MANAGING ESTATES RECORDS: A CASE STUDY OF THE ESTATES DEPARTMENT OF MOI UNIVERSITY, MAIN CAMPUS

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IS/65/06

PROJECT SUBMITTED TO THE SCHOOL OF INFORMATION SCIENCES DEPARTMENT OF LIBRARY, RECORDS MANAGEMENT AND INFORMATION STUDIES IN PARTIAL FULFILLMENT FOR THE AWARD OF THE DEGREE OF BACHELOR OF SCIENCE IN INFORMATION SCIENCES

MAY, 2010
ABSTRACT

This study set out to investigate the management of Estates records at the Estates Department of Moi University, Main Campus.

In fulfilling this aim the study had a number of specific objectives. These included; to document the business activities of the Estates Department; ascertain how records are created or received, maintained and used by the Estates Department of Moi University, Main Campus; determine the extent to which the records support the business activities of the Estates Department. Establish the conditions under which Estates records are maintained; determine policies used to regulate the management of Estates records; find out the calibre of staff employed to manage the Department’s records including their level of training, experience and qualifications.

In conducting the study a purposive sample of 26 respondents comprising staff of Estates Department Moi University, Main Campus were identified to participate in the study. Various methods including the use of questionnaires and interviews were employed in data collection. Descriptive techniques were used to analyze qualitative data collected from respondents. Tables and charts were employed to give more detailed presentation and analysis.

Among the findings of the study were that the Estates records were generally poorly maintained; some records were not arranged in an orderly manner; the records were poorly classified and some records were missing or misplaced. Other findings were that the Estates Department generates or receives various types of records ranging from operational, legal, evidential, human resource and financial. These records paused a major challenge especially in their storage and maintenance. The other finding was that the Department had no standard retention/disposal schedule; security of the records was wanting; there were no records management policies and procedures; and that the staff managing the records unprofessional. Based on the above findings this study concluded that the Estates records were poorly managed and came up with recommendations for records management practices and operations.
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