AN ASSESSMENT OF RECORDS MANAGEMENT SYSTEM AT MOI UNIVERSITY CENTRAL REGISTRY

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APRIL 2013
DECLARATION

I declare that this Research Report is my original work and has not been presented for a degree or diploma in the University or any other University.
Signature…………………………

Date:…………………………

Irine Cheptoo

Declaration by the supervisor I confirm that the work report in this report was carried out by the candidate under my supervision.
Signature…………………………………………

Date…………………………

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DEDICATION
This project report is dedicated to my parents Mr. and Mrs. Sosten Mwei, brothers and sisters, my fiancé Julius and our kid Blaise Kipkorir, classmates, for their continuous support during my research work.
ACKNOWLEDGEMENT

I would like to acknowledge the continuous support of my supervisor Mr. Naftal Chweya who devoted much of his time guiding me in order to come out with a good research report. Besides research writing he has been a source of academic encouragement and an inspiration to information science students.

Other acknowledgement goes to the Head of Department of library Mr. Mamboleo for good coordination during the study and also Prof. Nyamboga for his efforts and encouragements. Other acknowledgement goes to moi university central registry staff and registry users who enabled me collect relevant data. Indeed without their tireless efforts and contribution this task would have been very difficult for me. I salute you all.
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ABSTRACT

This study aimed at assessing records management system at Moi university Central registry. The objectives were to analyze the record management situation and whether the policies governing records exist and if the policies were adhered to. It also highlighted the types and uses of records and funds allocated for management of these records.

This research covers the title, objectives of the research, research questionnaires, research design, sampling techniques data collection instruments, data presentation and analysis findings and the conclusion of the research. Were, and use the following methods were used to collect data, observation, questionnaires, sampling, interviews e.t.c. based on research findings there has to be effective and efficient service delivery to satisfy ever increasing demand of users.

According to the researcher, there were problems encountered by the personnel such as misplaced file, lack of storage and working space, loss of track of files and poor working conditions. The researcher noted that the materials in the registry were mainly files with a population of 4,000 files; he took a sample of 100 files for a study. Concerning the conditions of records, routine management is important to prolong the life span of records for future reference.

According to research there should be a good method of classification to be adopted by the institution to accommodate the ever changing needs and the one which is flexible and secure. Problem are obstacles to records management, and for the goals and objectives to be met attached problems should be tackle as quickly as possible for the smooth running of the institution.

This is to say unless a good record management system is established at moi university central registry, there will be effective and efficient service delivery to satisfy the ever increasing demand of users, and more so the management and the institution as a whole will recognize the value of these records.
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CHAPTER ONE: INTRODUCTION.

1.0 INTRODUCTION
This research was conducted at Moi University Central Registry. It is an assessment of Records Management and operation in the Registry. Records management is the practice of maintaining the Records of an organization from the time they are created up to their eventual disposal. This may include classifying, storing, securing and destruction of records.

Therefore the current Research highlighted how Moi University central Registry maintains the Records of their institution and how they classify them. Another important aspect is the policy governing the Records because without a policy inefficiency will occur hence failure to goal attainment.

Records are memories of government, business or individuals. It is through this that man is able to understand the past, improve the present and plan for the future. To be able to keep records properly in required standard, registries becomes very essential for any record management program.

This chapter will highlight the background of the study, statement of the problem, purpose of the study, aim of the study, objective of the study, research questions, and significance of the study, scope and the limitation of the study.

1.1 BACKGROUND OF THE STUDY
Moi university central registry was established along side with the university in June 1984. The registry in partnership with the institution enables the adoption of best record keeping practices.

Moi university registry is located at the main-campus of Moi University which is 35km from Eldoret town. These are very important records that need to be managed and kept well since they are great value not only today but also in future.
1.2 STATEMENT OF THE PROBLEM

The operation in a registry needs to flow in a systematic manner and to be accountable of any record under their custody given that records are of vital value to an individual, institution and organization.

