

Governance made easy: Tanzania experience in electronic court case management system at Tanzania's High Court

Doris Abiud Arika¹

Andrew Abia Mushi²

¹doris.arika@judiciary.go.tz

²amushi@mzumbe.ac.tz

²<https://orcid.org/0000-0002-6250-8008>

¹Judiciary of Tanzania, ²Department of Social Sciences and Humanities, Dar es Salaam Campus College, Mzumbe University, Dar es Salaam, ^{1,2}Tanzania

<https://doi.org/10.51867/ajernet.7.4.11>

ABSTRACT

This study aimed to examine the experience in Tanzania of the use and implementation of electronic technologies for the management of court cases by the Tanzanian judiciary, drawing insights from the Tanzanian High Court. The study examines the political and legal framework for the application of electronic court proceedings in Tanzania; the degree of application of the e-court system for the judiciary and all its actors; and the challenges in the application of the e-court management system in the judicial service. Technological Acceptance Theory guided this study. A descriptive research design was used with 30 respondents who were employees of the Supreme Court of Tanzania. Purposive and convenience sampling techniques were used: purposive sampling identified respondents with relevant knowledge of electronic case management, while convenience sampling considered availability and willingness to participate. The study relied more on qualitative data collected through interviews and documentary reviews. Quantitative data analysis was done using SPSS while content analysis was used to analyse qualitative data. The study found that the National Information and Communications Technology (ICT) Policy and ICT Roadmap for the Judiciary, the 2019 Tanzania Legal Information Institute (TANZLII) Policy, and the 2020 National Information and Communication Technology Broadband Backbone and Fiber Cable Optic, other policies and legal framework guiding the use of electronic court case management systems in Tanzania. The Tanzanian Court has upgraded the e-case management system for the judiciary and all its stakeholders through the introduction of national information and communication technologies such as Broadband Backbone and Fiber Cable Optic. It has also improved the infrastructure for the delivery of judicial services, the strengthening of the Judicial Ethics Committees, and the building of courts. The study recommends that all judicial areas in Tanzania be connected by a wide area network to access information anytime, anywhere. However, the use of ECM has enhanced court operations, encouraging access to justice, increasing openness in court operations, improving the security of court data, reducing file loss, and reducing case backlog.

Keywords: Electronic Case Management, Electronic Technologies, Governance, Tanzania's High Court, Tanzanian Judiciary

1. INTRODUCTION

Efficient and accountable court systems are essential for delivering justice to citizens (Gomes et al., 2018). Delays in registering cases, locational records, and filling documents can significantly impact citizens' legal rights, making a reliable and accurate case file system critical for the effective functioning of courts ensures fairness in judicial decisions (Gomes et al., 2018). Poor management of records always leads to delays in the administration of justice, resulting in inefficient service delivery (Louro et al., 2021). In response, the introduction of electronic case management system (ECMS) has transferred information exchange in various sectors, including the judiciary, facilitating the creation of electronic documents and signature across institutions (Makulilo, 2012). Singh et al. (2018) defines ECMS as platform that securely manages case procedures for all court stakeholder, streamlining case handling and improving overall efficiency.

ECMS has become central to judicial administration by automating case processes, helping to address a case backlog, and ensuring transparency and accuracy in recordings (Mohamed et al., 2019). Accurate records are crucial in enabling judges to make impartial decisions, enhancing the speed of case disposal and safeguarding individual's legal rights (Juma, 2020). Countries worldwide are embracing technological reforms to strengthen the rule of law and improve judicial services (Fabri & Contin, 2001). In Tanzania, the judiciary introduced ECMS in 2009 to improve service delivery and address challenges like case backlogs. However, despite these efforts, issues with electronic management persist, and the country continues to face delays in case resolutions. This study, therefore aims to

examine Tanzania's experience with electronic case management at the High Court level, highlighting the need for improved records management to enhance judicial efficiency and justice delivery.

In the Tanzanian judiciary, delays in registering cases, locating records, and filing paperwork have an immediate impact on citizens and their legal rights. A dependable and accurate case file system is critical for the efficiency of daily court operations (Gomes et al., 2018). According to Braegelmann (2018), ECMS refers to a platform that allows handling case procedures securely and systematically for the parties, court staff, officers, and judges. The purpose of the ECMS is to ensure the prompt and efficient treatment of cases. It can provide important case-related information such as the number and status of pending cases, decisions yet to be issued, the number of completed or not completed trials, statistical reports, and the status of completed cases and archives (Odima, 2014).

