SCHOOL OF LIBRARY, ARCHIVE AND DOCUMENTATION STUDIES

(SLADS)

RESEARCH REPORT

AN EVALUATION ON EFFECTIVE USE OF FILE MOVEMENT CONTROL TOOLS IN PUBLIC OFFICE:A CASE STUDY OF MINISTRY OF LANDS HOUSING AND HUMAN SETTLEMENT DEVELOPMENT, DAR ES SALAAM

BY

Muhamad Rashid Mwamzia

Supervisor: Sir. Lyimo

A research report to be submitted at the school of library, Archives and Documentation Studies (SLADS) seeking approval to undertake a study as a partial fulfillment of requirements for the Award of Ordinary Diploma in Records and Archives management.

2026

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

CERTIFICATION.

The undersigned approval that he has read and hereby recommend for the acceptance by the School of Library, Archives and Documentation studies a research report entitled **An Evaluation on Effective Use of File Movement Control Tools in Public Office**: **A Case Study at Ministry of Lands Housing and Human Settlement Development, Dar Es Salaam,** as a partial fulfillment of requirements for the award of Ordinary Diploma in Records and Archives Management.

---------- ----------

Sir Lyimo. **Date.**

(Supervisor)

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

DECLARATION AND COPYRIGHT.

Am **Muhamad Rashid Mwamzia**, hereby declare that these information in research report is my original work and has never been submitted to any institution for partial Fulfillment of Ordinary diploma in Record and Archives Management.

---------- ---------

Muhamad Mwamzia. **Date.**

Copyright ©(Mwamzia R.M.(2026)

This research report is a copyright material protected under the Berne Convention, the Copyright Act 1999 and other international and national enactments, in that behalf, on intellectual property. It may not be reproduced by any means in full or in part, except for short extracts in fair dealing, for research or private study, important scholarly review or discourse with an acknowledgement, without the written permission of the School of Library, Archive and Documentation Studies (SLADS) on behalf of the author.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

ACKNOWLEDGEMEMENT

First of all, would like to extend my sincere gratitude to the almighty God who has enabled me to complete my research report well.

Secondly, would to thanks the ministry of land housing and human settlement development for their kindness of allow to collect and gathering data from their institution.

Thirdly, would like also to express my deepest thanks to my supervisor Sir Lyimo for sacrificing his time, guiding, cooperating and encouraging me throughout my research report. Also extend my thanks to the staff members of ministry of land housing and human settlement development for agree my request of data collection on its institution.

Am humbly convey my gratitude to my beloved mother Ms. Sanura Shulli and my uncle Mr. Rashid Shulli and Mbwana Shulli for all the support and prayers has given during my studies. Special thanks also go to all my friends especially Baraka Pamba, and Mahamudu Twalibu who have contributed to my academic excellence and for being good friends in academic journal.

God bless you all.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

DEDICATION

Am dedicate this dissertation to all my family members especially my beloved mother Ms. Sanura Shulli and my uncle who have supported me financially and also to all my colleagues at the school of library, Archives and Documentation studies who have contributed to my academic excellence.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

ABBREVIATIONS AND ACRONYMS.

BU Diary	-	Bring Up Diary.
EDRMS	-	Electronic Document Records Management System.
ICT	-	Informational communication Technology.
IRMT	-	International Records Management Trust.
ISO	-	International Standard Organization.
MLHHSD	-	Ministry of Land Housing and Human Settlements Development.
POPSM	-	President's Office Public Service Management.
RAMD	-	Records and Archives Management Department.
SLADS	-	School of Library, Archives and Documentation Studies.
URT	-	United Republic of Tanzania.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

ABSTRACT

Records are very important in ensuring that public institutions are governed effectively and efficiently and are accountable to their staff and the community they serve. The information contained in organizational records needed to be stored in a planned and coordinated way, because records supported decision-making, provided evidence of policies, and assisted in proper accountability within the organization. In academic terms, records also played a crucial role in ensuring that student records were preserved for the long term, since they contained sensitive academic information that demonstrated the approval of a student's progress within a higher education institution.

The aim of this study was to evaluate the effective use of file movement control tools in public offices, with special reference to the Ministry of Lands, Housing and Human Settlement Development. The objectives of the study were to identify the types of file movement control tools used in the registry, to assess the effectiveness of these tools in facilitating accessibility to files, to examine the challenges affecting their effective use.

A sample size of 25 respondents was selected using purposive and random sampling techniques. Respondents from whom data were collected included registry officers, records management officers, and administrative officers. The study adopted a case study design and was largely qualitative in nature. Data were collected using interviews and questionnaires, and were analyzed using descriptive statistics and content analysis.The study established that although the Ministry used several manual file movement control tools, their effectiveness was undermined by inadequate staff training, poor compliance with registry procedures, inadequate resources, and the high volume of records handled. The study recommended that, in order for records to be effectively managed, records should be handled by well-trained staff, supported by automation to create additional storage space and proper storage equipment, and safeguarded through high-quality security measures to ensure the preservation and conservation of file movement control tools at the Ministry of Lands, Housing and Human Settlement Development.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

TABLE OF CONTENTS

CERTIFICATION. i
DECLARATION AND COPYRIGHT. ii
ACKNOWLEDGEMEMENT iii
DEDICATION iv
ABBREVIATIONS AND ACRONYMS. v
ABSTRACT vi
LIST OF TABLES X
LIST OF FIGURES XI
CHAPTER ONE 1
INTRODUCTION AND BACKGROUND OF THE STUDY 1
1.0 **Introduction to the Study** 1
1.1 **Background of the Study** 1
1.2 Statement of the Problem 3
1.3 Research Objectives 4
1.3.1 General Objective 4
1.3.2 Specific Objectives 4
1.4 Research Questions 4
1.5 Significance of the Study 4
1.6 Scope of the Study 5
1.7 Limitations of the Study 5
1.8 Definition of Key Operational Terms 6
CHAPTER TWO 8
LITERATURE REVIEW 8
2.0 Introduction 8
2.1 Concept of Records Management 8
2.2 Concept of File Movement Control 9
2.3 File movement control Tools Used in the Registry 9
2.4 Effectiveness of File Movement Control Tools in Facilitating Accessibility to Files 12
2.5 Challenges Affecting the Effective Use of File Movement Control Tools 13
2.6 Strategies for Improving the Use of File Movement Control Tools 14
2.7 Theoretical Framework 15
2.8 Conceptual Framework 16
2.9 Research Gap 17

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

CHAPTER THREE 18
RESEARCH METHODOLOGY 18
3.0 Introduction 18
3.1. Research type. 18
3.2 Research Design 18
3.3 Study Area 18
3.4 Target Population 19
3.5 Sample Size 19
3.6.1 Purposive Sampling 20
3.6.2 Random Sampling 20
3.7 Data Collection Methods 21
3.7.1 Secondary Data 21
3.7.2 Primary Data 21
3.7.2.1 Questionnaires 22
3.7.2.2 Interviews 22
3.8 Data Collection Instruments 22
3.8.1 Interview Guide 22
3.8.2 Questionnaire Guide 23
3.9 Data Analysis 23
3.10 Research Ethics 23
CHAPTER FOUR 24
DATA PRESENTATION, ANALYSIS AND DISCUSSION 24
4.0 Introduction 24
4.1 Respondents rate 24
4.2 Demographic Characteristics of Respondents 25
4.2 .1 Gender of Respondents 25
4.2 .2 Level of Education of Respondents 26
4.3 Types of File Movement Control Tools Used in The Registry of the Ministry of Lands, Housing and Human Settlements Development. 29
4.3.1 Types of file movement control tools used 29
4.3.2 File Movement Control Tools Help in Locating Files Easily 31
4.3.3 File Movement Control Tool is Used Most Frequently in Your Registry 32
4.4 Effectiveness of File Movement Control Tools in Facilitating Accessibility to Files 33
4.4.1 file movement control tools reduce the time taken to retrieve files 33
4.4.3 file movement control tools improve accessibility to files when needed 35

