

Evaluation of Information Technology: The Case of Limpopo Legislature

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ABSTRACT Information and Communication Technology (ICT) is no longer merely a basic necessity. The role of ICT in driving social change and promoting best practices in public governance is the core theme of this paper. World-class organizations constantly invest in the latest technology to stay ahead of their competitors. This paper examines the level of ICT usage within the Limpopo Legislature's secretariat. The secretariat comprises 22 functional units with a total of 206 employees. A sample of 30 employees was selected using purposive sampling methods. Twenty successfully completed the questionnaire. The study found that sixty percent of the legislature's business transactions were done manually. The paper indicates clearly that the legislature has yet to invest in e-procurement. It recommends that the legislature accelerate initiatives to increase ICT usage among its employees. Finally, the paper recommends that top management accelerate the infusion of ICT in the entire legislature's service delivery value chain.