

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

3/2011
BY

GIDEON KYEMBA WAMBUA

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 posed 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.

TABLE OF CONTENTS

DECLARATION	i
DEDICATION	ii
ACKNOWLEDGMENT	iii
ABSTRACT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	ix
CHAPTER ONE: BACKGROUND INFORMATION AND INTRODUCTION.....	1
1.0 Introduction	1
1.1 Background Information	2
1.2 Univevsity estates records	4
1.2.1 Financial,records	4
1.2.2 Assets Inventory Records	4
1.2.3 Human resource records.....	4
1.2.4 Disposal records of Assets.....	4
1.3 Brief History of Moi University	5
1.4 Moi University Estate Department, Main Campus.....	5
1.4.1Building section	6
1.4.2 Water section.....	6

1.4.3 Grounds and park section	7
1.4.4 The sewage section	7
1.4.5 Estates Stores and Purchasing.....	7
1.5 Statement of the problem	7
1.6 Aim.....	9
1.7 Objectives	9
1.8 Research Questions	10
1.9 Significance of the study	10
1.10 Assumptions	11
1.11 Scope and Limitation of the Study	11
CHAPTER TWO: LITERATURE REVIEW	12
2.0 Introduction	12
2.1 Records	12
2.2 Records Management	16
2.2.1 Creation (or receipt)	18
2.2.2 Maintenance and use	18
2.2.3 Disposition	19
2.3 Importance of records management.....	21
2.4 Records Management program	24
2.5 A University records management program	26
2.6 Importance of University records	28
2.6.1 Managing University records.....	30
2.6.2 University records management policy	31
Conclusion	40
CHAPTER THREE: RESEARCH METHODOLOGY.....	41

3.0 Introduction	41
3.1 Case Study Method	41
3.2 Population of the Study	42
3.3 Sampling Methods.....	42
3.4 Research Methods	44
3.4.1. Questionnaire	45
3.4.2 Face to face interviews.....	46
3.4.3. Observation	47
Conclusion	49
CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND INTERPRETATION.....	50
4.0 Introduction	50
Table below illustrates the responses highlighted above.	51
4.3 Estates records policies, procedures and practices	55
4.4 Qualifications/level of professional Training for Records personnel	56
4.5 Estates Records Users.....	57
4.6 Management of Estates records in the Estates Department.....	58
4.7 Determining the availability of a retention/disposal Schedule	59
4.8 Support from university administration towards improving Records management...	60
4.10 Challenges / Problems in managing estate records	63
4.11 Remedies/Solutions to the Identified Problems.....	65
Conclusion	66
CHAPTER FIVE: SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATION	67
5.0 Introduction	67
5.1 Summary of research Findings	67
Conclusion	68

5.3 Recommendations.....	71
5.3.1 Support from the University Management	71
5.3.2 Estates Records Management Procedures Manual	71
5.3.3 Staffing and training	72
5.3.4 Retention and disposal schedules	72
5.3.5 Automation of the Estates Records Services	72
Suggestions for further research.....	73
BIBLIOGRAPHY	74
APPENDICES	77

5.3 Recommendations.....	71
5.3.1 Support from the University Management	71
5.3.2 Estates Records Management Procedures Manual	71
5.3.3 Staffing and training	72
5.3.4 Retention and disposal schedules	72
5.3.5 Automation of the Estates Records Services	72
Suggestions for further research	73
BIBLIOGRAPHY	74
APPENDICES	77