

**THE PROVISION OF INFORMATION SERVICES TO USERS  
AT THE MINISTRY OF MEDICAL SERVICES.**

**MARY A. NYAKWAKA**

**COLLEGE No. 111P02593**

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## **ABSTRACT**

The aim of this research is to assess the efficiency of provision of information services. It intends to look at the type of records or information, the users of these information, the methods of providing the information and the infrastructure plus resources put in place for effective and efficient sharing and use of this information to promote good provision of information services to users at the ministry. Records are any recorded information in a reproducible form created, maintained and used by an individual, or organization. They act as a source of evidence of activities, transactions or decisions being made by their owners in the course of their day-to-day activities and operations. Certain kinds of records bear an enduring value either to their creators, holders or even the general public at large. For this reason, they may be passed on from ordinary records units or record centers to an archival facility. Thus, a prudent and efficient records management program can help an organization identify its type of records, establish its information inventory and assign proper care to each class of records. The study covered all records management activities at the central records unit of the ministry of medical services, at the headquarter office.