Globally most organizations and institutions including Moi University has never put in place adequate records management in their registries due to negligence and ignorance among its staff. It therefore calls for a lot of hard work and efforts to master this work as records helps in decision making and they are characterized by legal, financial and evidential value which must be managed well by assuring that information retains its integrity.

There have been an observable sharp decline in the number of records managed at Moi University Central Registry and the Registry clients as most staffs and students will prefer to use alternative storage areas like their rooms and homes because the believe it is easier to access them.

Records management at Moi University has been challenging since the institution was established, registry staff express concern of how poor records are managed however the registry as a whole in terms of performance as compared to other institutions and organizations.

This has therefore prompted such a study to be carried out to assess records management system, staff attitudes towards records management and its influence on performance at moi university central registry.

1.3 PURPOSE OF THE STUDY

The purpose of the study was to asses records management system and in order to propose best records management practices for adoption at the Moi University Central Registry.
1.4 OBJECTIVES OF THE STUDY

i. To find out the types, quantity and uses of records at Moi university central registry.

ii. To determine whether Moi University has records management policies.

iii. To assess the number and qualification of staff managing records at Moi university central registry.

iv. To evaluate whether the funds allocated for records management program at Moi university central registry are adequate.

v. To find out the effectiveness of records management committee in charge of records management program at Moi university central registry.

vi. To investigate facilities used in records management systems.

1.5 RESEARCH QUESTIONS

i) What are the types, quantity and use of records managed at moi university central registry?

ii) What are the policies governing records management at moi university central registry?

iii) What is the skill of the staff managing records at moi university central registry?

iv) How sufficient are the funds allocated for records management?

v) What are the problems encountered in the operation of records management committee in charge of records management program?

v) What are the possible solutions to the problems encountered in the management of records at moi university central registry?

1.6 SIGNIFICANCE OF THE STUDY.

The study is likely to enable moi university registry staff to know the importance of implementing best practices on records management program. It will further enable the staff to be selective in managing records a cross all departments i.e. space planning, filing, retrieval system and security measures.

The country will also get staff in the field of information science, competent and equipped to perform their task to users. The study will also guide in implementing the
policy, improve their services and decision making in order to pursue their goals and objectives not only on this institution but including other organizations.

1.7 SCOPE OF THE STUDY
The study was carried out at Moi university central registry, the second floor of the administration building. It majored around records management and operations in moi university central registry.

1.8 LIMITATION OF THE STUDY
There is a problem of space for interviewing the staff is not enough hence there is a lot of congestion in the room. This tent to waste user’s time as they are kept queuing for long. On the other hand there is no enough resources, the researcher involved the use of funds. the researcher needed financing in terms of transport cost typing, printing, compilation and binding of the project. On the other hand, there is need to emphasize much on time.

1.9 DEFINITION OF KEY TERMS AS USED IN THE STUDY.
Management – it is defined as the process of coordinating the total resources of an organization towards the accomplishment of desired goals of the organization.
Records – this is stored information regardless of what form or medium of creation, received and maintained by an agency or institution.
Documents - they are memories of facts or events.
Filing – this is a process of classifying and arranging documents(records) so that they can be obtained without delay.
Record survey – it is a systematic procedure used by information professionals to gather information on records not in their immediate custody.
Plan – concentrated efforts to control future activities to achieve set objectives.
Programme - is a set of instructions geared towards achieving certain activities.
Schedule – it shows what has to be done at specific time.
Policy – it is the guideline set by institution governing the type, quality and users for what they acquire.
Personnel- the staffs that are going to work in information centre.
Retrieval – the process of locating and withdrawing a document from where they are kept.

1.10 Summery of chapter one.
This research comprises of the following the title which is the assessment of records management system at moi university central registry, the objectives of the study, research, questions, research, design, sampling, techniques, data collection instruments, data presentation and analysis plus the conclusion.
CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction
This chapter reviews literature that relates to the study and also discusses the systematic ways on which the study is based. The reviews are raised according to the objectives. It will deal with the related literature from other researchers, authors who have presented their findings in form of books, newspapers, journals etc. This is important because it will determine the scope of the study.