In judicial administration, ECM serves as the backbone in the delivery of justice—accurate records provide complete information that helps the judges confer impartial decision-making in court cases (Juma, 2020). The embracement of ECMS in the public sector is meant to form a baseline for daily support of the judiciary's business operations, thus enhancing the sector and improving the country's justice system. It is also meant to promote speedy dispensation of justice as the system helps to make an easy follow-up of case progress and that documents are filed electronically to the registrar and issued electronically, hence reducing the time and the process a document takes before it is issued (Mbugua, 2012).

However, while the adoption of e-case management was intended to improve case administration through mechanisms such as e-filing, electronic case registration, case tracking and electronic records, concerns remain regarding the extent to which these systems have translated into the targeted improvements in the timeliness of justice delivery. The Judiciary's strategic framework identifies both case backlog and the average time from filing to decision as key performance indicators, thereby making them important measures of the effectiveness of e-case management reforms (Judiciary of Tanzania, 2021).

1.1 Statement of the Problem

Today, many courts all over the world are facing the challenges of the effective delivery of justice. This is because challenges such as corruption, poor leadership, poverty, and many others have been identified as contributing immensely to the poor delivery of justice (Magalla & Mpelumbe, 2016). In this context, judgment is often delayed because the records required to enable judges to make rulings are not timely retrieved, and sometimes case files are lost because of poor records management. Tanzania's Judiciary, for example, is overwhelmed with enormous case backlogs, poor timeliness and reliability of records and information, lower public confidence and image of the Judiciary as a result of vast judicial delays, and general poor case disposal. In response to this uncertain situation, the Tanzania judiciary adopted reforms purposely intended to transform the way it delivers services (URT, 2020). The reforms, among others, are intended to strengthen activities and approaches that speed up case disposition, boost the timely and trustworthiness of judicial records and information, increase client satisfaction levels through the reduced backlog, and speed up case filing, consequently improving public confidence and image of the Judiciary (Tanganyika Law Society (TLS) (2019).

Despite the Tanzanian judiciary's deliberate initiatives to adopt ICT for effective service delivery in all of its judicial organs and entities, including the implementation of E-case management systems, stakeholders have expressed concerns about delays in managing and completing cases; poor management of the judiciary's records; insufficient staff training to handle new ICT; and delays in case registration (URT, 2020). As a result, the goal of this study is to look into the extent to which electronic court case management systems are used in Tanzania's High Court.

1.2 Research Objectives

The specific objectives are;

- i. To identify the policy and legal framework guiding the application of electronic court case management systems in Tanzania.
- ii. To determine the level of application of the e-court case management system by the judiciary and all its stakeholders.
- iii. To explain challenges facing the adoption of the e-court case management system in the Tanzania judicial service delivery.

II. LITERATURE REVIEW

2.1 Concept of Electronic Court Case Management

Electronic court case management is a technology-supported approach to managing information and processes associated with judicial cases. Singh et al. (2018) describe an e-case management system as a platform that allows case proceedings to be handled securely and systematically. Its functions can include recording case information, monitoring case status, producing statistical reports, storing completed records and facilitating access to information.

In the Tanzanian context, ECMS encompasses the electronic systems and associated ICT infrastructure used by the Judiciary and its stakeholders to support court operations.

An e-court is broader than a single case-management application. It can include electronic filing, electronic access to court information, video conferencing, digital recording, online complaints and other services through which court users interact with judicial institutions. The distinction is important because the presence of one electronic service does not necessarily mean that all elements of judicial case management have been digitized or integrated. The study therefore assesses several forms of application rather than treating ECMS as a single technological product.

2.2 Theoretical Framework: Technology Acceptance Model

The Technology Acceptance Model (TAM) provides the theoretical lens for understanding how users accept and use information technology. Davis (1989) proposed that perceived usefulness and perceived ease of use influence users' attitudes and intentions toward technology and, ultimately, its use. Venkatesh and Davis (2000) subsequently extended the model by showing that social and organizational influences can also affect perceived usefulness and acceptance. Venkatesh and Davis (1996) similarly examined the antecedents of perceived ease of use.

TAM is relevant to ECMS because judicial technology is implemented through people. Judges, record assistants, ICT personnel, administrators, advocates and other stakeholders must be able to understand and use the systems. If a system is perceived as useful for filing, retrieving or monitoring cases and is sufficiently easy to use, its adoption may be facilitated. Conversely, unreliable connectivity, inadequate training or complicated procedures may reduce effective use even where the formal system is available.