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

4.4 Challenges Affecting the Effective Use of File Movement Control Tools at ministry of Land Housing and Human Settlement Development 36

4.4.1: Challenge affects the effective use of File movement control tools 37

4.4.2 Staff Properly Trained on the Use of File Movement Control Tools 38

4.4.3 staff training affects the effective use of file movement control tools 39

CHAPTER FIVE 41

SUMMARY, CONCLUSION AND RECOMMENDATIONS 41

5.1 Introduction 41

5.2 Summary of Findings 41

5.3 Conclusion 42

5.4 Recommendations 42

5.5 Areas for Further Study 43

REFERENCES 44

APPENDIX I. 48

RESEARCH QUESTIONNAIRES ON EFFECTIVE USE OF FILE MOVEMENT CONTROL TOOLS. 48

APPENDIX II 52

INTERVIEW GUIDE FOR ADMINISTRATIVE. 52

APPENDIX III: 53

RESEARCH WORK PLAN SCHEDULE OR TIME PLAN DURING THEPROCESS OF PREPARE A RESEARCH REPORT. 53

APPENDIX IV. 54

A DETAIL RESEARCH BUDGECT. 54

APPENDIX V. 55

LITERATURE REVIEW GUIDE. 55

APPENDIX VI. 56

VERIFICATIO FOR DATA COLLECTION 56

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

LIST OF TABLES

Table 1.0 : Respondents by Age Group ---------- 28
Table 2.0: Respondents by Working Experience ---------- 28
Figure 5.0: File Movement Control Tools Help in Locating Files Easily ----------31
Table 3.0: file movement control tool is used most frequently in your registry ----------32
Table 4.0: file movement control tools reduce the loss or misplacement of files. ---------- 34
Table 5.0: Staff Properly Trained on the Use of File Movement Control Tools ---------- 38

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

LIST OF FIGURES

Figure 1.0: Distribution Of Questionnaire and Interview ---------- 25
Figure 2.0: Details of Gender Respondents ---------- 26
Figure 3.0: Respondent by level of education ---------- 27
Figure 4.0: types of file movement control tools used in ministry ---------- 29
Figure 5.0: File Movement Control Tools Help in Locating Files Easily ---------- 31
Figure 6.0: file movement control tools reduce the time taken to retrieve files ---------- 33
Figure 7.0: file movement control tools improve accessibility to files when needed --------- 35
Figure 8.0: Challenge affects the effective use of File movement control tools ---------- 37
Figure 9.0: staff training affects the effective use of file movement control tools ---------- 39

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

CHAPTER ONE

INTRODUCTION AND BACKGROUND OF THE STUDY

1.0 **Introduction to the Study**

This chapter presented the background to the problem, statement of the problem, research objectives, research questions, significance of the study, scope of the study, limitations of the study, definition of key operational terms, and the conclusion.

1.1 **Background of the Study**

Globally, file movement control tools were established in the 19th century as a file tracking system used by governments that developed registry systems to control correspondence and official records, especially in countries such as Britain, Germany, and France. European registry systems introduced centralized registries, file classification systems, file tracking registers, and movement cards. These systems ensured that documents were traceable and controlled throughout their lifecycle. The governments developed centralized registry systems to ensure records were controlled and easily retrieved. File movement registers and charge-out cards were used to monitor who had borrowed a file and when it was expected to be returned. These tools improved administrative accountability and prevented the loss of records (Shepherd and Yeo, 2003). During the 20th century, file movement control tools became more advanced. European governments introduced file transit sheets and file tracking cards to improve file monitoring. The control of physical file movement remained a fundamental pillar of administrative transparency. In a manual record-keeping environment, the ability to track a document from the moment it was created until its final disposition determined the efficiency of the entire organization. In developed nations, the legacy of manual tracking tools such as transit ladders and file movement slips provided the structured metadata framework that traditional records systems continued to emulate to ensure accountability.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

File movement control tools in Africa originated during the colonial period, when European powers (Britain, Germany, and France) introduced registry systems to manage administrative records. Colonial governments established central registries where file movement registers and file control cards were used to track the movement of records. These systems were

modeled after European registry systems (Katuu, 2015). After independence in the 1960s, African countries continued using manual file movement control systems such as file registers, charge-out cards, and file transit sheets. These tools ensured that files could be tracked and retrieved efficiently in government offices (Kemoni and Ngulube, 2007). With technological advancement in the late 20th and early 21st centuries, African countries began adopting electronic file tracking systems. These systems improved records accessibility, efficiency, and accountability in public institutions (Wamukoya and Mutula, 2005). Public offices often faced a "hybrid" reality in which manual systems coexisted with emerging digital trends, yet the physical file remained the primary legal instrument. Scholars such as Asogwa (2013) argued that inadequate adherence to manual movement controls in many African countries led to the "missing file" phenomenon, which facilitated corruption and delays in service delivery. In countries such as Nigeria and Zimbabwe, Asogwa (2013) emphasized that, despite the existence of policies for tracking files, the utilization of tools such as dispatch books and control cards was frequently bypassed by staff, resulting in poor audit trails.

File movement control tools in Tanzania originated during the German and British colonial administrations. These administrations established registry systems that used file registers, file numbers, and file tracking tools to manage government records (Katuu, 2015). Registry systems ensured that files could be tracked and controlled as they moved between offices. After independence in 1961, Tanzania continued using manual registry systems introduced during colonial rule. File movement registers, file transit sheets, and charge-out cards were used to track file movement and ensure proper records control. According to the International Records Management Trust

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

(2003), registry procedures manuals were used to control file movement and track file locations in government offices. These systems ensured accountability and prevented file loss. Tanzania strengthened its records management systems through the Records and Archives Management Act No. 3 of 2002. This law established procedures for managing records, including the tracking of file movement and ensuring proper records control (United Republic of Tanzania, 2002). Modern government institutions in Tanzania introduced electronic records management systems to improve file movement tracking and records retrieval efficiency, thereby ensuring faster access to records and improved transparency (Matto and Athumani, 2018).

1.2 Statement of the Problem

Despite the existence of the Records and Archives Management Act No. 3 of 2002 and the comprehensive Registry Procedures Manual of 2007, issued by the President's Office (PO-PSM), the Ministry of Lands, Housing, and Human Settlements Development (MLHHSD) continued to face significant challenges regarding the traceability and security of physical files. Ideally, manual movement control tools such as transit ladders, file movement slips, and dispatch registers should provide a real-time audit trail of every document's location. However, evidence suggested a persistent "missing file syndrome" within the Ministry, where land records frequently became "lost" or "stalled" in the offices of action officers without any recorded movement in the central registry (Lungu et al., 2021).