2.2 Policies Governing Records Management Programme
A policy is a plan of action or statement of ideas adopted or set to be followed by a certain organization. It is a plan of action designed by any institution to aid the in fulfilling its objectives.

It is also “A need to determine priorities and methods of managing records well. Policies have been based on understanding the principles but also derive from knowledge of local circumstances and from broader concept of function of the institution.

Ochola (1993) also indicates “information policy should be a framework that provides information work with operational guidelines for development. He further adds that it should embrace people, all forms of government support methods of data generation and transfer.”

A policy is therefore a general statement, which guides chances of thinking. The statement should be referred to during planning and decision making to be effective it should be kept under regular reviews. This will guide the personnel in their work as they will be forced to work as the policy states.

Through this effort It will shape the quantity and quality of public services by defining expenditure salary level, employee’s workloads and rules that govern the treatment of users.”
2.3 Staff/personnel in Records Management
These are group of people who are employed to administer services of managing records in an information centre. They are people who are employed to work on various registries, activities depending on the fields of specialization and qualification.

“Effective administration of records management program me depends upon the joint effort of registry management junior staff and technicians”. The role of managers is to implement policies that will help in activities that concern management of records. To fulfill the management of records, we also need the personnel who are trained and qualified with technical experience.

Narayan (1991) also states on importance of staffing (people in organization) that makes or unmakes organization he says, “Responsibility of staffing and personnel department is to ensure that persons are selected to fit well in the structure of the organization development programmed it must be geared properly.

Kumar (1987) says “in order to achieve successful staffing functions, it becomes essential to have an adequate staffing program he further adds that it should lay down a defined personnel policy at providing adequate service for present and future”.

Kumar further gives categories of staff as professionals, subordinate staff and paraprofessional. He further states that what each and every staff in the category has to do e.g. library certificate holders does technical work i.e. typing of catalogue cards, maintenance of issue records etc”.

2.4 Funds Allocated for Records Management Program
Information centre’s especially academic libraries are non-profit making institutions hence allocating funds to practice such as preservation seldom. It is very true that most registries do not set aside funds for this program.
Collin’s dictionary (1997) defines funds as “amount of money available for particular purpose”. Money plays a crucial role in the administration and development of libraries. The extend of the registry service will depend largely on finance available since it determines provision of building staffing and records maintenance.”

However there is no budget set aside for records management. This assumption shows that information centres have ignored this issue of records management some information centers one can save lot money as is compared with purchasing new materials in a registry.

Kumar (1991) further defines budget as an estimate after itemized at expected income and expense or results for a given period in future”. Budget in a systematic manner should be a factor to be put into consideration in our academic libraries.

2.5 Types of Records, Quantity and Uses.

These are components found in Moi university central registry According to Ira (1994) also says a record is information captured in reproduction form that is required for conducting business. They include files which contain important records meant for staff students and lecturers they are all grouped as registry collection.

According to Oxford Students dictionary material means “a thing through which something has been made.
In this definition it refers to components of registry materials.

According to Ira (1994) and others say a record is “information captured in reproduction form that is required for conducting business.
For activities to take place there has to be records to capture the proceeding which are reproduced later.
According to dictionary, computer file means “a related collection of records” from these definition file means related records.

The registry observers alphanumeric classification system this has enhanced easy location and retrieval by staff.
The main challenge faced by the personnel managing records is records in files have been hipped together and dust has accumulated around them thus wasting a lot of time retrieving them. 

Krishan Kumar (1991) in his book library administration and management defines order as “The best possible arrangement to achieve the most efficient operation of the organization” 

Order is therefore arranging the registry materials to achieve efficiency. 

**Other available for Records management**

The registry selects, acquires and process records to satisfy users need. The researcher used observation to identify records available for the records management program. These were print resources, which included; books, periodicals, pamphlets, newspapers, manuscripts, charts and also photographs. Also there were non-print resources e.g. audio –visual like tapes, microfilms transparencies and diskettes, CD ROMs etc.

