

2/2011

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 KAGOTHU

ADM/NO: IS/64/07

SUPERVISED BY: DR. HENRY KEMONI

This project is submitted to the School of Information Sciences as partial fulfillment of the requirements for the degree of Bachelor of Science in Information Sciences, Moi University.

APRIL 2010

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.

TABLE OF CONTENTS

QUOTES.....	ii
DECLARATION.....	iii
DEDICATION.....	iv
ACKNOWLEDGEMENT	v
ABSTRACT.....	vi
TABLE OF CONTENTS.....	vii

CHAPTER ONE: BACKGROUND OF THE STUDY.....1

1.0 INTRODUCTION.....	1
1.1 Background information.....	1
1.2 Functions of record.....	1
1.3 Values of records.....	2
1.4 Record Management.....	3
1.5 Functions of Moi University Registry.....	5
1.6 Background of Moi University.....	6
1.7 Structure of the Moi University Registry Department.....	8
1.8 Statement of the problem.....	9
1.9 Aim of the study.....	9
1.9.1 Specific objectives of the study	9
1.9.2 Research Questions.....	10
1.9.3 Assumption of the study.....	10
1.9.4 Significance of the study.....	10
1.9.5 Scope and limitations.....	10
1.9.6 Limitations.....	11
1.9.7 Structure of registry sections.....	11

CHAPTER TWO: LITERATURE REVIEW.....12

2.0 INTRODUCTION.....	12
2.1 Preparing for restructuring	12
2.2 Defining the project.....	13
2.3 Organizational arrangement	14
2.4 Collecting Data.....	14
2.5 Records survey.....	16
2.6 Decongesting registry of closed files.....	18
2.7 Interviewing staff, analyzing data and designing the new records system.....	19
2.8 Analyzing of background information, interviews and record survey data.....	19
2.9 Identifying of the records series	19
2.9.1 Preparing the classification and coding scheme.....	20
2.9.2 Introducing the new system.....	20
2.9.3 Preparations	20
2.9.4 Installation of the new records system.....	20
2.9.5 Preparation of final.....	21
2.9.6 Monitoring the system.....	22
2.9.7 The team uses several methods to record this.....	22

CHAPTER THREE: RESEARCH METHODOLOGY23

3.0 INTRODUCTION.....	23
3.1 Meaning of research.....	23
3.2 Population of the Study.....	23
3.2.1 Study Population Table.....	24
3.3 Sampling Techniques.....	24
3.4 Data Collection tools and techniques.....	25
3.5 Interview.....	25
3.6 Unstructured interviews.....	25
3.7 Structured interviews.....	25
3.8 Structured observations.....	26
3.9 Presentation, analysis and interpretation.....	26
3.9.1 Data analysis in qualitative research.....	26
3.9.2 Analyzing and interpreting information.....	26
3.9.3 Conclusion.....	26

CHAPTER 4: DATA PRESENTATION, ANALYSIS AND INTERPRETATION.....27

4.0 INTRODUCTION.....	27
4.1 Interview response rate	27
4.2 Creators of the records.....	27
4.3 Records creation policy.....	28
4.4 Types of records created.....	29
4.5 Storage equipment.....	29
4.6 The need for restructuring.....	32
4.7 Management of records during the entire cycle.....	33
4.7.1 Receiving of letters.....	33
4.7.2 Classification system.....	33
4.7.3 Request for files from the registry.....	33
4.7.4 Maintenance of files.....	34
4.7.5 Security.....	34
4.7.6 Restricted access.....	34
4.7.7 Retrieval of files.....	34
4.7.8 Weekly stock list.....	35
4.7.9 Appraisal and disposal of records.....	35
4.7.9.1 Disaster management program.....	35
4.8 User's satisfaction / dissatisfaction with registry services.....	35
4.8.1 Data from action officers.....	35
4.8.2 Data from general users.....	35
4.9 Challenges faced in managing records in the registry.....	36
4.9.1 Challenges cited by action officers.....	36
4.9.2 Conclusion	37

CHAPTER FIVE: SUMMARY OF THE RESEARCH, CONCLUSIONS AND RECOMMENDATIONS.....38

5.0	INTRODUCTION.....	38
5.1	Summary of research findings.....	38
5.1.1	Creators of the records.....	38
5.1.2	Records creation policy	38
5.1.3	Storage of records	38
5.1.4	The need for restructuring	39
5.1.5	Management of records through their entire cycle.....	39
5.1.6	Appraisal and disposal.....	39
5.1.7	Degree of user's satisfaction / dissatisfaction.....	39
5.1.8	Challenges faced by registry staff in managing records....	40
5.1.9	Suggested solutions to the problems by registry staff.....	40
5.2	Conclusion	41
5.3	Recommendations.....	41
5.3.1	Introduction of records management manual.....	41
5.3.2	Mail manual.....	41
5.3.3	Filing manual.....	41
5.3.4	Establishment of a records centre.....	42
5.3.5	Storage equipment.....	42
5.3.6	Disaster management.....	42
5.3.7	Training of staff.....	42
5.3.8	Coordination.....	42
5.3.9	Security of data.....	42
5.4	Suggestions for further research.....	43
	APPENDIX 1.....	44
	APPENDIX 2.....	45
	APPENDIX 3.....	46
	APPENDIX 4.....	47
	APPENDIX 5.....	48
	BIBLIOGRAPHY	49