedback from social welfare officers regarding the system's design, implementation, and evaluation processes. This process aims to pinpoint specific weaknesses or limitations within the SWIMS and explore potential innovations or improvements that could enhance its performance and usability. Key areas under review include system usability, functionality, user support, and overall effectiveness in case management.

Table 4.10: Likelihood of using SWIMS for case management in the future

Likelihood	Frequency	Percent
Very Unlikely	5	4.9
Neutral	13	12.6
Likely	23	22.3
Very likely	62	60.2
Total	**103**	**100.0**

Source: Fieldwork, 2024

The data presented in Table 10 reflects the respondents' likelihood of using the Social Welfare Information Management System (SWIMS) for case management in the future. A significant majority of respondents, 60.2% (62 individuals), indicated that they are "Very Likely" to use SWIMS in the future, demonstrating strong support and confidence in the system's continued utility. A further 22.3% (23 individuals) reported being "Likely" to use SWIMS, suggesting a generally positive outlook on its future application. In contrast, a smaller proportion of respondents expressed neutrality towards future use, with 12.6% (13 individuals), and only 4.9% (5 individuals) indicated that they are "Very Unlikely" to use SWIMS. This low percentage of negative responses indicates that, while there are a few reservations, the majority of respondents view SWIMS favourably and are inclined to continue its use.

The high percentage of respondents who are "Very Likely" and "Likely" to use SWIMS in the future suggests that the system is generally well-regarded and that social welfare officers see its value in their work. This positive outlook is an encouraging sign of the system's perceived effectiveness and integration into case management practices. However, the small proportion of respondents who are "Very Unlikely" to use SWIMS highlights the need to address any potential concerns or limitations that may affect a minority of users. To ensure widespread acceptance and optimal use, it would be beneficial to investigate the reasons behind the negative responses and consider targeted improvements or additional support measures.

Table 4.11: Suggestions for improving SWIMS for case management

Suggestion	Frequency	Percent
Training needs	12	11.7
Resource requirements (e.g., laptops, internet)	13	12.6
System improvements (e.g., user interface, offline capabilities)	12	11.7
Technical support	5	4.9
Monitoring and auditing	3	2.9

Incentives and motivation	2	1.9
General feedback	3	2.9
Total	**50**	**48.5**

Source: Fieldwork, 2024

The analysis of suggestions for improving SWIMS for case management reveals several key areas for enhancement. Out of a total of 103 respondents, only 50 provided suggestions, highlighting their specific concerns and recommendations. Training needs are the most frequently mentioned, with 12 responses accounting for 11.7% of the total. This indicates a significant demand for regular and updated training sessions to better utilize the system. Resource requirements follow closely, with 13 mentions (12.6%), emphasizing the need for additional resources such as laptops and internet connectivity to support effective system use. System improvements, including enhancements to the user interface and offline capabilities, also received substantial attention, with 12 responses (11.7%). This reflects a strong desire among users for a more efficient and accessible SWIMS system. Technical support was mentioned less frequently, with 5 responses (4.9%), suggesting that while important, it is not as urgent as other issues. Monitoring and auditing, as well as incentives and motivation, each received 3 responses (2.9%), indicating that these areas are less of a priority but still relevant. General feedback was similarly noted by 3 respondents (2.9%), showing that while general comments are offered, they are less specific compared to other suggestions.

The data underscores a clear need to prioritize improvements in training, resource allocation, and system upgrades. While technical support, monitoring, auditing, and incentives are less frequently highlighted, they still warrant consideration. Addressing these priorities will enhance the effectiveness of SWIMS in case management.

4.3 Testing Hypothesis

4.3.1 Ho1: Performance expectancy has no influence on the usage behaviour of SWIMS for case management of social welfare officers.

To test this hypothesis, the analysis assessed the influence of performance expectancy on the usage behaviour of social welfare officers. Simple linear regression was employed to evaluate the statistical significance and the strength of these predictors in explaining the variance in usage behaviour. Tables 12, 13, and 14 show the results of the regression analysis.

Table 4.12: ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	645.315	1	645.315	107.390	.000[b]
	Residual	606.918	101	6.009		
	Total	1252.233	102			

a. Dependent Variable: Usage Behaviour

b. Predictors: (Constant), Performance Expectancy

The model shows a statistically significant relationship, as evidenced by the p-value (Sig. = .000), which is well below the standard threshold of 0.05. This indicates that Performance Expectancy is a significant predictor of Usage Behaviour, and the results are unlikely to have occurred by chance. The F-statistic (F = 107.390) further confirms the strength of the relationship. A high F-value suggests that the model provides a good fit for the data and that Performance Expectancy explains a significant portion of the variance in Usage Behaviour. This aligns with existing research highlighting the role of perceived performance benefits in driving technology adoption and engagement. The breakdown of the variance provides additional insights. The total variance in Usage

Behaviour is represented by the total sum of squares (1252.233). Of this, the regression sum of squares (645.315) reflects the variance explained by Performance Expectancy, accounting for over half of the total variance. The residual sum of squares (606.918) represents the unexplained variance, suggesting that while Performance Expectancy is a significant factor, other variables may also contribute to Usage Behaviour. Based on the significance p-value, the null hypothesis is rejected.

Table 4.13: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.718[a]	.515	.511	2.45135

a. Predictors: (Constant), Performance Expectancy

The Model Summary provides a detailed understanding of the relationship between Performance Expectancy and Usage Behaviour. The correlation coefficient (R = 0.718) indicates a strong positive relationship between the two variables. This suggests that as Performance Expectancy increases, the likelihood of enhanced Usage Behaviour also rises significantly, demonstrating that users who perceive the system as beneficial are more likely to engage with it effectively. The R^2 value (0.515) shows that Performance Expectancy accounts for 51.5% of the variance in Usage Behaviour. This indicates that the model provides a substantial explanation for how performance expectancy influences the system's usage. The relatively high proportion of explained variance underscores the critical role of performance expectancy in predicting user engagement. The Adjusted R^2 value (0.511), which accounts for the number of predictors and sample size, confirms the stability and generalizability of the model. It suggests that the predictor remains a reliable factor even when considering adjustments for potential overfitting. The standard error of

the estimate (2.45135) reflects the average distance between the observed and predicted values, providing an estimate of the model's prediction accuracy.

Table 4.14: Coefficients[a] of Regression

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.064	1.047		3.881	.000
	Performance Expectancy	.681	.066	.718	10.363	.000

a. Dependent Variable: Usage Behaviour

A simple linear regression was conducted to examine the effect of Performance Expectancy on Usage Behaviour. The regression equation was statistically significant, (101) = 10.363, p < .001, indicating that Performance Expectancy significantly predicts Usage Behaviour. The unstandardized coefficient (B = 0.681) shows that for every one-unit increase in Performance Expectancy, there is an associated 0.681-unit increase in Usage Behaviour. The standardized coefficient (Beta = 0.718) indicates a strong positive relationship between the two variables. The constant (B = 4.064, t = 3.881, p < .001) represents the predicted value of Usage Behaviour when Performance Expectancy is zero. This suggests that even in the absence of Performance Expectancy, there is a baseline level of Usage Behaviour. The findings suggest that Performance Expectancy is a strong and statistically significant predictor of Usage Behaviour, supporting its critical role in enhancing technology adoption. The results align with theoretical frameworks, such as the Unified Theory of Acceptance and Use of Technology (UTAUT), which highlight the importance of perceived performance benefits in influencing user engagement.

4.3.2 Ho2: Effort expectancy has no influence on the usage behaviour of SWIMS for case management of social welfare officers.

The study applied simple linear regression analysis to the null hypothesis (**Ho2**) that **Effort Expectancy** has no statistically significant influence on the **Usage Behaviour** of the Social Welfare Information Management System (SWIMS) for case management by social welfare officers. The results of the analysis are presented below.

Table 4.15: ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	600.304	1	600.304	93.002	.000[b]
	Residual	651.929	101	6.455		
	Total	1252.233	102			

a. Dependent Variable: Usage Behaviour

b. Predictors: (Constant), Effort Expectancy

The findings from the regression were statistically significant, $F(1, 101) = 93.002$, $p < .001$, indicating that Effort Expectancy has a significant impact on Usage Behaviour. The model suggests that changes in Effort Expectancy explain a meaningful proportion of the variance in how frequently and effectively social welfare officers use SWIMS. The significance value ($p < .001$) confirms that the relationship is unlikely to have occurred by chance, providing strong evidence against the null hypothesis.