TAM also has limitations when applied to institutional technologies. Technology use in a court is not determined only by individual perceptions. Legal requirements, institutional rules, infrastructure, organizational resources and administrative arrangements can constrain or enable use. The present study therefore uses TAM as an interpretive framework while also examining policy, law, infrastructure, training and records-management conditions. This approach avoids treating technology acceptance as solely an individual psychological process.

2.3 Empirical Review

2.3.1 Policy, Legal and Institutional Conditions

Research on electronic justice systems indicates that policy, legal and institutional arrangements are important for sustainable implementation. Molomo (2013), in research involving African countries, reported gaps in policy instruments supporting electronic court management and argued for clearer rules and regulations. Fabri and Contini (2001) similarly demonstrated that technological change in judicial institutions creates a need for institutional and procedural adaptation. In Tanzania, Mambi (2014) discusses the challenges created when courts must address ICT-related legal and operational issues while their systems are still developing.

The study identifies a number of instruments relevant to electronic judicial services: the Constitution of the United Republic of Tanzania, 1977 (United Republic of Tanzania [URT], 1977), the Access to Information Act, 2016 (URT, 2016a), the National Information and Communications Technology Policy, 2016 (URT, 2016b), the ICT Future Direction for the Tanzanian Courts: A Road Map (Judiciary of Tanzania, 2008), the Judicature and Application of Laws (Electronic Filing) Rules, 2018 (URT, 2018), the Tanzania Legal Information Institute (TanzLII), and national broadband and fibre infrastructure initiatives, particularly the National ICT Broadband Backbone (NICTBB) (URT, 2016b). These instruments represent different layers of the enabling environment: constitutional and statutory principles, sector policy, judicial strategy, procedural rules, legal information infrastructure, and technological infrastructure.

2.2.2 Application and Utilization of E-Court Systems

Empirical studies show that electronic court systems can be used in multiple ways. Saman and Haider (2010) examined court-records management reforms in Malaysia and reported support among trained stakeholders for electronic records. Murungi (2011) examined the Malawi Judiciary's case-management system and highlighted the role of technology in access to information, communication with advocates and clients, and dissemination of judgments and rulings. Kachule and Taylor (2018) found that the utilization of a case-management system in Malawi was affected by ICT infrastructure, scanning and connectivity, training and organizational factors.

Evidence from Tanzania also indicates potential operational benefits. Issa and Wamukoya (2018), studying electronic records management at the Dar es Salaam Commercial Court, found that electronic records supported retrieval and decision-making, while infrastructure, storage and staff-related constraints remained important. Gomes et al. (2018), studying courts in Brazil, linked ICT investment with court productivity, demonstrating the relevance of organizational conditions to technological outcomes. These studies suggest that the existence of a system should be assessed together with actual use, infrastructure and human capacity.

2.3.3 Challenges Affecting E-Court Adoption

The literature identifies recurring challenges in electronic justice systems. Kachule and Taylor (2018) reported poor internet connectivity, inadequate ICT infrastructure and skills-related constraints in Malawi. Singh et al. (2018), in examining e-court implementation, identified awareness, training, policy, technology, infrastructure, connectivity and security among factors associated with implementation success.

The Tanzanian evidence is consistent with this literature but also points to specific operational problems: poor networking, incomplete management of judicial records, inadequate training and delays in registration of cases. These challenges are significant because an electronic interface can reproduce or shift delays rather than eliminate them if the underlying workflow, records and infrastructure are not adequately integrated.

III. METHODOLOGY

3.1 Research Design

The study employed a descriptive research design with a predominantly qualitative approach. The design was appropriate because the study sought to describe the policy and legal environment, the forms in which electronic case-management technologies were being used, and the challenges reported by participants. Documentary review was used to examine policies, laws, judicial plans and related institutional documents, while in-depth interviews provided participants' experiences and perceptions. Numerical information contained in the study materials was summarized descriptively rather than treated as a basis for inferential statistical testing.

3.2 Study Area

The study was conducted at the High Court of Tanzania in Dar es Salaam, particularly the main registry. The study area was selected because the High Court is a major site of electronic case-management application and because key administrative and ICT functions relevant to the system are located there. The dissertation also identifies accessibility to the Judiciary's operations and the concentration of relevant information and ICT personnel in Dar es Salaam as practical reasons for the selection.

3.3 Target Population and Participants

The dissertation reports a target population of 5,600 Judiciary employees. For the qualitative inquiry, however, the study selected 30 participants comprising judicial officers, record assistants, human resource and administration personnel, ICT staff and external stakeholders such as advocates or clients. The distinction between the reported target population and the interview sample is important: the former represents the wider institutional population, while the latter represents information-rich participants selected for the study objectives.