**2.7 Problems Encountered by personnel.**

According to online encyclopedia, a problem means an obstacle, impediment, difficulty or challenge or any situation that invites resolution of which is recognized as a solution /contribution towards a known purpose in relation to this definition. Personnel encounters several obstacles which some times hinders them from offering /delivering quality services. Some of the limitations that contribute to the hindrance of carrying out preservation and management of records are as follows;

**2.7.1 Lack/Inadequate Trained Personnel**

Forskete (1998) states that “lack of trained personnel with qualification leads to poor performance”. Many personnel are introduced to the management but don’t value ways to handle records well. J. Feather says “there is undoubtedly a skill of shortage in craft binding techniques being an investment or asset, there is need for management. Lack of technical expertise and use of outdated techniques can do more harm than good to the records
2.8.2 Lack of Clear Policy
Atman in his book library administration says “people formulate policies and goals may only have stoutly knowledge of just what course of action will produce the desired services.” Unless there are policies implied that’s when records will be better managed as it gives restriction to access of these records by authorized persons.

2.8.3 Lack of Enough Facilities
J. Feather writes “storage facilities not being enough is another problem filling information centers in storing and managing the records. Records are kept in poor conditions this spells on immediate disaster. Records have different composition and have reaction with environment. Geraldine says “stabilizing of storage management ensures stability of records by minimizing charges”.

2.8.4 Lack of Enough Space
Every registry experiences space problem especially research libraries as silver man puts it. W. Miller and D. Stephen in his book college librarian discusses on space for audio-visual materials that “it is essential for program to contain an estimate of the number of square feet for each facility discussed in program”.

It is only through the availability of space that the collection development process will grow space is essential with regard that information centre is growing organization. This is with reference to Ranganathan’s fifth principle of library science. Therefore space for future expansion should be put into consideration.

2.8.5 Lack of Enough Funds
For this, academic library do not generate income, this makes them face financial constraints, which they are to purchase equipment, and facilities, which will assist and facilitate in carrying out of records management program
2.8.6 Ignorance among Users

This is common especially with users. They do not realize that records will be important to another user to come after them. According to Harton, a handbook binder called destruction of records to be avoided. According to this researcher more than 90 textbooks and documents come to binding for repair and restore, are in condition that have been avoided. The way records are handled is what determines their life span. Therefore librarian and library users should be more careful.

CHAPTER THREE: RESEARCH METHODOLOGY.

3.0 Introduction

Methodology is the procedure needed by the researcher to solicit data in a particular field of study. In this chapter the sub-section was geared towards describing the research operation work. The researcher used various methods to collect and analyze the data from the academic library. The research constituted the target population of the study, sample selection, sampling techniques and data collection tools with adequate description was specified.
3.1 Location of the study
The research was conducted at Moi University main campus, second floor of the administration building. This information center is located in Rift valley province; Uasin Gishu County is 35 kilometers from Eldoret town.

3.2 Target Population and Sample Selection
Target population for this study refer to the total number of items covered in the area of study; users and information materials available for records management. The target population was Moi University Registry staff and students. It targeted a population of 300 users’ which include 270 students 20 professional staff and 10 subordinate staff. From the above-targeted population the researcher used a sample of 10% i.e. 27 students, 2 professional’s staff and 1 subordinate staff. This was in order to find out the exact number of interested users in Registry and find out its effectiveness.

3.3 Sampling Techniques
This is selecting a small proposal of population and carrying out investigation. The researcher used the following methods in carrying out her research work they include:

**Simple Random Sampling**
This sampling is referred to as chance of sampling or probability. This is because items in population were given equal chance of inclusion in sample. In this case, the researcher used this method to carry out the investigation of ten professionals was made at a rattle and folded papers where ten members were picked at random.

**Systematic Sampling**
This is a case where members were selected at equal intervals. The researcher used students. She assumed the list of population of students where the scholar made a selection of 30 students out of 127. Every 10th name among the list was selected. In this method, population was selected and divided into sub-groups known as strata- this method was applied to obtain a representative sample. The researcher used this technique to draw some sample from the students and subordinate staff.
3.4 **Data Collection Tools**

This describes the type of tools used to collect data from the sampled respondent. The researcher used the following tools during her research work operation.