Table 4.16: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.692[a]	.479	.474	2.54062

a. Predictors: (Constant), Effort Expectancy

The model summary further supports the significance of the findings. The correlation coefficient (R = .692) indicates a strong positive relationship between Effort Expectancy and Usage Behaviour, meaning that as Effort Expectancy increases, Usage Behaviour improves. The coefficient of determination (R^2 = .479) shows that Effort Expectancy accounts for approximately 47.9% of the variance in Usage Behaviour. This is a substantial proportion, highlighting the importance of perceived ease of use in predicting system adoption and utilization. The Adjusted R^2 (.474) confirms the robustness of the model, considering the sample size and number of predictors. The standard error of the estimate (2.54062) reflects the average amount by which the observed values deviate from the predicted values, providing an estimate of the prediction accuracy.

Table 4.17: Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.656	1.063		4.380	.000
	Effort Expectancy	2.663	.276	.692	9.644	.000

a. Dependent Variable: Usage Behaviour

From the table, the unstandardized coefficient for Effort Expectancy was B = 2.663 (SE = 0.276), indicating that for each unit increase in Effort Expectancy, Usage Behaviour increases by 2.663 units. This coefficient is statistically significant, as the t-value is 9.644, with a p-value of less than 0.001, confirming the strength of the relationship between Effort Expectancy and Usage Behaviour. Additionally, the standardized coefficient (Beta) for Effort Expectancy was 0.692, indicating a strong positive effect on Usage Behaviour. The constant term (B = 4.656) represents the predicted Usage Behaviour when Effort Expectancy is zero, with a t-value of 4.380 and a p-value of less than 0.001, showing that the constant is also statistically significant. The findings suggest that Effort Expectancy significantly influences Usage Behaviour, explaining a substantial portion of the variance in the dependent variable.

4.3.3 Ho3: Social Influence has no influence on the usage behaviour of SWIMS for case management of social welfare officers.

This hypothesis assumes that Social Influence does not significantly impact the usage behaviour of SWIMS. To test this, a regression analysis, assessing the influence of Social Influence on usage behaviour while examining key statistical indicators, such as the p-value and coefficients, to determine if the null hypothesis can be rejected.

Table 4.18: ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	626.327	1	626.327	101.068	.000[b]
	Residual	625.906	101	6.197		
	Total	1252.233	102			

a. Dependent Variable: Usage Behaviour

b. Predictors: (Constant), Social Influence

The ANOVA results indicate that the regression model significantly predicts Usage Behaviour, with a F-value of 101.068 and a p-value of less than 0.001, suggesting that Social Influence has a statistically significant effect on Usage Behaviour. This supports the rejection of the null hypothesis (Ho3), which stated that Social Influence has no statistically significant influence on Usage Behaviour. The total Sum of Squares for the regression model is 626.327, and the residual sum of squares is 625.906, leading to a total sum of squares of 1252.233.

Table 4.19: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.707[a]	.500	.495	2.48939

a. Predictors: (Constant), Social Influence

The Model Summary indicates that the model accounts for 50.0% of the variance in Usage Behaviour, as shown by an R^2 value of 0.500, indicating that 50% of the variance in Usage Behaviour is explained by Performance Expectancy. The Adjusted R^2, calculated at 0.495, accounts for the number of predictors in the model, reflecting a moderately strong model fit. Additionally, the standard error of the estimate, 2.48939, represents the average deviation of observed values from the predicted outcomes.

Table 4.20: Coefficients[a] of Regression

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		

1	(Constant)	4.221	1.063		3.971	.000
	Social Influence	.705	.070	.707	10.053	.000

a. Dependent Variable: Usage Behaviour

According to the coefficients table, the unstandardized estimate for Social Influence is B = 0.705, meaning that for each one-unit increase in Social Influence, Usage Behaviour increases by 0.705 units. The standardized coefficient (Beta) for Social Influence is 0.707, indicating a strong positive effect on Usage Behaviour. The relationship demonstrates high statistical significance indicated by a t-value of 10.053 and a p-value of less than 0.001, confirming that Social Influence significantly predicts Usage Behaviour. The constant term (B = 4.221) represents the predicted Usage Behaviour when Social Influence is zero, and this also confirms the strength of the relationship with a t-value of 3.971 and p-value less than 0.001. These results indicate that Social Influence significantly affects Usage Behaviour in the context of SWIMS for case management by social welfare officers. As the p-value is less than 0.001, the null hypothesis (Ho3) is rejected, supporting the assertion that Social Influence has a statistically significant impact on Usage Behaviour.

4.3.4 Ho4: Facilitating conditions have no influence on the usage behaviour of SWIMS for case management of social welfare officers.

This hypothesis posits that facilitating conditions do not have a significant effect on how social welfare officers use SWIMS for their case management tasks. The following regression analysis was conducted to test this hypothesis.

Table 4.21: ANOVA[a]

Model		Sum Squares	ofdf	Mean Square	F	Sig.
1	Regression	305.570	1	305.570	32.601	.000[b]
	Residual	946.664	101	9.373		
	Total	1252.233	102			

a. Dependent Variable: Usage Behaviour

b. Predictors: (Constant), Facilitating Conditions

The ANOVA results indicate that the regression model is significant, with an F-value of 32.601 and a p-value of less than 0.001. This suggests that the model, including Facilitating Conditions as a predictor, significantly explains the variation in Usage Behaviour. Therefore, the null hypothesis (Ho4), which states that facilitating conditions have no significant influence on usage behaviour is rejected.

Table 4.22: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.494[a]	.244	.237	3.06152

a. Predictors: (Constant), Facilitating Conditions

The Model Summary shows that the model has an R value of 0.494, indicating a moderate relationship between facilitating conditions and usage behaviour. The R^2 value is 0.244, meaning that Facilitating Conditions explain approximately 24.4% of the variance in Usage Behaviour. The Adjusted R^2 value of 0.237 accounts for the number of predictors, and the standard error of the estimate is 3.06152, suggesting the average distance between observed and predicted values

Table 4.23: Coefficients[a] of Regression

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.427	.958		9.836	.000
	Facilitating Conditions	.409	.072	.494	5.710	.000

a. Dependent Variable: Usage Behaviour

The Coefficients table shows that the unstandardized coefficient for Facilitating Conditions is B = 0.409, meaning that for each unit increase in facilitating conditions, the Usage Behaviour increases by 0.409 units. The standardized coefficient (Beta) is 0.494, indicating a moderate positive effect on Usage Behaviour. This relationship is highly significant, with a t-value of 5.710 and a p-value of less than 0.001, confirming that Facilitating Conditions significantly affect Usage Behaviour. The constant term (B = 9.427) represents the predicted Usage Behaviour when facilitating conditions are zero, and this constant is also statistically significant with a t-value of 9.836 and p-value less than 0.001.

4.4 Discussion of Findings

4.4.1 Relationship Between Effort Expectancy and Usage Behaviour of SWIMS

The results revealed a strong positive correlation (R=0.693, p=0.000, R = 0.693, p = 0.000) between effort expectancy and the usage behaviour of the Social Welfare Information Management System (SWIMS). This result indicates that as effort expectancy increases when social welfare officers perceive SWIMS as easy to use; there is a corresponding improvement in their usage behaviour. This robust relationship

underscores the critical role of perceived ease of use in fostering frequent and effective engagement with technology.

This finding is consistent with existing research that underscores the significance of effort expectancy in technology adoption. For example, Venkatesh et al. (2012), in their extension of the Unified Theory of Acceptance and Use of Technology (UTAUT), found that effort expectancy plays a pivotal role in influencing the use of technology. Similarly, Al-Shafi and Weerakkody (2022), in their exploration of e-Government services, revealed a substantial relationship between users' perceived ease of use and their actual engagement with digital platforms. These studies emphasize the critical role that perceived ease of use plays in fostering technology adoption, particularly in public sector contexts where the implementation of new technologies often presents significant challenges.

Moreover, recent research by Kim et al. (2020) on health information systems further corroborates this study's findings. Their research showed that targeted interventions, such as training programs and motivational support, could enhance effort expectancy and, consequently, increase actual usage rates. This aligns with the current study's implication that improving users' perceptions of system ease can foster greater adoption and usage behaviour.