When file movement was not strictly documented, it created an environment of administrative opacity that facilitated the delay of land title issuance and, in some cases, provided loopholes for fraudulent land transactions and double allocations (Mwantimwa and Dotto, 2024). While the Ministry handled thousands of high-stakes documents daily, the reliance on manual systems that were often bypassed by staff meant that the registry could not provide immediate accountability for misplaced records. Therefore, there was a critical need to evaluate why these established manual tools were failing to provide effective control and how their usage could be revitalized to ensure the integrity of land records.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

1.3 Research Objectives

1.3.1 General Objective

The general objective of this study was to evaluate the effective use of file movement control tools in public offices, with special reference to the Ministry of Lands, Housing and Human Settlement Development, Dar es Salaam.

1.3.2 Specific Objectives

i. Identify the types of file movement control tools used in the registry of the Ministry of Lands, Housing and Human Settlements Development.
ii. Assess the effectiveness of file movement control tools in facilitating accessibility to files in the Ministry.
iii. Examine the challenges affecting the effective use of file movement control tools in the Ministry.

1.4 Research Questions

i. What types of file movement control tools were used in the registry of the Ministry?
ii. How effective were file movement control tools in facilitating accessibility to files?
iii. What challenges affected the effective use of file movement control tools?

1.5 Significance of the Study

To Policy Makers and Government (RAMD)

The research provided empirical evidence to the Records and Archives Management Department (RAMD) regarding the practical effectiveness of the current regulatory framework. It helped determine whether the existing Registry Procedures were being implemented effectively at the ministerial level, or whether there was a need for strategic intervention to enhance compliance with statutory requirements (Marutha, 2011).

To the Academic and Research Community

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

This study contributed to the scholarly discourse regarding the resilience of manual records management in the face of bureaucratic challenges. It offered a localized perspective on how traditional control tools functioned within high-pressure environments, serving as a critical reference for future researchers investigating the link between records control and public service delivery (Kemoni, 2007).

To Registry Staff and Records Management Personnel

The findings helped registry staff and records management personnel understand the importance of properly using file movement control tools to improve file tracking and accessibility.

1.6 Scope of the Study

The study assessed the effective use of file movement control tools in public offices at the Ministry of Lands, Housing and Human Settlement Development. The study was conducted at the Ministry's registry located in Ilala Municipal Council, on Ardhi Street, close to Utumishi House, approximately 25 kilometers from the Magufuli Bus Terminal.

1.7 Limitations of the Study

Limited Time

The time allocated was not enough for the researcher to collect, analyze, and deeply interpret data for the final research report, as the researcher was also involved in other school activities during the study period. The researcher therefore made the best effort possible to manage the available time and sought extensions where necessary.

Inadequate Funds

The budget allocated for this study was not enough to cover all the necessary costs. To overcome this challenge, the researcher used a suitable budget schedule to accomplish the study.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Lack of Skills and Experience

Experience was considered a limitation because the researcher had no prior experience, as it was his first time conducting a research study. The researcher therefore sought assistance from his supervisor and other experienced individuals in research matters.

1.8 Definition of Key Operational Terms

Registry

A registry is an organized unit or office within an institution responsible for the receipt, recording, classification, storage, and distribution of official documents and records. It serves as the central point for managing information and ensuring proper control of files within an organization (Mwantimwa and Dotto, 2024).

File

A file is a collection of related documents or records kept together because they share a common subject, purpose, or activity. Files are used to store information systematically for easy retrieval and reference when needed (Ambira and Kemoni, 2020).

File Movement Slip

A tracking tool used to monitor and record the movement and location of a file or document within an organization. It ensures accountability, prevents the loss of records, and allows users to quickly identify where a file is located at any given time (Lungu et al., 2021).

Manual Records Management

A system of managing information in which record-keeping processes, including classification, indexing, and tracking, are performed using physical, paper-based tools rather than digital databases. This system relies heavily on human intervention and physical storage infrastructure to maintain record integrity (Ndenje, 2022).

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Public Office

An organizational entity within the government, such as a ministry, mandated to perform state functions and maintain public records. Under the Records and Archives Management Act, such offices are legally obligated to implement systems that ensure records are accessible for public service and historical preservation (United Republic of Tanzania [URT], 2002).

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter reviewed literature related to the use of tracking tools for controlling the movement of files within registries. The review focused on the concept of records management, the concept of file movement control, the different tools used in registries to monitor file movement, such as bring-up diaries, file census, file diaries, movement slips, transit sheets, and mail registers, the effectiveness of file movement control tools in facilitating accessibility to files, the challenges affecting the effective use of file movement control tools, and the strategies for improving the use of file movement control tools in registry operations. The chapter also presents the theoretical framework and conceptual framework that guided the study, as well as the research gap identified from the reviewed literature. The purpose of this chapter was to examine what other scholars and researchers had written about file tracking tools and to identify knowledge gaps related to effective file movement control in public offices.

2.1 Concept of Records Management

Records management refers to the systematic control of records throughout their life cycle, including creation, maintenance, use, storage, and disposal. Effective records management ensures that records are accessible, reliable, and protected from loss or damage. According to the International Organization for Standardization (ISO 15489), records management involves policies and procedures designed to ensure that records are created, captured, maintained, and made accessible as evidence of organizational activities (ISO, 2016). Proper records management supports accountability, transparency, and efficient decision-making in organizations. In government institutions, registries play a central role in records management because they are responsible for receiving, classifying, storing, and distributing files and documents (Millar, 2017).

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

2.2 Concept of File Movement Control

File movement control refers to the system used by organizations to monitor and record the transfer of files between offices, departments, or officers. The main objective of file movement control is to ensure that files are not lost, misplaced, or delayed during administrative processes. According to Ngulube (2015), file tracking systems are essential in records management because they help registry staff identify the location of a file at any time. Without proper tracking tools, organizations may experience delays in retrieving important documents, which can negatively affect administrative efficiency. File movement control systems also improve accountability, because officers who borrow files are required to record their details in tracking registers or movement forms.

2.3 File movement control Tools Used in the Registry

Tracking tools are mechanisms used by registry staff to record and monitor the movement of files and documents throughout the organization. These tools help maintain accountability, prevent the loss or misplacement of records, and ensure that files can be easily located whenever they are required. Proper file tracking also improves administrative efficiency and supports decision-making processes because information can be accessed quickly (ISO, 2016). Common tracking tools used in registries include bring-up diaries, file census forms, file diaries, file movement slips, file transit sheets, incoming mail registers, outgoing mail registers, and transit ladders. These tools provide systematic documentation of file movement and ensure effective records management.

2.3.1 Bring-Up Diary

A Bring-Up Diary (BU Diary) is a registry control tool used to remind registry staff to bring a particular file to an officer on a specified future date for further action. The bring-up diary is used when an officer temporarily stops working on a file but expects to resume work at a later date. Instead of keeping the file in the office, the officer returns it to the registry with instructions indicating the date it should be brought back. Registry staff record the file details and the specified date in the bring-

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

up diary. On the scheduled date, registry staff retrieve the file and send it to the officer responsible for the next action. This system ensures that files requiring follow-up action are not forgotten. It also helps maintain proper custody of files within the registry while ensuring timely follow-up on administrative tasks. According to Shepherd and Yeo (2016), bring-up diaries act as reminder systems that ensure the timely processing of administrative matters.

