

**FACTORS AFFECTING MANAGEMENT OF REGISTRIES IN  
GOVERNMENT INSTITUTIONS: CASE STUDY AT THE MINISTRY OF  
NAIROBI METROPOLITAN DEVELOPMENT**

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## **ABSTRACT**

The aim of the study was to investigate the factors affecting the management of government registries in Kenya, as a case study at the Ministry of Nairobi Metropolitan Development. The specific objective of the study were To establish whether there is policy governing the management of registries at the Ministry of Nairobi Metropolitan Development; to find out the types of users at the Ministry of Nairobi Metropolitan Development; To determine the education level and experience of staff deployed in the Ministry of Nairobi Metropolitan Development registry; To establish the type of records stored in the Nairobi Metropolitan registry; To find out the classification and filing system used in the registry; to establish security measures put in place to protect vital records in the registry; to find out the storage facilities and equipments in use; to investigate the retrieval tools used in the registry; to find out the problem faced in the management of registry and to find out the solutions to the problems encountered in registry management. The study was conducted at the Ministry of Nairobi Metropolitan Development. The study used a sample population of 40 respondents. The study focused on the factors affecting management of registries in government institution with special attention to the Ministry of Nairobi Metropolitan Development. The study findings were analyzed and presented in chapter four. From the findings of the study it is notable that the objectives of the research study were achieved. From the study the researcher established that the registry management in the ministry needs to be given priority because it deals with sensitive areas in of the organization. The study showed that the existing records management system needed to be upgraded so as to go hand in hand with the new technology. Despite the limitation cited above, the units has managed to come up with noticeable efforts in to realize its objectives which are to ensure its dependable source of information that help the ministry take a reliable policy direction.