However, while these findings are consistent with the general trend in the literature, they also contrast with studies suggesting that behavioural intention may not always directly translate into usage behaviour. Hsu and Lin (2019) found that external factors, such as system quality and user support, could moderate the influence of effort expectancy and behavioural intention on actual usage. These variations highlight the importance of

considering contextual factors, such as organizational support and resource availability, when interpreting the impact of effort expectancy.

This study's findings support the UTAUT framework, which posits that effort expectancy, alongside performance expectancy, social influence, and facilitating conditions, significantly influences behavioural intention, which subsequently affects usage behaviour. The strong correlation observed emphasizes that if social welfare officers perceive SWIMS as easy to use (effort expectancy), they are more likely to engage with the system effectively. This is consistent with Venkatesh et al. (2016), who demonstrated that enhancing effort expectancy through user-centred design and training significantly improves users' behavioural intentions and actual technology use across diverse contexts. The strong positive relationship between effort expectancy and SWIMS usage behaviour highlights the need for strategies that enhance ease of use, such as intuitive system design, hands-on training, and continuous user support.

4.4.2 Impact of the use of SWIMS on the performance of case management by social welfare officers

The finding that the Social Welfare Information Management System (SWIMS) significantly impacts case management, especially in tracking progress and improving record accuracy, is consistent with the goals of many information management systems designed for social work. This result highlights the effectiveness of SWIMS in key areas of case management but also underscores the variability in its perceived effectiveness, suggesting the need for targeted improvements.

Recent literature supports the assertion that information management systems, like SWIMS, have a positive impact on key aspects of case management. For example, a study by O'Neill and Leroi (2021) found that similar systems significantly enhance the ability

to track client progress and manage records more accurately, leading to more informed decision-making and better case outcomes. This aligns with the finding that SWIMS aids in tracking progress and improving record accuracy. Additionally, a study by McCulloch et al. (2022) demonstrated that systems designed for case management are highly valued for their role in enhancing data accuracy and facilitating the monitoring of client services. This supports the conclusion that SWIMS is effective in these critical areas of case management by tracking and improving data accuracy.

The observed variability in the perceived effectiveness of SWIMS across different dimensions is an important consideration. While the system appears strong in certain areas, the differences in effectiveness suggest that it may not uniformly address all aspects of case management. For instance, research by Anderson and Green (2021) indicates that while information systems can improve specific functions, the overall impact on case management may vary depending on factors such as system design, user training, and support. A study by Smith et al. (2020) also found that while information systems generally improve certain aspects of case management, variability in user experience and system implementation can lead to differing perceptions of effectiveness. This variability highlights the need for continuous evaluation and refinement of the system to ensure it meets diverse user needs and adapts to changing requirements.

The variability in perceived effectiveness suggests that while SWIMS is beneficial, there are areas where the system could be improved. This finding aligns with the broader literature on technology adoption, which often emphasizes the importance of iterative improvements and user feedback in enhancing system performance (Davis & Venkatesh, 2021). To address these discrepancies, it is crucial to identify specific areas where the system may fall short and implement targeted improvements. For instance, user feedback mechanisms could be enhanced to gather more detailed information about areas of

concern. Regular updates and training programs could be designed to address identified weaknesses and ensure that all features of the system are utilized effectively. Additionally, focusing on areas where users perceive the system as less effective could help to tailor improvements and increase overall satisfaction.

The Unified Theory of Acceptance and Use of Technology (UTAUT), introduced by Venkatesh et al. (2003), offers a robust framework for analyzing how individuals accept and utilize technology. It identifies four primary factors that affect technology usage: Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions. These elements can be applied to interpret the effects of SWIMS on the performance of case management.

The finding that SWIMS significantly impacts case management, especially in tracking progress and improving record accuracy, aligns with the UTAUT construct of Performance Expectancy. According to UTAUT, Performance Expectancy refers to the degree to which using a technology is perceived to enhance job performance. The strong correlation between behavioural intention and usage behaviour ($R = 0.800$, $p < 0.001$) supports this construct, indicating that the perceived benefits of SWIMS, such as improved tracking and record accuracy, are likely to drive its frequent and effective use. Recent literature reinforces this linkage. For instance, Venkatesh et al. (2021) found that higher Performance Expectancy significantly predicts increased technology usage, especially when users perceive that the technology enhances their job performance. Similarly, Zhang et al. (2022) observed that systems perceived as improving task performance led to more sustained and effective use, aligning with the observed impact of SWIMS on case management.

The observed variability in the effectiveness of SWIMS across different dimensions of case management can be linked to the UTAUT construct of Facilitating Conditions. Facilitating Conditions refer to the resources and support available to users that enable effective technology use. The variability in how users perceive SWIMS' effectiveness suggests that differences in Facilitating Conditions such as training, support, and system integration might affect how well the system performs in different areas. This is consistent with findings from Venkatesh and Bala (2020), who highlighted that the effectiveness of technology systems can vary significantly based on the availability of supporting resources and infrastructure. Additionally, Kumar et al. (2021) found that ensuring adequate Facilitating Conditions, such as technical support and user training, is critical for maximizing the performance impact of technology systems.

4.4.3 Areas for improvement or innovation in the design, implementation, and evaluation of the SWIMS for case management

The need for enhanced training is a critical finding. Training is essential for ensuring that social welfare officers are proficient in using the Social Welfare Information Management System (SWIMS) and can fully leverage its capabilities for effective case management. Comprehensive training programs can address various aspects of SWIMS, including its features, functionalities, and best practices. This aligns with the Unified Theory of Acceptance and Use of Technology (UTAUT), which emphasizes Effort Expectancy, the perceived ease of use of technology. Effective training can reduce the perceived complexity of SWIMS, thereby improving users' confidence and competence.

Recent studies support the importance of training in technology adoption. For example, Al-Azemi and Nair (2022) found that targeted training programs significantly improve user proficiency and technology acceptance. By focusing on enhancing training,

organizations can bridge the gap between the potential and actual use of SWIMS, leading to better performance and outcomes in case management.

Providing the necessary resources, such as technical tools, support materials, and updated software, is another critical area identified. Adequate resources ensure that users have the support they need to utilize SWIMS effectively. This finding is closely related to the UTAUT construct of Facilitating Conditions, which refers to the availability of resources and support necessary for technology use. The literature highlights the significance of Facilitating Conditions in technology adoption and performance. For instance, Venkatesh et al. (2021) noted that the availability of resources significantly influences the successful implementation and use of technology. Ensuring that social welfare officers have access to necessary resources can enhance their ability to use SWIMS effectively, thereby improving case management outcomes.

Improving the SWIMS system itself is essential for addressing issues related to usability and functionality. Enhancements might include refining the user interface, adding new features, and fixing technical issues. This aligns with the UTAUT focus on Performance Expectancy and Effort Expectancy. Performance Expectancy refers to the perceived benefits of using SWIMS, while Effort Expectancy relates to the ease of use. By improving the system, its performance benefits become more apparent, and its usability is enhanced. Zhang et al. (2022) emphasized that continuous system updates and enhancements are crucial for maintaining user satisfaction and effectiveness. Addressing user feedback and making iterative improvements to SWIMS can ensure that it meets the evolving needs of social welfare officers and supports better case management.

While technical support, monitoring and auditing, and incentives were identified as relevant but less emphasized, they still play important roles in the effective use of

SWIMS. Technical support helps resolve issues and provides assistance when needed, monitoring and auditing ensure compliance and performance, and incentives can motivate users to engage with the system. However, based on the findings, these areas may be less pressing compared to training, resource provision, and system improvements. This suggests that while these elements are important, addressing the core issues related to training, resources, and system functionality should be prioritized to achieve significant improvements in the use and effectiveness of SWIMS.

The finding aligns with the Unified Theory of Acceptance and Use of Technology (UTAUT), particularly the construct of Effort Expectancy. Effort Expectancy refers to the perceived ease of use of a technology. Training is pivotal in reducing perceived complexity and increasing user confidence in utilizing SWIMS. UTAUT posits that when users find technology easy to use and understand, they are more likely to adopt and use it effectively. Al-Azemi and Nair (2022), support this link by demonstrating that targeted training programs enhance user proficiency and technology acceptance. The theory suggests that by investing in comprehensive training, social welfare officers will experience reduced effort expectancy, leading to improved utilization and case management performance. Facilitating Conditions encompass the resources and support available to users to aid in technology use. According to UTAUT, adequate resources are crucial for the successful adoption and effective use of technology.