2.3.2 File Census

A File Census is a systematic survey conducted periodically by registry staff to determine the location and status of all files within an organization. The file census involves checking each department or office to identify files that have been issued from the registry. The registry records details such as the file number, title, officer holding the file, and the date of inspection. This exercise helps detect missing files and ensures that files are not retained by officers longer than necessary. According to IRMT (2015), conducting a file census helps detect missing files and improves accountability among staff who handle official records.

2.3.3 File Diary

A File Diary is a registry record used to track the issue and return of files on a daily basis. Whenever a file is issued from the registry, registry staff record the details in the file diary, including the file number, title, officer receiving the file, date issued, and date returned. The file diary serves as evidence of file circulation and helps registry staff identify who is responsible for a file at any given time. According to Read and Ginn (2018), file diaries provide a permanent record of file circulation and help registry staff track which files are currently outside the registry.

2.3.4 File Movement Slip

A File Movement Slip is a document used to record the transfer of a file from one officer or department to another within the organization. The slip is attached to the file whenever it moves between offices and records the name of the receiving officer, department, date of transfer, and signature. According to Ngulube (2015), file

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

movement slips help registry staff trace files and ensure accountability when files move between different departments.

2.3.5 File Transit Sheet

A File Transit Sheet is a sheet attached to a file that records the movement of the file between officers or departments. Each time a file is received or forwarded, the officer handling it records their name, the date received, the date forwarded, and their signature. According to IRMT (2015), transit sheets create a chronological record of file movement and help track files that move through multiple departments.

2.3.6 Incoming Mail Register

An Incoming Mail Register is a book used to record all correspondence received by an organization. Every letter, memo, or document received is recorded, typically with the date received, reference number, sender's name, subject, and the officer responsible for action. According to Millar (2017), recording incoming correspondence ensures that important communications are properly documented and forwarded to the appropriate departments.

2.3.7 Outgoing Mail Register

An Outgoing Mail Register documents all official correspondence sent out of the organization, recording details such as the date sent, reference number, recipient's name, subject, and the method used to send the document. According to Read and Ginn (2018), outgoing mail registers provide evidence that communication was officially dispatched and help track follow-up actions.

2.3.8 Transit Ladder

A Transit Ladder is a visual tracking tool used in the registry to illustrate the movement of files between different offices or departments, providing a quick overview of where a file has been and where it is currently located. Ngulube (2015) states that transit ladders complement other tracking tools by providing a clear visual representation of file movement within an organization.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

2.4 Effectiveness of File Movement Control Tools in Facilitating Accessibility to Files

2.4.1 Facilitating Efficient File Tracking

File movement control tools help track the movement of files across departments. A file movement register or slip records information such as the officer requesting the file, the date of transfer, and the purpose of use. According to Ngulube (2015), studies on records management practices show that file movement registers enable registry personnel to know the exact location of files and maintain accountability in records circulation. By documenting file transfers, organizations reduce the chances of file misplacement and ensure that files can be traced easily.

2.4.2 Improving Records Retrieval

Effective file movement tools improve the retrieval process of records, referring to the ability to locate and access specific files within a records management system. According to Shepherd and Yeo (2018), a well-designed records management system should provide access mechanisms that allow users to retrieve records efficiently, even when they have limited information about them. When file movement is properly documented, registry staff can quickly determine where a file is located and who is responsible for it.

2.4.3 Enhancing Organizational Accountability

File movement control tools provide evidence of how records circulate within an organization, creating accountability among officers who handle files. Records management systems contribute to organizational goals by ensuring that records remain reliable and usable for administrative purposes. According to Read and Ginn (2018), in public institutions, this accountability is essential for transparency and proper governance. This mechanism encourages staff to handle files carefully and return them on time, thereby improving file accessibility.

2.4.4 Preventing File Loss

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Properly implemented file movement systems significantly reduce the loss or misplacement of files. Since every movement is recorded, it becomes easier to trace missing files and identify the last officer who handled them, improving service delivery in public offices. Ngulube (2015) noted that when files are issued without proper documentation, it becomes difficult to determine their location if they are not returned to the registry. However, when file movement slips, diaries, and registers are properly maintained, registry staff can trace the movement of files and recover them when necessary, reducing the risk of permanent loss of important documents.

2.5 Challenges Affecting the Effective Use of File Movement Control Tools

2.5.1 Inadequate Staff Training

One of the major challenges affecting the effective use of file movement control tools is the lack of professional training among registry staff and other employees who handle files. Records management requires specialized knowledge and skills to ensure that records are properly created, classified, stored, and retrieved. In many public institutions, registry staff may not receive adequate training on how to properly use file movement control tools such as movement registers, file diaries, and transit sheets (Millar, 2017). As a result, these tools may not be used consistently or accurately. Proper training is necessary to ensure that staff understand the importance of documenting file movement and maintaining accurate records.

2.5.2 Poor Compliance with Registry Procedures

Registry procedures require that every file movement be recorded whenever a file is issued to an officer or transferred to another department. However, in some organizations employees borrow files without completing the necessary documentation, such as file movement slips or registers (IRMT, 2015). When these procedures are not followed, it becomes difficult for registry staff to track the location of files. Poor compliance with registry procedures therefore weakens the effectiveness of file movement control systems.

2.5.3 Inadequate Resources

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Limited resources also pose a significant challenge to the effective use of file movement control tools. Registry operations require various materials and equipment, such as registers, movement slips, filing cabinets, and trained personnel. In many government institutions, registry departments operate with limited budgets, resulting in shortages of essential supplies (Millar, 2017). Without adequate resources, registry staff may be unable to properly document file movements or maintain accurate records.

2.5.4 High Volume of Records

Government ministries often handle large volumes of records related to administrative activities, policies, and public services. In institutions such as the Ministry of Lands, Housing and Human Settlements Development, the large number of files managed by the registry made it difficult to maintain effective control over file movement. As Ngulube (2015) observed, when the volume of records increases significantly, manual file tracking systems may become overwhelmed, leading to delays in retrieving files and difficulties in maintaining accurate movement records.

2.6 Strategies for Improving the Use of File Movement Control Tools

2.6.1 Training and Capacity Building for Staff

One of the most important strategies for improving the use of file movement control tools is providing training and capacity-building programs for registry staff and other employees who handle records. Training helps staff understand the importance of proper records management and the procedures involved in tracking file movement. Through training, employees learn how to correctly use tools such as file movement slips, file diaries, transit sheets, and registers. According to Ngulube (2015), when staff members understand how to use file movement control tools properly, they are more likely to maintain accurate documentation of file circulation.

2.6.2 Strengthening Registry Policies and Procedures

Effective registry policies and procedures are essential for ensuring that file movement control tools are used properly. Organizations should establish clear

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

guidelines regulating how files are issued, transferred, and returned to the registry (Read and Ginn, 2018). Such policies help ensure that files are returned to the registry after use and promote consistency in records management practices.

2.6.3 Provision of Adequate Resources

Providing adequate resources is another important strategy for improving the use of file movement control tools. Registry operations require materials and equipment, including registers, movement slips, filing cabinets, and storage facilities (IRMT, 2015). Government institutions should allocate sufficient funds to support registry operations and ensure that necessary materials and adequately trained personnel are available.