### 3.4.1 Questionnaires

It is a form of structural and unstructured questions prepared and addressed with specific objectives and hypothesis of the study. Under this method, the researcher used both structured (closed-ended) and unstructured (open-ended). The questions were divided to library staff (correspondents) who were allowed to answer questions. This gave a reflection on goals of the study, which was answered with satisfaction.

The data collected by questionnaire was;
- The type materials available at the centre.
- Methods and tools used in records management
- Policy governing records management
- Staff involved and also funds allocated.
- Problems and possible solution in records management.

### 3.4.2 Interviews

This is an oral conversation between the researcher and respondents. The researcher used formal method to conduct the interview where she requested for an appointment from the staff for interview. The data collected during interview included number of users using retrieval tools daily, number of staff in the centre, volume of records available for records management.

### 3.4.3 Observation

This technique implies the collection of information by researchers own observation without interviewing the respondents. The researcher first visited bibliographic section to collect information on how records are managed, to confirm on retrieval tools used in records management, types of records available. Also the researcher observed how users consulted records by use of retrieval tools.
3.4.4 Documentary Source
This method was effective because one can consult from printed materials e.g. books and it is free from biasness. The researcher consulted from books, campus magazines, campus prospectus to collect information about the historical background and the organizational structure. This was found to be important by the researcher because it was relevant to the subject of the study.

3.5 Techniques for Data Analysis
This is a situation on how data collected could be analyzed. The researcher used the following tables, pie charts, bar graphs and flow charts and gave some description in each case to give clear and comprehensive information.

3.6 Conclusion
The researcher concluded that most of the population in the center was undergraduates. The researcher also concluded that questionnaire was an appropriate tool to collect data because the researcher can organize, formulate and send the questionnaires to the respondents.

CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.0 Introduction
This chapter analyses and interprets the data collected from the research area i.e. records management at Moi University Registry with an aim of clarifying problems, identifying alternative sense of direction. An effective presentation of data must have a clear methodology conclusion and recommendation. It was in the form of tables, pie-charts, flow charts and bar graphs presentation to satisfy the objective of the study.

4.1 Response Rate.
By the use of various methods to collect data from the target population of users and staff, some questions were responded to while others were filled half way, others were left blank and others no comment at all. This was a clear indication that not all respondents were serious to answer the questions given to them thus gave the Researcher hard time to come up with the conclusion within the shortest time. The response was as follows.

Table 4.1: Response rate

<table>
<thead>
<tr>
<th>Method</th>
<th>No. of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questionnaires</td>
<td>20%</td>
</tr>
<tr>
<td>Interviews</td>
<td>26%</td>
</tr>
<tr>
<td>Observation</td>
<td>7%</td>
</tr>
<tr>
<td>Sampling</td>
<td>33.30%</td>
</tr>
<tr>
<td>Documentary</td>
<td>13.30%</td>
</tr>
</tbody>
</table>

The pie chart above shows data collection instrumetns and the rates of respondence.

Figure 4.2: methods used to collect data

Key

- Questionnaires
- Interviews
- Observation
- Sampling
- Documentary sources
The bar graph above shows that books were managed and preserved well compared to other records in the registry.

4.3 Policy

The researcher wanted to know whether Moi University central registry has Records management policy that governs records management in the preservation.

It was found out that the development of records management policy at the registry was ultimately dependent on the registry mission; the policy was formulated in the registry. The researcher discovered that the centre has policies, which are effective but not strictly followed by staff and users.

The Pie chart below shows that most of the respondents were aware about the policies.

![Pie Chart 4.3: Policy Respondence.](image)

4.4 Personnel for Records Management

At this point, the researcher wanted to know the number of staff involved in records management program. By the use of questionnaire and observation methods, the identified those staff. She identified that the personnel were qualified i.e professionals and Para professionals. There were some with degree, diploma and also certificate holders. There were also some who were semi qualified who were subordinate but had experience working in registry for a period of time.