Venkatesh et al. (2021) emphasize that the presence of supportive infrastructure and resources significantly influences technology acceptance and usage. In the context of SWIMS, ensuring that social welfare officers have access to the appropriate tools and support aligns with the UTAUT construct and can enhance their ability to use the system effectively, thereby improving case management outcomes.

Improving the SWIMS system directly relates to Performance Expectancy and Effort Expectancy in UTAUT. Performance Expectancy refers to the perceived benefits and effectiveness of using the technology, while Effort Expectancy involves the ease of use. Enhancements to the SWIMS system can increase its perceived usefulness and ease of use, thus aligning with UTAUT's focus on these constructs. Zhang et al. (2022), supports the notion that continuous system improvements are essential for maintaining user satisfaction and effectiveness. While technical support, monitoring and auditing, and incentives are relevant, they are secondary to the primary areas identified. These aspects can still impact technology use but are less central according to UTAUT compared to Performance Expectancy and Technical support and monitoring are aspects of facilitating conditions, but their impact might be less immediate compared to the core needs of training, resources, and system improvements.

4.4.4 Influence of performance expectancy, effort expectancy, social influence, and facilitating conditions on the usage behaviour of SWIMS

The results from the regression analysis revealed that performance expectancy, effort expectancy, social influence, and facilitating conditions all statistically significantly influenced the usage behaviour of SWIMS. Specifically, the analysis indicated that each of these independent variables, performance expectancy, effort expectancy, social influence, and facilitating conditions, plays a significant role in predicting how social welfare officers engage with SWIMS for case management.

Performance expectancy refers to the degree to which users believe that using SWIMS will enhance their job performance. The regression results indicate that social welfare officers who perceive SWIMS as a tool that improves their productivity and effectiveness in case management are more likely to engage with the system. This finding aligns with

research by Venkatesh et al. (2012), who posited that performance expectancy is a central determinant in the Unified Theory of Acceptance and Use of Technology (UTAUT) framework. Further reinforcing this, Al-Shafi and Weerakkody (2022) found that perceived usefulness was a significant predictor of e-Government platform adoption, further validating the centrality of performance expectancy in fostering system engagement.

Similarly, social influence emerged as another key determinant in the usage behaviour of SWIMS. Social influence captures the effect of peer encouragement, organizational support, and perceived social norms on an individual's decision to adopt and use technology. The findings of this study suggest that social welfare officers are significantly influenced by the attitudes and behaviours of their peers, supervisors, and the organizational culture, which either promote or hinder the adoption of SWIMS. This is consistent with the work of Kim et al. (2020), who emphasized that social influence plays a crucial role in public sector technology adoption, where collective support and organizational culture often shape individual usage patterns. The significance of social influence in this study further suggests that fostering a supportive work environment, where the use of SWIMS is endorsed by leadership and peers, can significantly enhance system adoption. This finding resonates with Venkatesh et al. (2016), who highlighted that social norms and organizational expectations are integral to shaping individuals' behavioural intentions, ultimately influencing their engagement with new technologies.

Effort expectancy, which refers to the perceived ease of use of SWIMS, emerged as a significant predictor of usage behaviour. The positive relationship between effort expectancy and usage behaviour suggests that when social welfare officers perceive SWIMS as easy to use, they are more likely to engage with it. This finding aligns with

the research of Hsu and Lin (2019), who indicated that ease of use directly influences users' behavioural intentions, even indirectly interacting with other factors such as performance expectancy. Therefore, the perception of SWIMS being user-friendly enhances its adoption, and it is essential for system designers to focus on improving interface design and providing adequate training to enhance usability.

Similarly, facilitating conditions, which encompass the availability of necessary resources, infrastructure, and technical support, were found to significantly predict usage behaviour. The positive contribution of facilitating conditions suggests that the presence of adequate infrastructure and resources significantly enhances the ability of social welfare officers to effectively use SWIMS. This finding supports the work of Scherer et al. (2019), who demonstrated that facilitating conditions, such as access to technology and technical support, provide the essential foundation for successful technology adoption. In the context of SWIMS, this means that ensuring officers have access to laptops, stable internet, and necessary technical support is crucial for the system's effective use. The lack of these resources could create barriers that hinder officers' engagement, even if they perceive SWIMS as useful.

The study's findings support the UTAUT framework, which posits that performance expectancy, effort expectancy, social influence, and facilitating conditions collectively shape the usage behaviour. The strong influence of performance expectancy and social influence emphasizes the need for targeted strategies to enhance perceived system benefits and foster a supportive organizational culture. At the same time, the contributions of effort expectancy and facilitating conditions highlight the importance of ensuring system usability and adequate resources.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter presents the summary of the findings and the conclusion which was based on the findings and discussion of the study. The chapter further presents the recommendations derived from the study and this was based on the findings and conclusion of the study. Furthermore, the chapter presents the policy implication of the study.

5.1 Summary of Findings

This section provides a comprehensive summary of the findings from the research on the use of the Social Welfare Information Management System (SWIMS) for case management by social welfare officers. The study aimed to address key research questions and test hypotheses related to the effectiveness, impact, and areas for improvement of SWIMS. The analysis covered various aspects including the relationship between effort expectancy and usage behaviour, the impact of SWIMS on performance and quality of case management, and the influence of performance expectancy and facilitating conditions on the use of SWIMS. Additionally, the research explored areas needing improvement or innovation in SWIMS. The findings reveal significant insights into how SWIMS is perceived and utilized by social welfare officers, highlighting both its strengths and areas where further development could enhance its effectiveness. The findings revealed that:

1. The results reveal a strong positive correlation ($R = 0.693$, $p = 0.000$) between effort expectancy and usage behaviour, indicating that as effort expectancy increases, usage behaviour also improves. This indicates that higher effort

expectancy to use SWIMS is significantly associated with usage behaviour of the system. Thus, social welfare officers who perceive SWIMS as easier to use are more likely to utilize it frequently and effectively in their case management tasks.

2. SWIMS significantly impacts case management, particularly in tracking progress and improving record accuracy. However, there is variability in how its effectiveness is perceived across different dimensions, suggesting areas where further improvements might be necessary.
3. The primary findings indicate that enhancing training, providing necessary resources, and improving the SWIMS system are the most pressing needs. While technical support, monitoring and auditing, and incentives are also relevant, they are less emphasized.
4. The results reveal that the regression model was statistically significant, indicating that performance expectancy independently explains a substantial portion of the variance in usage behaviour.
5. The findings show that the regression model was statistically significant, highlighting that effort expectancy independently contributes to explaining the variance in usage behaviour.
6. The analysis indicates that the regression model for social influence was statistically significant, suggesting that the encouragement of peers, supervisors, and organizational norms significantly influence the usage behaviour of SWIMS.
7. The results confirm that the regression model for facilitating conditions was statistically significant. This demonstrates that the availability of resources, infrastructure, and support systems significantly affect the extent to which social welfare officers use SWIMS for case management.

5.2 Conclusion

The strong correlation between effort expectancy and usage behaviour highlights the critical role of user-friendly design in promoting technology adoption. When social welfare officers perceive SWIMS as intuitive and easy to use, their confidence and motivation to engage with the system increase. This finding underscores the importance of simplifying system interfaces and providing hands-on user experiences, which not only reduce the cognitive load but also foster greater trust in the system's functionality. Prioritizing ease of use is particularly crucial in environments where technology adoption might be hindered by limited technical proficiency among users.

While SWIMS is instrumental in enhancing case management, the variability in its perceived effectiveness suggests a disparity in how its features align with user expectations. This inference points to the need for continuous system evaluation and adaptation to meet diverse operational demands. For instance, tailoring system functionalities to address specific case management challenges such as automating repetitive tasks or integrating advanced analytics could bridge gaps in its perceived utility such as avoiding repetition, skip logic can be introduced in the case management processes. This variability also implies that the success of SWIMS hinges on its ability to adapt to evolving user needs and organizational goals.

The emphasis on training, resource provision, and system improvement as primary needs reflects the multifaceted nature of technology implementation. Effective training programs does not only enhance user competence but also build confidence in utilizing SWIMS effectively. Similarly, ensuring resource availability and system enhancements addresses both operational and infrastructural barriers, fostering a more seamless user experience. While technical support, monitoring, and incentives are secondary priorities, they serve as critical enablers that sustain user engagement and system reliability over

time. This prioritization underscores the importance of a holistic approach to system development and user support.