2.6.4 Strengthening Monitoring and Supervision

Regular supervision and monitoring of registry activities can also improve the use of file movement control tools. Supervisors should ensure that registry staff follow proper procedures when issuing and receiving files (Millar, 2017). Monitoring activities may include checking movement registers, review file tracking records, and conducting periodic audits of registry operations to identify weaknesses and implement corrective measures.

2.7 Theoretical Framework

This study was guided by the Records Life Cycle Theory, propounded by Schellenberg (1956). The theory posits that records pass through distinct stages during their existence, namely creation, active/current use, semi-active or intermediate use, and final disposition, either through destruction or permanent preservation as archives. According to this theory, each stage of a record's life requires different management interventions, and the movement of a file between offices and officers forms an essential part of the "active" stage of a record's life, during which the record is actively used to support ongoing administrative activities.

The Records Life Cycle Theory was relevant to this study because file movement control tools, such as bring-up diaries, file movement slips, file transit sheets, and file

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

diaries, are specifically applied to manage a file during its most active stage, when it moves between officers and departments for action. The theory helped the researcher understand that when movement control tools fail at this active stage, files are more likely to become "lost" or "stalled," disrupting the record's progression through subsequent stages of its life cycle and undermining organizational accountability. The theory therefore provided a lens through which the researcher evaluated whether the Ministry's file movement control tools adequately supported files during their active stage of use.

The study also drew on the Records Continuum Theory (Upward, 1996) as a complementary perspective. Unlike the life cycle model, this theory views records management as a continuous, non-linear process rather than a sequence of discrete stages, and emphasizes that the same record may be used simultaneously for multiple purposes, such as evidentiary, transactional, and organizational memory purposes. This perspective was relevant to the study given that files at the Ministry were often handled by multiple officers concurrently, and their movement needed to be tracked continuously rather than at fixed, isolated points in time.

2.8 Conceptual Framework

The conceptual framework of this study illustrates the relationship between the independent variable (file movement control tools) and the dependent variable (effective accessibility and control of files), as mediated by intervening variables such as staff training, compliance with registry procedures, availability of resources, and the volume of records handled. movement control tools (independent variable) led to effective file accessibility and control (dependent variable). This relationship was, however, influenced by intervening variables, namely the level of staff training, the degree of compliance with registry procedures, the availability of adequate resources, and the volume of records handled by the registry. When these intervening variables were favorable, the effectiveness of file movement control tools in facilitating file accessibility and accountability was enhanced. Conversely, when these variables were unfavorable, such as when staff training was poor or resources were inadequate, the effectiveness of file movement control tools was diminished,

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

resulting in challenges such as missing files, delayed retrieval, and reduced accountability. This framework guided the researcher in examining not only the tools themselves, but also the conditions under which they succeeded or failed to achieve effective file control at the Ministry.

2.9 Research Gap

Several studies have been conducted on records management and file tracking systems in public institutions; however, significant gaps still existed regarding the effective use of file movement control tools in practice. For instance, Lungu et al. (2021) assessed land records management systems in Tanzania with the objective of identifying weaknesses in land information systems. Although the study identified problems such as missing files and delays in service delivery, it did not critically evaluate the effectiveness of specific file movement control tools used within registries to track file movement and enhance accountability. In addition, Mwantimwa and Dotto (2024) examined the use of records management systems in Tanzanian public sector organizations, focusing on improving access to information. However, their study concentrated more on digital systems and overlooked the practical challenges associated with the use of manual file tracking tools in day-to-day registry operations. Therefore, despite the existing body of literature, there was limited empirical evidence on how manual file movement control tools were actually used and how effective they were in facilitating file accessibility, ensuring accountability, and preventing file loss in public offices. This study sought to fill this gap by evaluating the effectiveness of file movement control tools at the Ministry of Lands, Housing and Human Settlements Development.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter describes the research methods that were used to conduct the study. It explains the research design, study area, target population, sample size, sampling techniques, methods of data collection, and data analysis procedures. The chapter also describes the ethical considerations observed during the research. These methods helped the researcher collect reliable and valid information about the effectiveness of file movement control tools used in public offices.

3.1. Research type.

Are the categories used to classify studies based on their purpose ,how data is collected and the questions they aim to answer (Divya,2025). These are specific categories of a study which are used to guiding how the study is conducted .these are used to show how data are collect and analyze data. Its qualitative in nature and data are analyzed qualitatively.

3.2 Research Design

Research design refers to the overall plan that guides the collection and analysis of data in a study. According to William (2020), research design provides a framework that helps researchers answer research questions effectively. A case study design allowed the researcher to examine a particular organization in detail in order to understand how file movement control tools were used in registry operations. The design was appropriate because it enabled the researcher to collect in-depth information about the effectiveness of file tracking systems within the selected public office.

3.3 Study Area

The study was conducted at the Ministry of Lands, Housing and Human Settlements Development, which is responsible for land administration, housing development, and human settlements planning in Tanzania. The Ministry manages a large number

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

of administrative and land records that require proper registry management. Because of the large volume of files handled by the Ministry, effective file movement control tools were necessary to ensure that records were properly tracked and easily accessible.

3.4 Target Population

Target population refers to the total group of individuals from which the researcher intended to collect data. According to Alan (2016), the target population includes all individuals who have relevant information about the research problem. For this study, the target population included staff working at the Ministry of Lands, Housing and Human Settlement Development who were directly and indirectly involved in records management and administration, such as registry officers, records management staff, administrative officers, registry supervisors, and IT staff. These individuals were selected because they were directly involved in the use of file movement control tools within the registry. The estimated population was approximately 25 staff members who interacted with the registry system daily.

3.5 Sample Size

Sample size refers to the number of individuals selected from the target population to participate in the study. According to Cohen et al. (2018), selecting an appropriate sample size is important because it ensures that the collected data accurately represent the population. Due to time and resource limitations, the study selected a sample of 25 respondents from different departments within the Ministry. The formular which are used to find out a sample size of a population is YAMANE FORMULA.

$$n = \frac{N}{1 + N(e)}$$

Were

n= sample size

N= population study

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

(e)= margin errors

$$n = \frac{27}{1 + 27(0.05)}$$

$$n = \frac{27}{1 + 27 \times 0.0025}$$

$$n = \frac{27}{1 + 0.0675}$$

$$n = \frac{27}{1.0675}$$

$$n = 25$$

The sample size of respondent is 25

3.6 Sampling Techniques

Sampling techniques refer to the methods used to select respondents from the target population. According to Donald (2019), sampling techniques help researchers obtain representative data from a large population. This study used two sampling methods, namely purposive sampling and random sampling.

3.6.1 Purposive Sampling

Purposive sampling is useful in studies where the researcher needs participants with specific knowledge related to the research topic (Creswell, 2018). Purposive sampling was used to select key respondents, such as registry officers and records management officers, because these individuals possessed specialized knowledge and experience in registry operations and direct experience with file movement control tools.

3.6.2 Random Sampling

Random sampling reduces bias and increases the reliability of research findings (Bryman, 2016). It is a type of probability sampling whereby every individual has an

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

equal chance of being selected into the sample. Simple random sampling was used to select administrative staff from different departments to ensure fairness and avoid bias in the selection of respondents.

3.7 Data Collection Methods

Data collection methods are the techniques or procedures used by researchers to gather information from participants or other sources in order to answer research questions and achieve the objectives of a study. Data collection is an important stage in the research process because it provides the evidence that researchers analyze to draw conclusions. According to John (2018), data collection methods refer to the systematic procedures used to obtain information needed to address research problems. Similarly, Babbie (2016) explains that data collection involves gathering empirical information that helps researchers understand a phenomenon under investigation. The study used both primary and secondary data sources.

