MOI UNIVERSITY
SCHOOL OF INFORMATION SCIENCES
DEPARTMENT OF RECORDS AND
ARCHIVES MANAGEMENT

RESTRUCTURING OF MOI UNIVERSITY
REGISTRY AT THE MAIN CAMPUS ELDORET

BY: JOHN KARURI KAGOTHO

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SUPERVISED BY: DR. HENRY KEMONI

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ABSTRACT

From the earliest days to the present, registries have a responsibility of creating or receiving, processing and disseminating information to the relevant users in the organization. To achieve this, registry must be structured in the best way as to enhance effective delivery. Moi University has been in existence for the last 26 years and the volume of records has increased so much that the system is slow in meeting users demand due to congestion.

The aim of the study was to investigate the need for restructuring the registry at the Moi University Main Campus and to provide recommendations to facilitate effective service delivery by establishing the creators and users of the records determining the need for restructuring, establishing how the records are managed during their entire life cycle, to find out the extent to which the users were satisfied / dissatisfied with service, find out the challenges faced in managing the records and suggesting possible solutions to the problem. The research methodology used was a case study. The data was collected through the use of structured interviews and observations. Registry staff, action officers and the general users of the service were interviewed.

The key findings of the study include inadequate storage facilities, large numbers of closed files in the system, lack of records management manuals, inadequate training of staff, lack of coordination among the stake holders and lack of disposal of records in the entire organization.

In order to achieve the economy and the efficient of records in the entire life cycle, sound records management practices must be put in place including creating, approving and enforcing policies and practices on the records including the organization and disposal. Among the recommendations of the study are decongesting the system by transferring the closed files out of the registry, develop records management manuals, involve all the stake holders with a view of improving the service delivery and putting in place sound records management policy. Recommendations for further research are provided.
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