The inferential analysis of the findings indicates that performance expectancy, effort expectancy, social influence, and facilitating conditions are all statistically significant predictors of usage behaviour of the Social Welfare Information Management System (SWIMS). This implies that social welfare officers are more likely to use SWIMS when they perceive it as beneficial to their job performance, easy to use, supported by their peers and supervisors, and when adequate resources and technical support are provided. These results highlight the multifaceted nature of technology adoption, where both individual perceptions and organizational factors collectively shape usage behaviour. The statistically significant relationships suggest that interventions aimed at improving the usability of SWIMS, promoting its benefits, fostering a supportive social environment, and ensuring sufficient infrastructure and training could further enhance its adoption and effective utilization. This underscores the importance of addressing these predictors holistically to improve service delivery and efficiency in social welfare case management.

Together, these findings emphasize that effective technology adoption requires a balance between enhancing user perceptions, fostering a supportive organizational culture, and addressing practical implementation barriers. Organizations can ensure that systems like SWIMS deliver on their potential to transform case management practices and drive operational efficiency by prioritizing user-centric design, targeted training, and resource allocation.

5.3 Recommendations

Based on the findings and conclusion of this study, the following recommendations were made:

1. Develop targeted initiatives to enhance effort expectancy among social welfare officers to improve their usage behaviour of SWIMS. This could involve conducting hands-on training sessions that focus on simplifying the system's operation and reducing perceived complexity. Workshops highlighting how SWIMS streamlines case management tasks and offering practical demonstrations of its ease of use would reinforce officers' confidence in the system. Additionally, sharing success stories that emphasize how SWIMS simplifies workflows and supports professional goals can further motivate officers to engage with the platform effectively.
2. Conduct a detailed evaluation to identify specific areas where SWIMS is underperforming or perceived as less effective. Based on these findings, implement targeted improvements to the system. This could involve upgrading features, enhancing user interfaces, and incorporating user feedback to address areas of concern. Regularly updating and refining the system will help ensure it continues to meet the needs of social welfare officers effectively.
3. Focus on developing comprehensive training programs that address the specific needs and challenges faced by social welfare officers. Provide ongoing support and resources to ensure that officers can effectively use SWIMS in their daily tasks. Additionally, consider implementing a feedback mechanism where officers can report issues and suggest improvements, allowing for continuous enhancement of both training and system functionalities.

4. To improve SWIMS usage among social welfare officers should enhance system benefits by showcasing its impact on efficiency and aligning updates with user feedback. Promoting a supportive culture through peer advocacy, support groups, and recognition of exemplary usage can further encourage adoption. Simplifying the system interface, providing tailored training, and offering quick reference materials will address ease of use. Finally, strengthening technical support, ensuring reliable resources, and conducting regular audits will improve facilitating conditions, fostering a conducive environment for effective system utilization.

5.4 Limitations of the Study

The study acknowledges several methodological limitations that may have influenced its findings. The cross-sectional design, while suitable for capturing current perceptions and usage patterns of the Social Welfare Information Management System (SWIMS), limited the ability to observe changes in technology adoption behavior over time. This restriction means the study may not fully reflect the evolving nature of users' experiences and adaptation processes. Additionally, the reliance on self-reported data through survey questionnaires may have introduced response bias, as participants might have over- or under-reported their actual use and perceptions of SWIMS. Although the quantitative approach facilitated statistical analysis and generalization, it did not allow for the exploration of deeper contextual and experiential factors influencing adoption. Furthermore, focusing exclusively on the Greater Accra Region limits the generalizability of the findings to other parts of Ghana, particularly rural areas that may operate under different infrastructural and administrative conditions.

5.5 Implication for Policy and Social Work Practice

The findings suggest that both policy and practice must focus on enhancing motivational factors, improving system functionality, investing in training, emphasizing performance benefits, and strengthening support structures.

The strong correlation between effort expectancy and SWIMS usage suggests that policy initiatives aimed at increasing the motivational factors influencing social welfare officers' efforts could be highly effective. Policies should focus on creating environments that enhance officers' attitudes towards using SWIMS. This could include integrating SWIMS into professional development programs and recognizing its benefits in performance evaluations. Social work practice should incorporate strategies that actively foster positive perceptions of SWIMS, such as showcasing success stories and providing clear demonstrations of the system's impact on case management.

The variability in perceived effectiveness of SWIMS across different dimensions indicates a need for ongoing system refinement and enhancement. Policies should mandate regular reviews and updates of SWIMS based on user feedback and performance data. Social work practice must emphasize the importance of iterative improvements and adapt the system to evolving needs. This ensures that the system remains relevant and continues to support effective case management practices.

The need for enhanced training and resources highlights a gap in current support structures. Policies should prioritize the development and funding of comprehensive training programs and resource allocation to ensure all social welfare officers are adequately prepared to use SWIMS. Social work practice should integrate these training programs into routine practice and support continuous professional development.

The results highlight that performance expectancy and social influence significantly drive SWIMS adoption. Case management should emphasize the system's benefits to improve performance and leverage peer influence to encourage use. While effort expectancy and facilitating conditions were less significant, addressing usability and providing adequate support can still enhance system engagement and long-term success.

5.6 Suggestions for Further Studies

Based on the identified limitations, the following recommendations are proposed to strengthen future investigations on the use and adoption of the Social Welfare Information Management System (SWIMS) and similar digital platforms in Ghana's social welfare sector:

1. Future research could benefit from longitudinal studies to track changes in effort expectancy and usage behaviour over time. This would provide insights into how efforts translate into long-term usage patterns.
2. To complement quantitative data, future research should integrate qualitative methods such as interviews, focus group discussions, or case studies. This will help capture the nuanced experiences, challenges, and contextual factors influencing SWIMS usage that may not be evident through survey data alone.
3. Researchers should broaden the scope of the study beyond the Greater Accra Region to include rural and peri-urban areas. Doing so will enhance the representativeness of findings and enable comparisons between regions with differing levels of infrastructure, resource availability, and administrative support.
4. Future studies should triangulate self-reported data with system-generated usage logs from SWIMS or supervisory assessments. This would improve data accuracy and minimize potential response bias associated with self-reporting.

5. It is recommended that future studies adopt advanced analytical techniques such as structural equation modeling (SEM) or hierarchical regression to explore mediating and moderating effects among key variables. Researchers should also report effect sizes alongside statistical significance to highlight the practical relevance of findings.

References

Acheson, N. (2016). Social Welfare: A Comprehensive Overview. Routledge.

activities. *Educational and psychological measurement*, *30*(3), 607-610.

Addo, I. Y., Appiah, M. K., & Amponsah, E. (2021). Barriers to the implementation of information management systems in the social welfare sector: A case study of Ghana. *Journal of Social Work,* 21(2), 231-245.

Agarwal, R., & Prasad, J. (1999). A conceptual and operational definition of personal innovativeness in the domain of information technology. *Information Systems Research*, 10(2), 204-225.

Aggelidis, V. P., & Chatzoglou, P. D. (2009). Using a modified technology acceptance model in hospitals. *International Journal of Medical Informatics*, 78(2), 115-126.

Ajzen, I. (1991). The theory of planned behaviour. *Organizational Behaviour and Human Decision Processes*, 50(2), 179-211.

Alalwan, A. A., Dwivedi, Y. K., & Rana, N. P. (2017). Factors influencing adoption of mobile banking by Jordanian bank customers: Extending UTAUT2 with trust. *International Journal of Information Management, 37*(3), 99–110.

Alalwan, A. A., Dwivedi, Y. K., & Rana, N. P. (2018). Factors influencing adoption of mobile banking by Jordanian bank customers: Extending UTAUT2 with trust. *International Journal of Information Management, 37*(3), 99-110.

Alonso, F. J., Boza, M. M., & Novella, S. F. (2018). Training strategies for health professionals: An overview. *Journal of Health Management*, 20(2), 169-181.

Al-Shafi, S., & Weerakkody, V. (2022a). Understanding citizens' adoption of e-government services in the State of Qatar. *Journal of Enterprise Information Management, 35*(5), 120-135.

Al-Shafi, S., & Weerakkody, V. (2022b). Understanding citizens' behavioural intention in the adoption of e-Government services in Qatar. *Government Information Quarterly, 39*(2), 101647.

Amoako, J. K., & Appiah, K. (2021). The role of information management systems in enhancing service delivery in social welfare. *International Journal of Social Science Studies*, 9(1), 112-120.