The researcher used the table below to represent this information.

The pie chart below shows the personnel in the registry.
The chart shows that the degree holders are advanced personnel in the registry compared to diploma and certificate holders.

### 4.5 Facilities Used in Records Management

The researcher wanted to know which facilities and equipment were used to facilitate proper records management of records in the registry.

The researcher used questionnaires and also observation to collect information. The facilities and equipment were given as cabinets, drawers, jackets, cupboards, shelves, trays, trolleys, register and computer disk.

Out of 20 questionnaires send to personnel and users, the respondent was interpreted as follows.

**Figure 4.5: Facilities used to preserve records.**
4.6 Budget Allocation for Records Management

Budgeting usually enables the registry to do their financial spending in an organized and systematic manner and it is a factor to be considered. Through questionnaire and documentary sources the researcher identified where the registry gets funds for the program.

Figure 4.6: Sources of Funds.

The Pie chart below shows that most of its funds were acquired from the government.
The bar graph below shows budget allocation and source of funds for the registry.

Figure 4.7: Sources of Funds.
The bar graph shows that most funds for record management are facilitated by the government.

4.7 Problems Encountered in Record Management

A problem is something that interferes with the general function of an activity from the research carried out at the centre, the researcher realized problems attributed with records management. The researcher was able to identify some problems such as:

- Lack of funds
- Lack of enough facilities and equipment
- Poor management conditions
- Inadequate space/room
- Inadequate personnel staff.

By using interview and questionnaire, the staff and users accepted that less funds normally hinder records management in the following ways.

- Leads to limited facilities and equipment
- Leads to inadequate record
- Leads to limited space
- Inadequate staff.

The pie chart below shows problems attributed in records management Program

**Figure 4.8: problem attributed in Records Management.**
The above pie chart show that the registry is faced with more problems and need support from the co-operate bodies that are responsible to the library.

4.8 Solutions to Problems Identified

The research used interview to get solutions to the problems attributed in the information centre. She came up with the following possible solutions.

i) The registry should employ enough qualified staff.

ii) Find more sources of getting funds to run the records management program. e.g. legal deposit from donors and fund raising.

iii) The registry building should be expanded to create enough space.

iv) Policies on records management should be revised.

v) Increase funds by publishing more in-house services e.g. binding, photocopying and printing.

vi) New and more facilities and equipment should be purchased and improve records storage and management.

Out of the suggestions to solution of problems given, they were as follows.

Figure 4.9: Solution to problems identified.
CHAPTER FIVE: MAJOR FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

In this chapter, the researcher was exposed to various works in the research study. The study looked forward to establish the significance of records management in the Moi University Registry.
The aim of this chapter is to provide a summary of the findings, conclusions and the recommendations based on the research study and personal observation concerning the area of study. This was through all the information collected from the study.

5.2 Major Findings
These are the results collected during the study that the researcher recorded and able to make conclusions on them. They include the following

i) The facilities and equipment for records management in the registry were not enough, some of the shelves were weak and records were overcrowded on them.

ii) Policies governing records management in the registry have been implemented. Most of the staff uses them but some users are unfamiliar and some even they were not aware of the policies.

iii) It was noted that some of the staff mishandled records, the take a lot of time responding to users and when interviewed, some questions were not fully answered which indicated that some are qualified.

iv) The centre organized its records by numeric, alphanumeric, alphabets and chronological arrangement.

v) Consulting the personnel in registry, the researcher realized that the library is given very little money to purchase, repair and maintain records and for this the staffs were using local methods to manage records because of lack of funds.