3.7.1 Secondary Data

Secondary data refers to information that has already been collected, recorded, and published by other researchers or institutions for purposes different from the current study. Secondary data is obtained from existing sources rather than directly from respondents (Alan, 2016). In this study, secondary data was obtained from document reviews, such as reports, journals, and government publications related to records management and file movement control tools.

3.7.2 Primary Data

Primary data refers to original information collected directly from respondents or sources for the first time by the researcher, specifically for the purpose of a particular study. Primary data is gathered through direct interaction with participants or through observation of events, and is considered more reliable for a specific research problem because it is collected specifically to address the objectives of the study. According to Babbie (2016), primary data is information obtained directly by the researcher through methods such as questionnaires and interviews.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

3.7.2.1 Questionnaires

A questionnaire is a data collection tool that consists of a set of written questions used to gather information from respondents. Questionnaires can contain both open-ended questions, which allow respondents to give detailed answers, and closed-ended questions, where respondents choose from predefined answers. This method is widely used because it allows researchers to collect data from a large number of respondents within a short time. According to Creswell (2018), questionnaires are effective for collecting standardized information that can easily be analyzed statistically. Questionnaires were distributed to registry staff and administrative officers, and contained both open-ended and closed-ended questions to collect information about the effectiveness of file movement control tools.

3.7.2.2 Interviews

An interview is a data collection method in which the researcher asks questions directly to respondents, either face-to-face, by telephone, or online. Interviews allow respondents to explain their opinions, experiences, and perceptions in detail. Babbie (2016) notes that interviews are useful when researchers need deeper insights into complex issues, because they allow follow-up questions and clarification of responses. Interviews were conducted with registry supervisors and records managers to obtain detailed explanations about registry operations and challenges affecting file tracking systems.

3.8 Data Collection Instruments

3.8.1 Interview Guide

An interview guide is a document containing a list of questions or topics that the researcher intended to ask during the interview (Creswell and Creswell, 2018). In this study, the interview guide helped the researcher conduct interviews systematically with registry officers and administrative staff.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

3.8.2 Questionnaire Guide

A questionnaire guide refers to the structured set of questions prepared to collect information from respondents (Saunders et al., 2019). In this study, questionnaires were used to gather data from employees regarding the effectiveness of file movement control tools.

3.9 Data Analysis

Data analysis refers to the process of organizing, summarizing, and interpreting collected data in order to answer research questions (Creswell and Creswell, 2018). In this study, quantitative data obtained from questionnaires were analyzed using descriptive statistics, such as frequencies and percentages. Qualitative data obtained from interviews were analyzed using content analysis, where responses were grouped into themes related to file movement control tools and the accessibility of public records.

3.10 Research Ethics

Research ethics refers to the moral principles that guide researchers in conducting studies responsibly and protecting the rights of participants or those who become the subject of their work (Resnik, 2020). Ethical considerations ensure that research is conducted honestly, fairly, and respectfully. In this study, ethical principles were observed. The researcher obtained a research clearance letter from the relevant authorities and permission from the Ministry of Lands, Housing and Human Settlement Development before collecting data. Participants were informed about the purpose of the study, and their participation was voluntary. Participation was strictly voluntary, and respondents provided informed consent. To ensure anonymity and confidentiality, no names were recorded; data were stored securely and used solely for academic purposes, in compliance with data privacy standards applicable to Tanzanian government institutions.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.0 Introduction

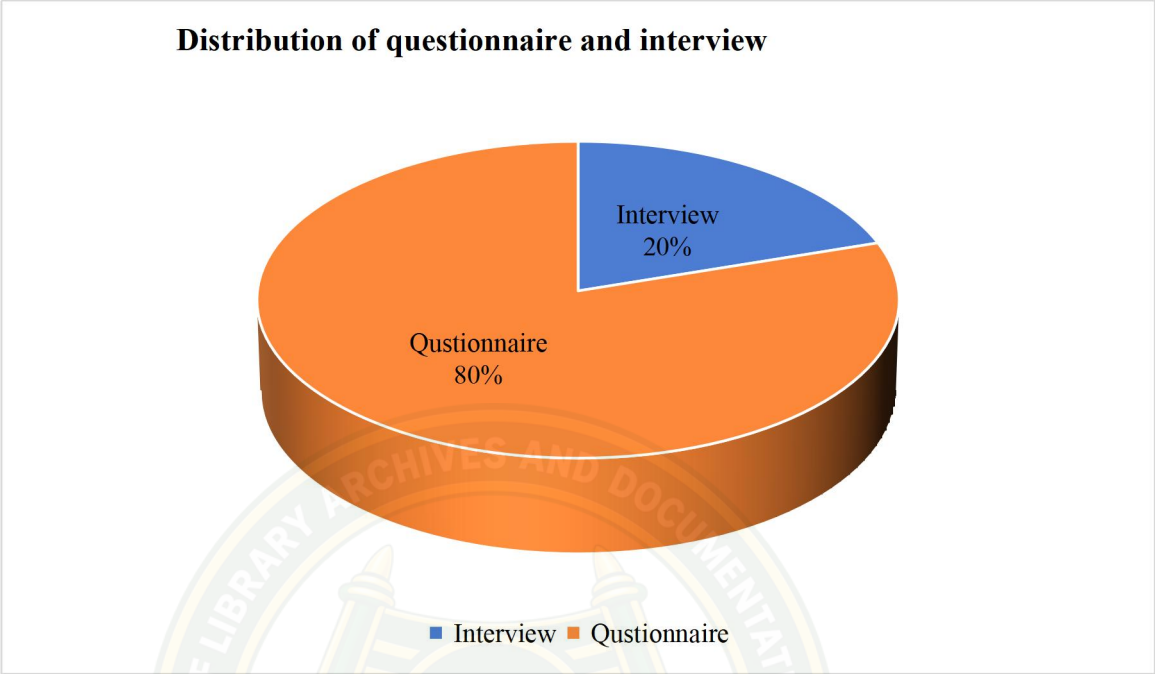
This chapter presents, analyses and discusses the findings of the study on the effective use of file movement control tools in public offices, with reference to the Ministry of Lands, Housing and Human Settlements Development(MLHHSD), Dar es Salaam. The chapter is organized into sections that present the response rate, demographic characteristics of respondents, and findings related to the specific objectives of the study, namely the types of file movement control tools in use, the effectiveness of the tools in locating and safeguarding files, the department responsible for their management, the challenges affecting their effective use, and the extent of staff training on the tools. Data were collected through a combination of interviews and questionnaires and are presented using frequency distribution tables expressed in numbers and percentages, followed by a discussion that relates the findings to the reviewed literature.

4.1 Respondents rate

A total of 25 respondents participated in the study. Of these, 5 respondents (20%) were drawn from the administration and were engaged through interviews, while 20 respondents (80%) were drawn from the registry and were engaged through questionnaires, as summarized in figure 1.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Figure 1.0: Distribution Of Questionnaire and Interview



Sources, Field data,(2026)

Figure.1.0. The combination of interviews and questionnaires enabled the researcher to obtain both quantitative data from registry staff, who directly handle file movement control tools on a daily basis, and qualitative insights from administrators responsible for overseeing records management. the researcher gates the quality data from the direct respondent who based on the uses of file movement control tools by combining those methods of data collection direct to the field.