Amponsah, E., Mensah, F., & Dapaah, A. (2022). The impact of technology on data management in social welfare: A case study of SWIMS. *Social Work in Health Care*, 61(3), 241-260.

Antwi, S. K., Tettey, F. D., & Ampofo, M. (2020). Assessing the effectiveness of the Social Welfare Information Management System in Ghana. African Journal of Social Work, 10(1), 45-58.

Appiah, K., & Boadu, A. (2021). Client satisfaction and service delivery in social welfare: The impact of information management systems. *International Journal of Social Welfare*, 30(2), 150-162.

Apt, N. A. (2005). *Aging in Africa: Beyond the crisis.* African Books Collective.

Apt, N. A., & Blavo, E. Q. (1997). *Social work in Ghana: Its development and prospects.* University of Ghana Press.

Arias, R., & Johnson, K. (2019). Effective Case Management in Social Work: A Systematic Review of Literature. *Journal of Social Work,* 19(1), 45-65. Link

Bagozzi, R. P. (2007). The legacy of the technology acceptance model and a proposal for a paradigm shift. *Journal of the Association for Information Systems*, 8(4), 244-254.

Bennett, F. (2018). Evaluating Social Welfare Programs: A Practical Guide. New York: Palgrave Macmillan.

Benson, K., Hart, A., & Kyei, A. (2020). Digital Tools in Social Work: Impacts and Implications. *Journal of Technology in Human Services,* 38(2), 123-145. Link

Benson, T., Casebeer, A., & Shumway, M. (2020). Digital tools in social welfare: Innovations and barriers. *Journal of Social Service Research*, 46(2), 173-188.

Blavo, E. Q. (1996). *The social worker and the law in Ghana.* Ghana Universities Press.

Bledsoe, S. E., McCaw, B. D., & Klee, C. M. (2017). Understanding case management: A critical analysis of the literature. *Journal of Social Work*, 17(5), 560-578.

Braveman, P., Egerter, S., & Williams, D. R. (2020). The social determinants of health: Coming of age. *Annual Review of Public Health*, 41, 139-161.

Carrilio, T. E. (2007). Using client information systems in practice settings: Factors affecting social workers' use of information systems. *Journal of Technology in Human Services*, *25*(4), 41-62.

Caruana, A., & Hsu, S. (2020). Enhancing the quality of social services through data analytics: The role of information systems. *Social Services Review,* 94(3), 436-461.

Chao, C. M. (2019). Factors determining the behavioural intention to use mobile

Chauhan, S., & Jaiswal, M. (2016). Determinants of acceptance of ERP software training in business schools: Empirical investigation using UTAUT model. *The International Journal of Management Education*, 14(3), 248-262.

Chen, J., Yan, W., & Zhang, Y. (2019). Predictive analytics in social services: Applications and implications. Social Work Research, 43(2), 101-113.

Cohen, E. (2020). Case Management in Social Work: A New Perspective. Social Work Review, 92(3), 295-310.

Compeau, D. R., & Higgins, C. A. (1995). Computer self-efficacy: Development of a scale and initial test. MIS Quarterly, 19(2), 189-211.

Creswell, J. W., & Plano Clark, V. L. (2018). Designing and conducting mixed methods research. Sage Publications.

Data for Impact. (2022). *Assessment of social welfare information systems in Ghana.* USAID.

Data for Impact. (2023). *Assessment of the Social Welfare Information Management System (SWIMS) in Ghana.* USAID.

Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. MIS Quarterly, 13(3), 319-340.

Davis, F. D., & Venkatesh, V. (2020). A critical assessment of potential measurement biases in technology acceptance model research. *Information Systems Research, 31*(4), 986-1006.

Davis, S. (2018). Mobile technology in social work practice: Opportunities and challenges. Social Work, 63(3), 211-220.

De Jong, A. (2017). Historical Perspectives on Social Welfare in the 20th Century. Cambridge: Cambridge University Press.

Deliege, C., Smith, R., & Deroey, D. (2022). Case Management and Information Systems in Social Work: Lessons from Ghana. International Journal of Social Work, 9(1), 1-16. Link

Department of Social Welfare (DSW). (2023). Annual report on child and social protection cases managed. Accra: Ghana.

Draine, J. (2020). Empowering Social Welfare Clients through Case Management. Journal of Social Work Practice, 34(3), 321-336.

Dwivedi, Y. K., et al. (2020). Setting the future of digital and social media marketing research: Perspectives and research propositions. *International Journal of Information Management, 102168.*

Dwivedi, Y. K., Rana, N. P., Jeyaraj, A., Clement, M., & Williams, M. D. (2019). Re-examining the Unified Theory of Acceptance and Use of Technology (UTAUT): Toward a revised theoretical model. *Information Systems Frontiers, 21*(3), 719–734.

Esping-Andersen, G. (1990). The Three Worlds of Welfare Capitalism. Princeton University Press.

Evers, A., Derks, W., & Van Loon, J. (2020). Collaboration in social work: A systematic review of the literature. Journal of Social Work, 20(3), 275-299.

Fabbri, E. (2017). *Case management: An up-to-date review. Journal of Integrated Care, 25*(2), 120–130.

Fann, J. R., et al. (2020). Predictive analytics and social work: A systematic review. Social Work, 65(1), 11-21.

Ferguson, H. (2017). How children and families are involved in social work decision-making: A review of the literature. Child and Family Social Work, 22(2), 1062-1070.

Foster, D. (2022). Social Welfare and Case Management in Ghana: Challenges and Opportunities Post-SWIMS. Ghana Journal of Social Work, 9(1), 24-37.

Ghana Ministry of Communications. (2019). National Information Technology Agency (NITA) Act. Link

Giddens, A. (2017). The Consequences of Modernity. Stanford University Press.

Gillingham, P. (2014). Electronic information systems and human service organizations: The digital transformation of social work. *British Journal of Social Work*, 44(2), 371-387.

Gordon, T. & Selden, S. (2020). Managing the Information Revolution in the Public Sector: Innovation and IT in Government. Routledge. Link

Gough, I. (1979). The Political Economy of the Welfare State. Macmillan.

Gronda, H. (2018). Coordinated Care in Social Welfare Systems. Social Work Review, 47(4), 445-457.

Hanna, S. R., et al. (2019). The role of IT support in enhancing user satisfaction: An exploration of social service systems. Journal of Information Technology, 34(4), 357-370.

Harvey, D. (2005). A Brief History of Neoliberalism. Oxford University Press.

Hasenfeld, Y. (2021). Human Services as Complex Organizations. Sage Publications.

Heckman, J. J., & Masterov, D. V. (2018). The productivity argument for investing in young children. Applied Economic Perspectives and Policy, 30(3), 446-477.

Heeks, R. (2018). Information and Communication Technology for Development (ICT4D): Theories and Perspectives. In Information Technology for Development. Routledge. Link

Hossain, M. A., Dwivedi, Y. K., & Rana, N. P. (2021). The role of user experience in public sector information systems adoption. *Public Management Review, 23*(10), 1532-1553.

Hsu, C.-L., & Lin, J. C.-C. (2019). An empirical examination of consumer adoption of Internet of Things services: Network externalities and concern for information privacy. *Business & Information Systems Engineering, 61*(4), 477-488.

Hu, P. J. H., Clark, T. H. K., & Ma, Y. (2003). Examining technology acceptance by school teachers: A longitudinal study. International Journal of Instructional Media, 30(4), 359-369.

Huang, Y., et al. (2018). The impact of facilitating conditions on user acceptance and usage of health information technology. Health Information Science and Systems, 6(1), 15.

Hudon, C., Beaulieu, M. D., & Auclair, Y. (2022). Integrated case management: Evidence, implementation challenges, and opportunities. *International Journal of Integrated Care, 22*(4), 1–15.

Hudon, C., et al. (2023). Understanding interprofessional collaboration in integrated case management: A systematic review. *Health & Social Care in the Community, 31*(1), 56–72.

Huuskonen, M. (2014). The Adoption of Case Management Systems in Social Work: A Study of Social Workers' Experiences. Journal of Technology in Human Services, 32(3), 215-229. Link

Huuskonen, M., & Vakkari, A. (2013). Information Management in Social Work: The Role of Case Management Systems. International Journal of Social Work, 19(3), 258-270. Link

Huuskonen, S. (2014). Information systems and social workers: An uneasy relationship. *Journal of Social Services Research*, 20(3), 200-217.

Huuskonen, S., & Vakkari, P. (2013). Social workers and technology: Case management systems in practice. *Social Work & Technology*, 19(1), 34-45.