5.3 Recommendation
After thorough research researcher decided to give her own view, which could be found helpful by the information centre. The following are some of the recommendations she made.

i) All records should be given equal treatment in terms of acquisition, processing and dissemination without any form of biasness.

ii) Funds should be allocated for registry services to enable it achieve its set goals, therefore the registry should look for alternative ways of getting funds.
iii) The policies in the registry should be formulated and followed strictly by users and the staff.

iv) The registry should employ enough and qualified personnel who are capable of carrying out records management program.

v) The registry should create enough space to allow adequate records management program and for users to utilize records maximum.

vi) To put in place tracking mechanisms to avoid loss of files.

vii) Adopting the variety of filling systems to beef up security of Records.

viii) Use hard cover files to endure frequent consultation.

5.4 Conclusions
The registry being the heart of the university academic Excellency, so from the findings, the researcher concluded that the registry committee should try to solve several problems attributed to records management program in the centre for maximum utilization of records by users in the centre.
This depends on the methods used in managing records. In our current world, records management is considered important because users will be in a position to retrieve records that will later satisfy their needs. Also it will assist the registry to cut down expenses of purchasing, maintaining and repairing records oftenly.
The registry should first and foremost try and acquire enough funds, facilities and equipment for proper records management, it should recruit qualified personnel who are well versed with the management of records, create enough space for the records. It should be revising the policies governing records management programme and should stick on it. Heavy penalties should be imposed to those users who violet the rules and regulations. On her view about this program to succeed, there must be enough funds for everything to be well. So funds are a vital factor for effective records management program.
Bibliography


Oxford Dictionary
Online encyclopedia
Dictionary.com
Appendix I
Introduction Letter
Name of Information Centre

Dear Sir/Madam
I am a student at KISII UNIVERSITY, pursuing a Degree course in Information Science, carrying out a research on assessment of Records Management Programme.

The findings are to be submitted to Kisii Examination board as a partial fulfillment for the award of Degree in Library and Information Science and it will also improve part of this pregame in your centre.

I kindly request you to respond to the attached questionnaire or fill in the spaces appropriately as this information and data will be treated with confidence and will only be used for this study.

NAME_______________________________________________________________

DESIGNATION________________________________________________________
Appendix II
Questionnaire for Staff

1) What is your Position in the registry __________________________

2) i) Do you have record management program in your registry?
   Yes ☐  No ☐

3) How do you organize and manage your record management program?
   ______________________________________________________________
   ______________________________________________________________
   ______________________________________________________________

4) How effective is the program?
   ______________________________________________________________

5) Are there personnel involved in the record management program?
   Yes ☐  No ☐

6) Does the centre have the policy that governs record management program?
   Yes ☐  No ☐
   If yes, how effective is it________________________________________

7) i) What problems does the library encounter in record management?
   ______________________________________________________________
   ______________________________________________________________
   ii) What are the possible solutions to the above problems?
       i)__________________________________________________________
       ii)________________________________________________________

8) Generally comment on the record management program.
   ______________________________________________________________
   ______________________________________________________________

Thanks in advance
Signature____________________________________
Appendix III
Staff Interview Schedule

Name of interviewee (optional) ____________________________________________

Name of Information Centre____________________________________________

Designation___________________________________________________________

Date of Appointment___________________________________________________

1) When was this information centre established?___________________________

2) Does the information center have records management program?___________

3) Do you have set objectives on records management________________________?

4) Which are these objectives?
   i. _______________________________________________________________________
   ii. _______________________________________________________________________
   iii. _______________________________________________________________________
   iv. _______________________________________________________________________
   v. _________________________________________________________________________

5) How many of staff members does the centre have__________________________

6) Please Comment on the staff charged with records management program.
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

7) Who are the regular users of the records in your centre?_______________________
Appendix IV

Project Execution Plan

This plan is a time schedule listing all the activities out from the date the researcher came up with the title until the time the project was handed over for marking.

<table>
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<th>Activities</th>
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<tr>
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<tr>
<td>July</td>
<td>Title amendment</td>
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<td>August - Nov</td>
<td>Research Conduct</td>
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<td>Dec - April</td>
<td>Writing the Project</td>
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<td>May- June</td>
<td>Fair Copy Approved by Supervisor</td>
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<td>July</td>
<td>Project finally submitted.</td>
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