3.4 Sampling Techniques and Sample Size

A sample of 30 respondents was used. Two non-probability sampling techniques were employed. Purposive sampling was used to identify people with relevant knowledge or experience of electronic case management, while convenience sampling was used to accommodate participants who were available and willing to participate. The combination enabled the researcher to obtain information from different categories of users and institutional actors while remaining consistent with the descriptive and qualitative character of the study.

Table 1

Sample Size

Respondent category	Sample	Percentage
Judicial officers	9	30.0%
Record assistants	8	26.7%
Human resource/administration	5	16.7%
ICT staff	4	13.3%
External stakeholders	4	13.3%
Total	30	100.0%

3.5 Data Sources, Collection Methods and Instruments

The study used both documentary and interview data. Documentary review covered relevant legislation, policy documents, judicial plans, ICT-related documents and other institutional materials concerning electronic case management. This method was important for Objective One because policy and legal arrangements cannot be established solely from participants' perceptions. In-depth interviews were used to obtain experiences from judicial officers, record assistants, administrators, ICT staff and external stakeholders. An interview guide organized questions

around the three research objectives and enabled follow-up questions where participants raised relevant operational issues.

The interview evidence was particularly useful for Objective Two and Objective Three because it captured practical experiences of electronic filing, online access, video conferencing, digital recording, registration, records management, training and network performance. Documentary and interview evidence were considered together in order to compare formal institutional arrangements with reported implementation experiences.

3.6 Validity, Reliability and Trustworthiness

Validity was strengthened by aligning documentary review and interview questions with the research objectives and by re-examining collected information against the study questions. The use of multiple sources also provided a form of triangulation: policies and institutional documents could be compared with participants' descriptions of implementation. For qualitative evidence, trustworthiness was supported through careful transcription, thematic organization and attention to consistency across respondent accounts and documentary evidence.

The original dissertation discusses reliability in relation to consistency and reports attention to the credibility of documentary sources, particularly official government and judicial materials. Because the present article relies predominantly on qualitative interview and documentary evidence, reliability is presented as consistency of the data-collection and interpretation process rather than as a claim based on a newly calculated statistical coefficient. This distinction avoids attributing quantitative reliability tests to data for which they were not reported in the underlying study.

3.7 Data Analysis

Interview and documentary data were analyzed thematically. The analysis involved organizing information around the three study objectives, identifying recurring issues and comparing accounts across respondent categories and documents. The principal themes were: policy and legal support for ECMS; forms and extent of application; and implementation challenges. Where numerical information was available from the study materials, simple descriptive summaries were used to describe respondent composition. The revised analysis does not rely on percentages from the original manuscript that could not be reconciled with the verified sample of 30 respondents.

3.8 Ethical Considerations

Ethical procedures included obtaining an introductory letter from the university, explaining the purpose of the study to relevant authorities and participants, protecting confidentiality and allowing respondents to choose whether to answer questions or withdraw. Participants were not required to disclose their names in the reporting of findings. In this article, interview quotations are therefore presented using anonymized identifiers such as R1, R2 and R3. Where the dissertation did not record the date of a quotation, the information is reported as a paraphrase rather than assigning an unsupported date.

IV. FINDINGS & DISCUSSION

4.1 Objective One: Policy and Legal Framework Guiding ECMS

The first objective examined the policy and legal framework supporting electronic court case management. Documentary evidence and participant accounts indicate that ECMS operates within a wider framework rather than under a single policy. The Constitution of the United Republic of Tanzania provides the broader legal foundation for judicial administration and access to justice (URT, 1977). The Access to Information Act, 2016 is relevant to information access (URT, 2016a). The National ICT Policy of 2016 (URT2016b) provides the wider national ICT policy context, while the ICT Roadmap for the Judiciary provided a sector-specific direction for technological development.

A particularly important instrument is the Judicature and Application of Laws (Electronic Filing) Rules, 2018 (URT, 2018). These rules provide a procedural basis for electronic filing and related court processes. The study also identified the Tanzania Legal Information Institute (TanzLII) initiative as an important mechanism for improving electronic access to legal information (Judiciary of Tanzania, 2020). National broadband and fibre infrastructure initiatives were identified as part of the technological foundation required for electronic judicial services (URT, 2016b).