Ifinedo, P. (2017). Examining students' intention to continue using blogs for learning: Perspectives from technology acceptance, motivational, and social-cognitive frameworks. *Computers in Human Behavior, 72*, 189–199.

Imran, A., Shah, S., & Singh, D. (2019). The role of leadership and organizational culture in technology adoption: Evidence from public sector organizations. *International Journal of Public Administration, 42*(12), 1027–1038.

Jansen, C., et al. (2019). Data analytics in social work: A review of current trends and future directions. Social Work Education, 38(4), 448-463.

Johnson, R. B., et al. (2020). Mixed methods research: A research paradigm whose time has come. Educational Researcher, 42(1), 5-7.

Jones, E., Taylor, M., & Walton, M. (2021). Social influence in digital tool adoption: Examining peer support in the social services sector. *Journal of Social Work Practice, 35*(3), 299-315.

Kaplan, S., et al. (2021). Integrated service delivery in social work: A comparative analysis. Social Work, 66(3), 225-238.

Katz, M. (2019). Challenges of Case Management in Resource-Constrained Settings. International Journal of Social Work and Welfare, 12(2), 112-125.

Kijsanayotin, B., Pannarunothai, S., & Speedie, S. M. (2009). E-health technology acceptance model: A preliminary investigation among Thai health professionals. International Journal of Medical Informatics, 78(6), 394-404.

Kim, H., Park, J., & Kang, S. (2020). Social influence and user engagement in public health information systems: A UTAUT perspective. *Journal of Medical Internet Research, 22*(6), e16939.

Kirk, S. A., et al. (2021). Engaging clients in the evaluation of social services: Strategies and outcomes. Children and Youth Services Review, 122, 105899.

Krejcie, R. V., & Morgan, D. W. (1970). Determining sample size for research

Kwarteng, J. & Asare, R. (2020). Challenges in Social Welfare Service Delivery in Ghana: A Case of Child Protection. Journal of Social Development in Africa, 35(1), 87-103. Link

Lagsten, H., & Andersson, L. (2018). The Role of Information Management Systems in Child Welfare: Implications for Practice. Child & Family Social Work, 23(2), 320-329. Link

Lagsten, J., & Andersson, B. (2018). Digitalization of case management in social services: Examining organizational impact. *European Journal of Information Systems*, 27(2), 143-158.

Leonardi, P. M. (2011). When flexible routines meet flexible technologies: Affordance, constraint, and the imbrication of human and material agencies. Organization Science, 22(6), 1540-1556.

Liu, S., Ma, J., & Zhang, X. (2020). Enhancing e-learning adoption: The role of effort expectancy and social influence in higher education. *Educational Technology Research and Development, 68*(4), 1805-1823.

Livelihood Empowerment Against Poverty (LEAP) Programme. (2019). *Annual report.* MoGCSP.

Lukersmith, S., Millington, M., & Salvador-Carulla, L. (2016). *What is case management? A scoping and mapping review. International Journal of Integrated Care, 16*(4), 1–14.

Marlowe, J. (2020). Clinical Approaches in Social Work: Integrating Counseling and Case Management. New York: Springer.

Maruping, L. M., Bala, H., Venkatesh, V., & Brown, S. A. (2017). Going beyond intention: Integrating behavioural expectation into the unified theory of acceptance and use of technology. *Journal of the Association for Information Systems, 18*(3), 173–210.

Mensah, C., & Kweku, C. (2020). Infrastructure Challenges to IT System Implementation in Developing Countries: The Case of Ghana. International Journal of Technology Management, 84(2), 126-145. Link

Mensah, F., Dapaah, A., & Amponsah, E. (2021). Exploring the relationship between technology and productivity among social welfare officers: The case of SWIMS. Journal of Technology in Human Services, 39(4), 352-367.

Mensah, I. K. (2020). Factors influencing the intention of university students to adopt e-government services in Ghana. *Digital Government: Research and Practice, 1*(3), 1–16.

Midgley, J. (2014). Social Welfare in Global Context. Thousand Oaks: Sage Publications.

Ministry of Gender, Children and Social Protection (MoGCSP). (2020). *Social protection strategy report.* Government of Ghana.

Ministry of Gender, Children and Social Protection (MoGCSP). (2021). *Social Welfare Information Management System (SWIMS) operational manual.*

Ministry of Gender, Children and Social Protection (MoGCSP). (2022). *Integrated Social Services Standard Operating Procedures (ISSOP).*

Ministry of Gender, Children and Social Protection [MoGCSP]. (2022). *Integrated Social Services (ISS) Operational Protocol and Standard Operating Procedures.* Government of Ghana.

Mishna, F., Stinson, J., & Mullen, T. (2022). Use of Information Systems in Social Work: A Review of Research. Social Work, 67(3), 257-267. Link

MoGCSP & UNICEF. (2021). Social Welfare Information Management System (SWIMS) Implementation Report. Ghana: Ministry of Gender, Children and Social Protection.

Mosweu, O., Bwalya, K., & Mutshewa, A. (2016). Examining factors affecting the adoption and usage of document workflow management system (DWMS) using the UTAUT model: Case of Botswana. *Records Management Journal*.

Muthwa, T., & Sibanda, M. (2019). Evaluating the effectiveness of information systems in social work practice: A systematic review. *Social Work Review*, 21(1), 57-72.

Nkrumah, A., Osei, E. K., & Asante, S. (2020). Training and skill development for social workers: A critical factor in the adoption of technology in social welfare. Social Work Education, 39(5), 659-672.

Norman, D. A. (2013). The design of everyday things: How to create human-centered products and services. Basic Books.

Ochieng, C., & Auma, C. (2021). Evaluating the impact of digital case management systems in Kenyan public services. *African Journal of Public Administration*, 38(1), 72-89.

Orloff, A. S. (1993). Gender and the Social Rights of Citizenship: The Comparative Analysis of Gender Relations and Welfare States. American Sociological Review.

Osei, M., Boateng, R., & Effah, J. (2022). Understanding the determinants of e-government adoption in sub-Saharan Africa: Evidence from Ghana. *Government Information Quarterly, 39*(1), 101647.

Osei-Hwedie, K. (2002). Indigenous models of social work practice: Lessons from Africa. *International Social Work, 45*(4), 479–489.

Osei-Hwedie, K., & Rankopo, M. (2008). Developing culturally relevant social work education in Africa: The case of Botswana. *Social Work Education, 27*(4), 393–410.

Otieno, P., Mutwiri, J., & Antwi-Boasiako, E. W. (2020). An Assessment of learning: An application and extension of the UTAUT model. *Frontiers in psychology*, *10*, 1652.

Patton, M. Q. (2015). Qualitative research & evaluation methods: Integrating theory and practice. Sage Publications.

Pawson, R., & Tilley, N. (2004). Realist evaluation. Sage Publications.

Payne, M. (2021). Modern Social Work Theory. Palgrave Macmillan.

Popple, P. R. (2008). Social Work Practice: A History of the Profession in the United States. Pearson.

Rana, N. P., Dwivedi, Y. K., Williams, M. D., & Weerakkody, V. (2017). Adoption of online public grievance redressal system in India: Toward developing a unified view. *Computers in Human Behavior, 75*, 547–564.

Rosen, A., Blackman, P., & Engel, J. (2019). Digital Case Management: The Role of Technology in Social Welfare Services. Journal of Technology and Human Services, 37(1), 45-60.

Salovaara, A., & Ylönen, S. (2021). Information systems and social service provision: Case study from Finland. *Journal of Information Technology*, 26(1), 81-92.

Sandhu, H. S. (2021). Evaluation of the impact of immunization second year of life training interventions on health care workers in Ghana. *Global Health: Science and Practice*, *9*(3), 498-507.

Sarwar, M., & Harris, P. (2019). Adoption of information systems in developing countries: A critical review. *Information Systems Journal*, 29(3), 357-377.

Scherer, R., Siddiq, F., & Tondeur, J. (2019). Technology acceptance model in educational contexts: A systematic review. *Computers & Education, 128*(1), 104-120.

Stuart, G. (2008). The Role of the Social Worker in Case Management: A Practice Perspective. Social Work Today, 8(6), 16-19.

Tarhini, A., Hone, K., & Liu, X. (2017). Measuring the moderating effect of gender and age on e-learning acceptance in England: A structural equation modeling approach. *Education and Information Technologies, 22*(1), 1–17.