4.2 Demographic Characteristics of Respondents

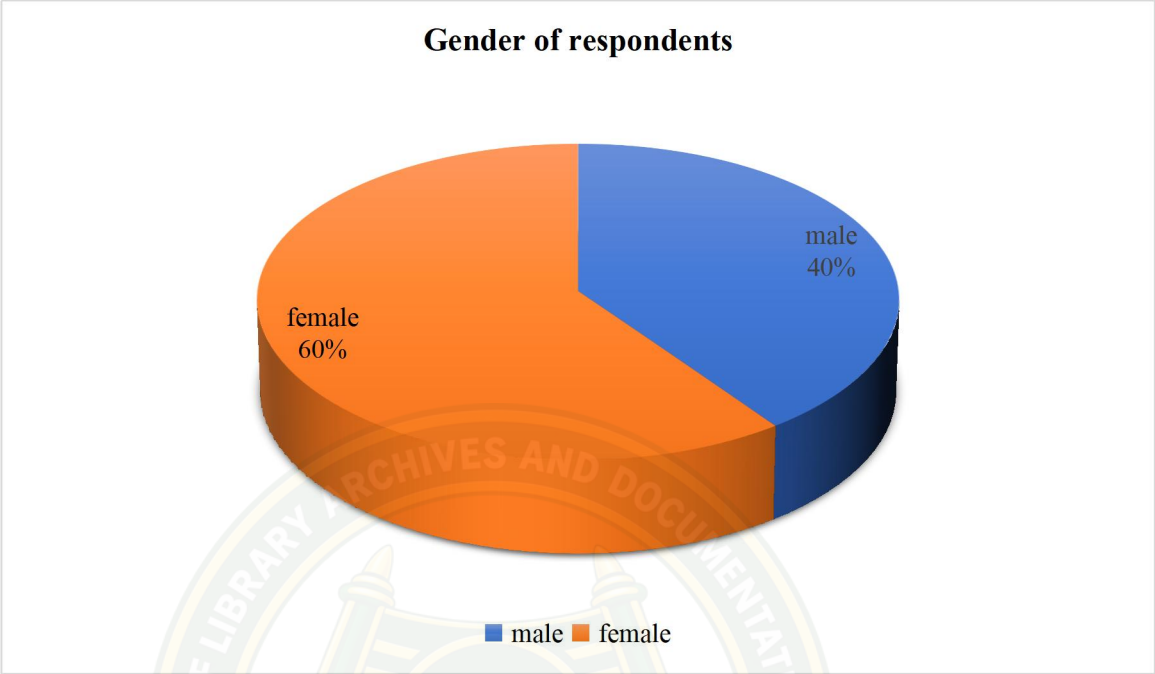
This section presents the demographic characteristics of respondents, namely gender, level of education, age group and working experience. These characteristics provide the context within which the findings on file movement control tools should be interpreted, since staff qualifications and experience have been shown elsewhere to influence records handling practices.

4.2 .1 Gender of Respondents

The gender composition of respondents was examined to ensure representativeness of the sample. Figure 2 below presents the distribution.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Figure 2.0: Details of Gender Respondents



Sources, Field data,(2026)

Figure 2.0.shows that the majority of respondents, 15 (60%), were female, while 10 (40%) were male. This indicates that the registry function at the Ministry is dominated by female staff, a pattern that is common in registry and clerical work in many public offices in Tanzania

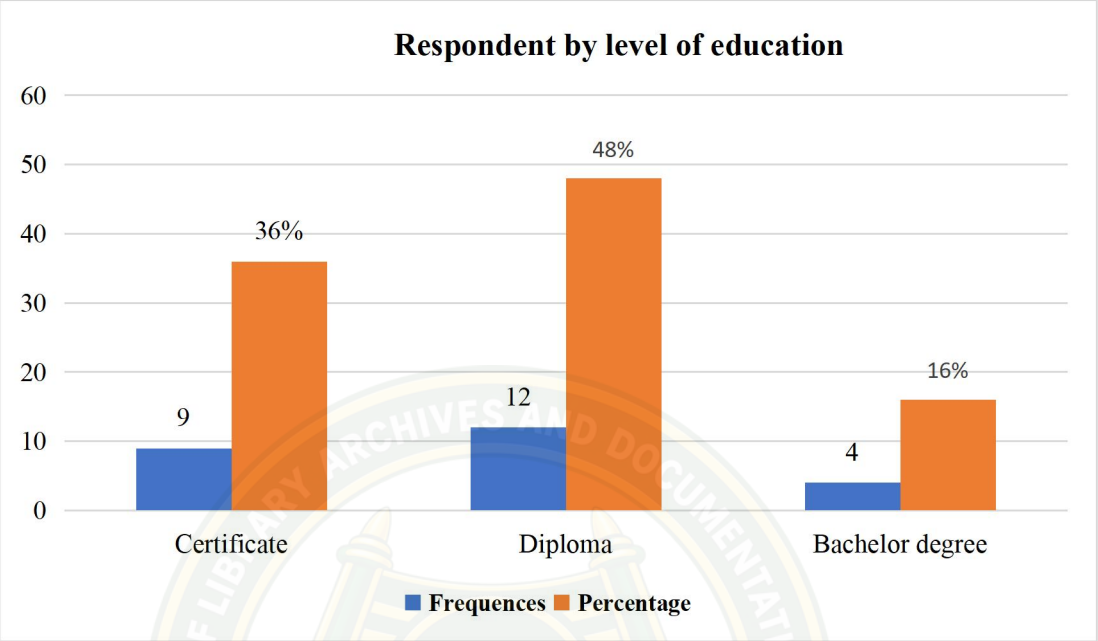
Ndenje-Sichalwe, Ngulube and Stilwell (2011) in their study on managing records as a strategic resource in the government ministries of Tanzania noted that records and registry units in Tanzanian ministries tend to have a higher representation of female staff, particularly at operational levels. The relatively balanced gender ratio in this study strengthens the credibility of the findings as it ensures that perspectives on the use of file movement control tools are drawn from a cross-gender experience within the ministry.

4.2 .2 Level of Education of Respondents

The educational qualifications of respondents were assessed to understand the academic foundation supporting their capacity to effectively manage file movement control tools. figure 4.3 presents the findings.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Figure 3.0: Respondent by level of education



Sources, Field data,(2026)

figure 3.0. indicates that the majority of respondents (48%) held diploma qualifications, followed by those with certificates (36%), while only 16% had attained bachelor degrees. This educational distribution suggests that most registry and administrative staff at MLHHSD operate at mid-level academic qualifications. This finding resonates with *Adu (2023)*, who found that a shortage of professionally and highly trained records personnel is a common feature of registries in public institutions.

This finding resonates with observations made in the IRMT Tanzania Case Study (2007), which noted that many registry staff in Tanzanian government ministries possess limited formal qualifications in records and information management, a factor that constrains their ability to implement and maintain systematic file control procedures. The report specifically documented that at some ministries, registry staff lacked the qualifications necessary to carry out complex filing and file movement tasks without constant supervision.

4.2.3 Age Group of Respondents

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

The age distribution of respondents was examined to understand generational diversity among staff and its possible influence on attitudes and practices related to file movement control. Table4.4 presents the findings.

