THE ROLE OF RECORDS MANAGEMENT IN ENHANCING SERVICE DELIVERY AT GUCHA DISTRICT
EDUCATION OFFICE, KISII COUNTY.

BY

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ABSTRACT.

The aim of study was to find out the role of records management in enhancing service delivery at GDEO and propose recommendations to address the challenges identified by this study. The objectives were: to conduct a functional analysis of the office, to determine how records are managed during their lifecycle, to find out the staff awareness about the importance of records management in service delivery, to examine the challenges faced in managing records and to suggest recommendations to address the challenges identified by the study.

The study was carried out on the DEO, DDEO, 2 registry officers, departmental heads and clerical officers in the office. Data was collected through interviewing the registry officers, the DEO, DDEO and other departmental heads. The information got was supplemented by the information from observation. The data was then analysed through the use of a pie-chart and tables.

The findings of the study were that the current practices of records management in the office hinder the effectiveness and efficiency of the office in terms of service delivery. The study established that records are stored on shelves and in some few cabinets available, the current, semi-current and non-current records are stored together resulting to loss of some files. In addition, there is low staff awareness on the importance of records management in enhancing service delivery. Further, the study provides the challenges faced and recommendations to address the challenges.

The research recommended that; staff in the office should be sensitized on the role of records management in enhancing service delivery, there should be continuous training for records management staff in the office, there should be continuous survey and appraisal of
# TABLE OF CONTENTS

DECLARATION............................................................................................................ i  
DEDICATION ............................................................................................................... ii  
ACKNOWLEDGEMENT .............................................................................................. iii  
ABSTRACT ................................................................................................................... iv  
LIST OF TABLES ........................................................................................................ v  
LIST OF FIGURES .................................................................................................... vi  
LIST OF ABBREVIATIONS ...................................................................................... vii  
TABLE OF CONTENTS ............................................................................................. 1  

## CHAPTER ONE: BACKGROUND TO THE STUDY ................................................. 4  
1.0 Introduction ........................................................................................................ 4  
1.1 Records ............................................................................................................ 4  
1.2 Records management ....................................................................................... 6  
1.3 The practice of records management .............................................................. 7  
1.4 Background information, Gucha District Education Office ......................... 8  
1.4.1 Mandate .................................................................................................... 9  
1.4.2 Vision ....................................................................................................... 9  
1.4.3 Mission ...................................................................................................... 9  
1.4.4 Their standards ......................................................................................... 9  
1.5 Statement of the problem ................................................................................ 10  
1.6 Aim and objectives .......................................................................................... 11  
1.6.1 Aim .......................................................................................................... 11  
1.6.2 Objectives of the study ............................................................................ 11  
1.7 Research questions ......................................................................................... 11  
1.8 Study assumptions ......................................................................................... 12  
1.9 Significance of the study ................................................................................ 12  
1.10 Scope and limitations of the study ............................................................... 12  
1.11 Conclusion .................................................................................................... 13  

## CHAPTER TWO: LITERATURE REVIEW ............................................................. 14  
2.0 Introduction .................................................................................................... 14  
2.1 Records lifecycle ............................................................................................. 14  
2.2 Records management ..................................................................................... 17  
2.3 Importance of records management ............................................................. 17  
2.4 Elements and Functions of records management program ......................... 22  
2.6 A records policy ............................................................................................. 23  
2.8 Impediments to management of records ..................................................... 24  
2.9 Conclusion ..................................................................................................... 25  

## CHAPTER THREE: RESEARCH METHODOLOGY ............................................. 26  
3.0 Introduction .................................................................................................... 26
2.1 Research design ................................................................. 26
2.2 Types of research .............................................................. 26
2.2.1 Quantitative research .................................................... 26
2.2.2 Qualitative research ...................................................... 27
2.3 Populations ........................................................................... 27
2.4 Sampling ............................................................................... 28
2.4.1 Purposive sampling ........................................................ 29
2.5 Data collection instruments ................................................... 30
2.5.1 Interview ......................................................................... 30
2.5.2 Observation ...................................................................... 33
2.6 Data presentation and analysis ............................................... 34

CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.0 Introduction ............................................................................ 35
4.1 Interview Response Rate ........................................................ 35
4.2 Functions of the office ............................................................ 36
4.3 Management of records during their lifecycle ......................... 37
4.3.1 Types of records created or received .................................. 38
4.3.2 Distribution and use of records .......................................... 38
4.3.3 Classification scheme for records ...................................... 39
4.3.4 Disposal of records .......................................................... 39
4.3.5 Preservation of records with long term value ...................... 39
4.4 Staff awareness of the role of records management on service delivery .................................................. 40
4.5 Challenges faced concerning the management of records and how the services affect service delivery .................................................. 42
4.5.1 Challenges faced concerning the management of records ....... 42
4.5.2 How the challenges affect service delivery ......................... 43
4.6 Recommendations ................................................................... 44
4.6.1 Recommendations by District Education Officer ................ 44
4.6.2 Recommendations by Deputy District Education Officer (DDEO) .................................................. 44
4.6.3 Recommendations by other departmental heads ................ 44
4.6.4 Recommendations by registry officers ................................ 45
4.7 Observation findings ............................................................... 45
4.7.1 Storage area ...................................................................... 45
4.7.2 Location of storage area .................................................... 45
4.7.3 Storage equipments .......................................................... 46
4.7.4 Arrangement ....................................................................... 46
4.7.5 Procedure for storage ....................................................... 46
4.7.6 Procedure for records retrieval ......................................... 46
4.7.7 Time taken to retrieve the required records ....................... 47