The evidence therefore indicates that Tanzania has established a multi-layered enabling environment consisting of constitutional principles, legislation, sector policy, judicial strategy, procedural rules and technological infrastructure. However, the existence of these instruments should not be equated with complete operational effectiveness. The subsequent findings show that implementation is affected by infrastructure, records practices, training and case-registration processes.

4.2 Objective Two: Level and Forms of ECMS Application

The second objective examined how electronic court case management was applied by the Judiciary and its stakeholders. The findings show that application extended beyond electronic filing. The Judiciary had provided computers and ICT equipment to judicial officers and other relevant personnel, developed computerized infrastructure, introduced video conferencing and audio-visual recording, and expanded electronic access to judgments and orders.

The study also identified the Judicial Statistical Dashboard System (JSDS) as part of the electronic management environment. The system includes functions associated with registration, user logins and passwords, electronic cover sheets, management of electronic filing and jurisdictional deadlines, and handling errors in submitted documents. The introduction of electronic services was also associated with a call-centre directory and an electronic complaint platform. These developments demonstrate that ECMS had become connected to several aspects of judicial administration rather than being restricted to a single records function.

The evidence further indicates that video-conferencing facilities had been installed across High Court centres and selected other locations. One respondent described the installation as follows: *“The Judiciary successfully installed video-conferencing facilities in all 16 High Court centres, four High Court divisions, 17 prison centres, IJA and the Kisutu Training Centre. Further, 12 sets of audio-visual recording facilities were installed in four High Court divisions.”* (Respondent R3, 13 April 2022).

Electronic access to legal information was another important development. The study materials report the establishment of TanzLII in 2019 as part of efforts to computerize judicial operations and support electronic case-management services. Taken together, the findings indicate a substantial degree of technological application, but one that remains dependent on the quality and reliability of supporting infrastructure and user practices.

4.3 Objective Three: Challenges Affecting Adoption

Four principal challenges emerged from the evidence: poor networking, poor management of judicial records, inadequate training in new ICT applications, and delays in registration of cases. These challenges demonstrate that digitization does not automatically eliminate administrative bottlenecks. Instead, technology can only support judicial performance when connectivity, records management, staff capacity and workflows operate together.

Poor networking was identified as a practical limitation because electronic filing and other online functions require stable connectivity. Where network performance is weak, users can experience interruptions or delays, reducing the perceived usefulness of the technology. This finding is consistent with evidence from Malawi reported by Kachule and Taylor (2018), where connectivity and infrastructure affected utilization of electronic case management.

Poor management of judicial records was also identified as a challenge. The introduction of electronic systems does not immediately eliminate paper records or legacy information. If electronic and manual records are not adequately integrated, users may still have to search across different systems or repositories. This finding supports Issa and Wamukoya’s (2018) observation that electronic records can improve retrieval while infrastructure, storage and staff-related constraints continue to affect implementation.

Inadequate training was another concern. New systems require users to understand procedures for electronic filing, registration, passwords, document submission and other functions. Training therefore affects both the ease of use and the effective utilization of the system. This finding is consistent with Singh et al. (2018), who identified awareness and training among critical implementation factors.

Finally, delays in case registration remained evident despite electronic systems. A respondent explained: *“There is a delay in registration of cases through online system. You can find that you are registering a case through online platforms. For instance, one day I was registering a case that it took almost 10 days to be admitted and registered.”* (Respondent R4, 14 April 2022). The quotation illustrates an important distinction between digitizing the submission of a case and completing the institutional processes required to admit and register it.

4.4 Discussion

Policy and Legal Framework

The first objective established that Tanzania’s ECMS is supported by a combination of constitutional, legislative, policy, judicial and procedural instruments. This finding is consistent with the wider literature emphasizing the importance of institutional rules in electronic justice. Molomo (2013) identified inadequate policy instruments as a barrier to electronic case management in African settings, while Fabri and Contini (2001) showed that technological transformation in courts requires changes in judicial business processes and institutional arrangements. The Tanzanian case therefore extends this literature by demonstrating how multiple layers of instruments can be assembled around a national judicial technology programme.

The electronic filing rules are particularly significant because they translate technological possibilities into procedural arrangements. This is important from a governance perspective: a court cannot rely on technology alone to determine whether an electronically submitted document is valid, when it is deemed filed, who may access it, or how the system should handle deadlines and errors. Formal rules provide institutional certainty. At the same time, the

findings show that legal authorization is necessary but not sufficient. Network reliability, training and records integration continue to affect the practical realization of electronic services.

