

THE ROLE OF RECORDS MANAGEMENT IN ENHANCING SERVICE DELIVERY AT GUCHA DISTRICT
EDUCATION OFFICE, KISII COUNTY.

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BY

ONSERIO R. KEMUNTO

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ABSTRACT.

The aim of study was to find out the role of records management in enhancing service delivery at GDEO and propose recommendations to address the challenges identified by this study. The objectives were: to conduct a functional analysis of the office, to determine how records are managed during their lifecycle, to find out the staff awareness about the importance of records management in service delivery, to examine the challenges faced in managing records and to suggest recommendations to address the challenges identified by the study.

The study was carried out on the DEO, DDEO, 2 registry officers, departmental heads and clerical officers in the office. Data was collected through interviewing the registry officers, the DEO, DDEO and other departmental heads. The information got was supplemented by the information from observation. The data was then analysed through the use of a pie-chart and tables.

The findings of the study were that the current practices of records management in the office hinder the effectiveness and efficiency of the office in terms of service delivery. The study established that records are stored on shelves and in some few cabinets available, the current, semi-current and non-current records are stored together resulting to loss of some files. In addition, there is low staff awareness on the importance of records management in enhancing service delivery. Further, the study provides the challenges faced and recommendations to address the challenges.

The research recommended that; staff in the office should be sensitized on the role of records management in enhancing service delivery, there should be continuous training for records management staff in the office, there should be continuous survey and appraisal of

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