Tchoualeu, D. D., Harvey, B., Nyaku, M., Opare, J., Traicoff, D., Bonsu, G., ... &

Thompson, L. (2022). Future Directions for Social Welfare Information Systems. International Social Work, 65(1), 5-18.

Trattner, W. I. (1999). From Poor Law to Welfare State: A History of Social Welfare in America. Simon and Schuster.

UNICEF Ghana. (2018). *Child protection baseline study.* UNICEF Ghana.

UNICEF Ghana. (2022). *Integrated social services for children and families in Ghana: Implementation brief.*

UNICEF Ghana. (2023). *Launch of the Social Welfare Information Management System (SWIMS): Strengthening data-driven case management in Ghana.* UNICEF.

UNICEF Ghana. (2023). *SWIMS progress update.* UNICEF Ghana.

UNICEF, Department of Social Welfare (DSW), & Ministry of Gender, Children and Social Protection (MoGCSP). (2018). *Case management for children in need of care and protection.*

UNICEF. (2015). *Strengthening child protection systems in Ghana.* UNICEF Ghana.

United Nations. (1948). Universal Declaration of Human Rights.

United Nations. (2018). E-Government Survey 2018: Gearing e-Government to Support Transformation towards Sustainable and Resilient Societies. United Nations. Link

Venkatesh, V., & Davis, F. D. (2000). A theoretical extension of the Technology Acceptance Model: Four longitudinal field studies. Management Science, 46(2), 186-204.

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS Quarterly, 27*(3), 425–478.

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2012). User acceptance of information technology: Toward a unified view. *MIS Quarterly, 27*(3), 425–478.

Venkatesh, V., Thong, J. Y. L., & Xu, X. (2012). Consumer acceptance and use of information technology: Extending the unified theory of acceptance and use of technology. MIS Quarterly, 36(1), 157-178.

Venkatesh, V., Thong, J. Y., & Xu, X. (2016). Unified theory of acceptance and use of technology: A synthesis and the road ahead. *Journal of the Association for Information Systems, 17*(5), 328-376.

Venkatesh, V., Thong, J. Y., & Xu, X. (2016). Unified theory of acceptance and use of technology: A synthesis and the road ahead. *Journal of the Association for Information Systems, 17*(5), 328–376.

Weber, T. (2020). The role of information systems in social work practice. Social Work & Society, 18(1), 81-95.

Whitaker, T., Weisz, J. R., & Egan, M. (2006). The Role of Case Management in Social Work: Findings from a National Survey. Social Work, 51(4), 285-295. Link

Williams, M. D., Rana, N. P., & Dwivedi, Y. K. (2015). The unified theory of acceptance and use of technology (UTAUT): A literature review. *Journal of Enterprise Information Management, 28*(3), 443–488.

Williams, M. D., Rana, N. P., Dwivedi, Y. K., & Lal, B. (2011). Is UTAUT really used or just cited for the sake of it? A systematic review of citations of UTAUT's originating article. *ECIS 2011 Proceedings*, 231.

World Bank. (2021). Digital Transformation in Africa: Bridging the Digital Divide. Washington, DC: World Bank. Link

World Health Organization. (2015). Social Determinants of Health.WHO Press.

Wu, J. H., & Wang, S. C. (2005). What drives mobile commerce? An empirical evaluation of the revised technology acceptance model. Information & Management, 42(5), 719-729.

Yi, M. Y., Jackson, J. D., Park, J. S., & Probst, J. C. (2006). Understanding online community participation: A technology acceptance perspective. Computers in Human Behaviour, 22(5), 820-835.

Ylönen, M. (2022). The Challenges of Information Management Systems in Social Work: A Global Perspective. Social Work & Society, 20(1), 1-16.

APPENDIX

QUESTIONNAIRE

Dear Social Welfare Officer/ Social Worker,

I am conducting a research study on the use of the Social Welfare Information Management System (SWIMS) for case management in your work setting. This study aims to evaluate your experiences and perceptions of using SWIMS for case management and identify the factors that influence your intention and behaviour to use the system. The study will also provide recommendations for improving SWIMS implementation and usage.

The survey will take no more than 45 minutes to complete. Your participation is voluntary and confidential. You can skip any question that you do not wish to answer or stop the survey at any time. There are no risks or benefits associated with your participation in this study.

Please read each question carefully and answer honestly. Your responses will help us to improve SWIMS and social work practice in Ghana.

Thank you for your time and cooperation.

Please tick (√) appropriately.

Section A – Demographics

1. Sex: [ ] Male [ ] Female
2. Age [ ] 20 – 29 years [ ] 30 – 39 years [ ] 40 – 49 years
   [ ] 50 – 59 years [ ] 60 years and above
3. Kindly indicate your level of education, currently.

   [ ] SHS or O/A Level [ ] Diploma [ ] Bachelor's degree

   [ ] Master's degree [ ] PhD [ ] other …….

4. How long have you been working as a social welfare officer/ social worker??
   [ ] Less than 1 year [ ] 1-3 years [ ] 4-6 years
   [ ] 7 – 9 years [ ] 10 years and above
5. How long have you been using SWIMS for case management?
   [ ] Less than 6 months [ ] 6 months to 1 year [ ] 1 – 2 years [ ] More than 2 years

6. How often do you use SWIMs for case management?
   [ ] Daily [ ] Weekly [ ] Monthly [ ] Occasionally [ ] Never

7. How would you rate your level of proficiency in using SWIMS for case management?

   [ ] Very Low [ ] Low [ ] Moderate [ ] High [ ] Very High

Section B: SWIMS usage behaviour

This section seeks to establish the effects of some practices on SWIMS usage behaviour. Kindly tick where applicable your level of agreement with the list below about using SWIMS. A scale of 1 indicates Strongly Disagree, 2 Disagree, 3 Neutral 4 Agree and 5 Strongly Agree.

Performance Expectancy	**1**	**2**	**3**	**4**	**5**
Using SWIMS helps me to perform my tasks more efficiently					
Using SWIMS helps me to improve the accuracy of my records and reports					
Using SWIMS helps me to provide better quality services to my clients					
Using SWIMS helps me to provide better referral services for client					
Using SWIMS helps me to track my progress and monitor progress of services					
Using SWIMS helps me to achieve my professional goals and objectives					
Effort Expectancy					
SWIMS is easy to use in recording and documenting of cases in accordance to the case management Standard Operating Procedures (SOPs)					
SWIMS has a user-friendly interface and functionality for case management					
I can easily learn how to use SWIMS for case management without much difficulty or assistance					
I feel confident in using SWIMS for case management without making errors or mistakes					
Social Influence					
My peers, supervisors, or other stakeholders encourage me to use SWIMS for case management					
My colleagues, supervisors, or other stakeholders provide me with positive feedback on using SWIMS for case management					
My colleagues, supervisors, or other stakeholders support me when I encounter problems or difficulties in using SWIMS for case management					
I feel a sense of belonging and recognition when I use SWIMS for case management					

Facilitating Conditions					
There is adequate technical infrastructure (e.g., Computers, printers, routers, internet, etc.) to support the use of SWIMS for case management in my work setting					
There is adequate organizational infrastructure (e.g., policies, procedures, guidelines, etc.) to support the use of SWIMS for case management in my work setting					
There is adequate training and assistance available for me to learn and use SWIMS for case management in my work setting					
There are adequate resources and incentives available for me to use SWIMS for case management in my work setting					
Behavioural Intention					
Given that I had access to SWIMS, I intend to use it for case management					
Given that I had access to SWIMS, I plan to use SWIMS for case management.					
I predict to use SWIMS for case management in my work setting.					
I would recommend SWIM to my colleagues					
Usage Behaviour					
I consider myself a regular user of SWIMs for case management					
I prefer to use SWIMS for case management to document cases on A4 sheets					
I do most case management tasks by using SWIMS					
My tendency is towards using SWIMs case management whenever possible					

Section C: SWIMS recommendation for case management

- How likely are you to use SWIMS for case management in the future?

[ ] Very unlikely [ ] Unlikely [ ] Neutral [ ] Likely [ ] Very likely

- Do you have any suggestions or comments on how to improve SWIMS or its implementation for case management?

Thank you for completing this survey.

Your responses are valuable and will help us to improve SWIMS and social work practice in Ghana.

If you have any questions or concerns about the study, please contact me adakonu-atta@st.ug.edu.gh or on 0243438819.

Have a great day!