4.5 Level of ECMS Application

The second objective found that ECMS had been applied through several interconnected services, including electronic filing, computerized infrastructure, video conferencing, audio-visual recording, electronic access to judgments and orders, complaint and call-centre functions, and judicial statistical and case-management tools. This breadth of application is consistent with studies showing that e-court systems can transform multiple aspects of judicial administration rather than merely replace paper forms.

The findings support Saman and Haider's (2010) observation that electronic records can become an important component of court-records reform and are also consistent with Murungi (2011), who linked case-management technology with access to court information, communication with advocates and clients and dissemination of decisions. The Tanzanian experience adds evidence from a High Court setting in which electronic services are embedded in a broader judicial modernization programme.

The findings can also be interpreted through TAM. The availability of electronic filing, online information and digital case-monitoring functions creates potential perceived usefulness because these services can reduce some administrative steps and improve access to information. However, the system's usefulness is weakened where users face unreliable connectivity or lack adequate training. Similarly, ease of use depends not only on interface design but on whether institutional procedures surrounding the system are understandable and consistently implemented.

4.6 Challenges and the Limits of Digitization

The third objective shows that the major constraints are operational rather than simply technological. Poor networking directly affects the ability to use online systems. Inadequate training affects users' confidence and capacity. Poor records management can create duplication or continued dependence on manual records. Delays in registration demonstrate that an electronic submission process does not necessarily produce immediate institutional processing.

These findings agree with Kachule and Taylor (2018), who reported infrastructure and skills constraints in Malawi, and with Singh et al. (2018), who identified training, infrastructure, connectivity, policy and security as critical implementation factors. They also support Issa and Wamukoya (2018), whose Tanzanian study showed that electronic records can improve retrieval while implementation remains constrained by infrastructure and human resources.

The findings nevertheless extend the literature by highlighting the distinction between technological availability and organizational completion of a judicial process. A case may be filed electronically but still experience delay during admission or registration. From a TAM perspective, such experiences can reduce perceived usefulness even when users understand the technology. From an institutional perspective, the result suggests that digital transformation should be evaluated across the entire workflow, from submission to registration, processing, decision and access to records.

V. CONCLUSION & RECOMMENDATIONS

5.1 Conclusion

This study examined Tanzania's experience with electronic court case management at the High Court using three objectives concerning the policy and legal framework, the level of application and the challenges affecting adoption. The findings show that Tanzania has developed a substantial institutional foundation for electronic judicial services. This foundation includes legislation, national ICT policy, judicial ICT planning, electronic filing rules, legal-information initiatives and technological infrastructure.

The study also found that electronic case management has been applied through multiple services, including electronic filing, computerized court infrastructure, video conferencing, audio-visual recording, electronic access to judgments and orders, call-centre and complaint functions, and judicial statistical and case-management systems. These developments indicate that the use of technology has become an important component of judicial administration.

However, implementation remains constrained by poor networking, inadequate records management, insufficient training and delays in case registration. The central conclusion is therefore that effective electronic court case management depends on the interaction between legal authorization, technological infrastructure, human capability and organizational processes. Digitization of individual steps does not automatically produce a fully integrated or timely judicial process.

5.2 Recommendations

This study recommends strengthening connectivity and network reliability across High Court centres so that electronic filing, case management, video conferencing and information-access services can operate consistently. Also, developing continuous, role-specific training for judges, judicial officers, record assistants, administrators, ICT personnel and relevant external stakeholders, with refresher training when systems or rules change. It also suggests integrating electronic and legacy records-management processes so that users can retrieve complete case information without unnecessary movement between disconnected repositories. Reviewing of the workflow between electronic submission, admission and formal registration of cases in order to identify and reduce institutional bottlenecks. Continue aligning electronic judicial services with clear procedural rules, data-management requirements and institutional responsibilities so that technology is supported by predictable administrative procedures. Using user feedback and system-performance information to identify recurring problems and improve the perceived usefulness and ease of use of ECMS.

5.3 Study Limitations

The study was conducted at the High Court in Dar es Salaam and involved 30 purposively and conveniently selected respondents. The findings therefore provide an institutionally grounded account rather than a statistically representative estimate of all Judiciary personnel or all court users in Tanzania. In addition, some documentary and interview evidence was collected in 2022, so later technological developments may not be captured. The study nevertheless provides useful evidence on the policy, application and operational dimensions of electronic court case management during the period examined.

Declaration of Interest

The author declares that he does not have any known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

Funding Declaration

This research did not receive any specific grant from funding agencies in the public, commercial, or not-for-profit sectors.

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