Table 1.0 : Respondents by Age Group

S/N	Age Group	Frequency	Percentage
1	20-30	9	36%
2	31-40	10	40%
3	41-50	4	16%
4	Above 50	2	8%
	Total	**25**	**100%**

Sources, Field data,(2026)

Table 1.0. shows that the majority of respondents, 10 (40%), were aged between 31 and 40 years, followed by 9 (36%) aged between 20 and 30 years. Only 2 respondents (8%) were above 50 years. This indicates that the registry workforce at the Ministry is relatively youthful, which may be an advantage in adopting improved practices and, where applicable, technology in file movement control.

4.2.4 Working Experience of Respondents

Work experience is a significant variable in understanding staff competency and familiarity with file movement control procedures. Table 4.5 presents the distribution of respondents by years of service.

Table 2.0: Respondents by Working Experience

S/N	Working Experience	Frequency	Percentage
1	1-5	8	32%
2	6-10	12	48%
3	11-15	5	20%

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

	Total	**25**	**100%**

Sources, Field data,(2026)

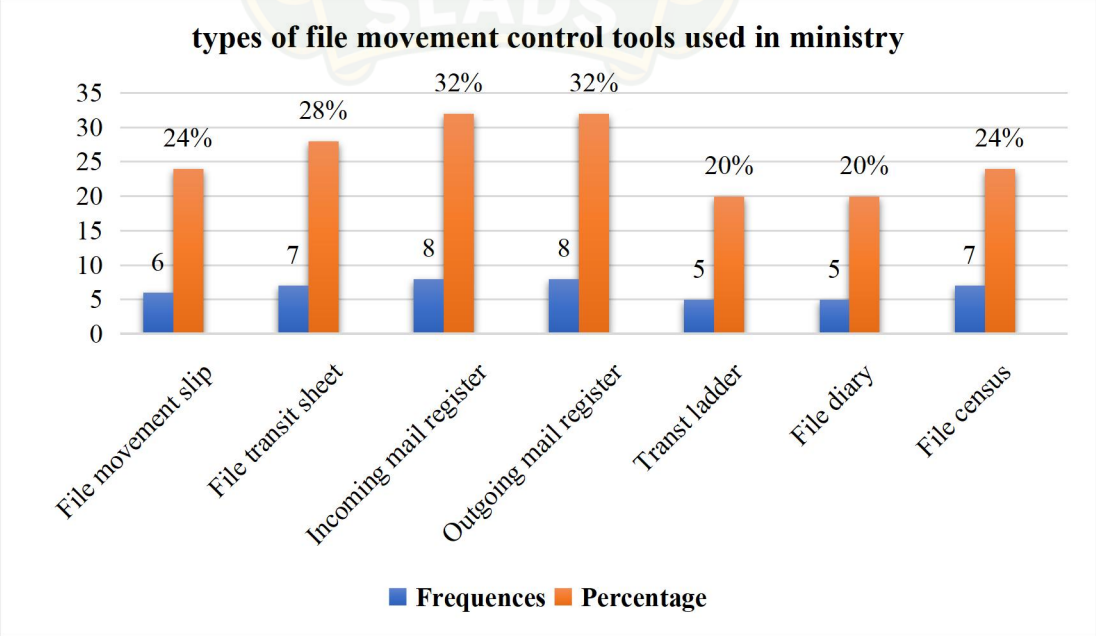
With respect to working experience, Table 2 shows that 12 respondents (48%) had between 6 and 10 years of experience, 8 (32%) had between 1 and 5 years, and 5 (20%) had between 11 and 15 years. This shows that most respondents had accumulated sufficient experience to give informed views on the use of file movement control tools within the registry. These respondents have the most experience on the management of the file movement control tools within the ministry these can cause the researcher to get the correct and accurate data from respondent

4.3 Types of File Movement Control Tools Used in The Registry of the Ministry of Lands, Housing and Human Settlements Development.

These parts explain the different tools the registry staff use to keep track of files as they move around the Ministry. Before an office can know whether these tools actually work well, it first needs to know which tools are even being used, and how often**.**

4.3.1 Types of file movement control tools used

Figure 4.0: types of file movement control tools used in ministry



Sources, Field data,(2026)

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Figure 4.0. presents a multiple-response distribution of the file movement control tools used in the registry. The incoming mail register and outgoing mail register were the most widely used tools, each cited by 8 respondents (32%), followed by the file transit sheet and file census, each cited by 7 respondents (28% and 24% respectively). The file movement slip, transit ladder and file diary were the least commonly used tools. This spread of tools mirrors the standard set of registry control tools prescribed in the *United Republic of Tanzania Registry Procedures Manual*, which specifies the file movement slip, file transit sheet, transit ladder and file census as the core tools for recording and tracking the movement of files within an office.

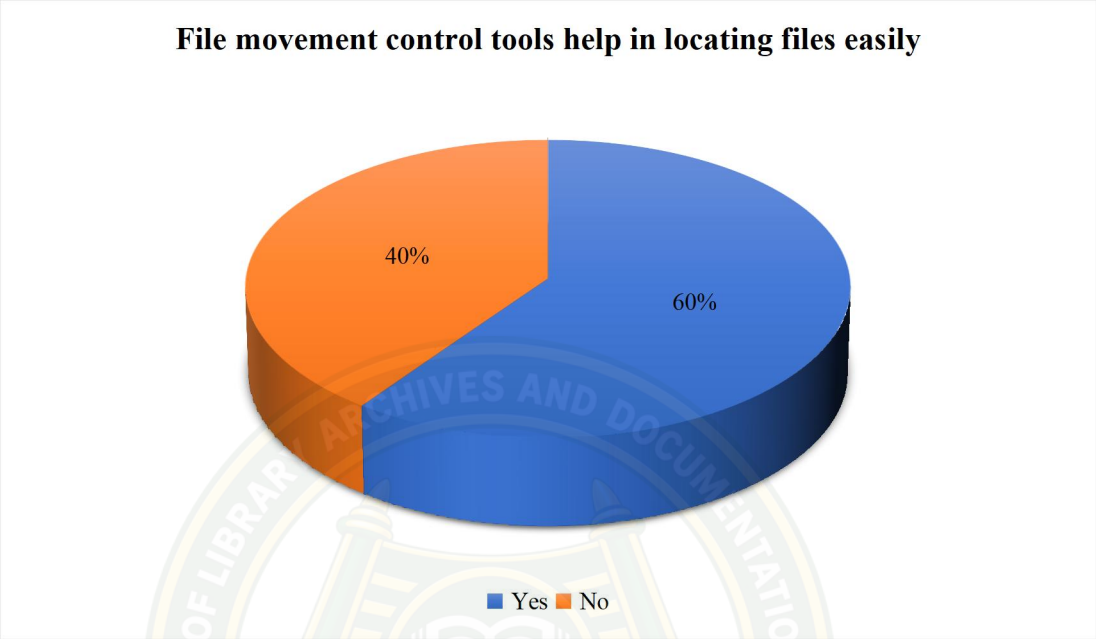
One among of respondent said that the most types of file movement control used in the ministry is outgoing mail register and incoming mail register , these tools help on locating and tracking the movement of file within the ministry and ensure that file are recorded and enter well in those tools .

The relatively low use of the transit ladder and file diary, however, suggests that the registry at the Ministry does not consistently apply the full complement of tools recommended in the manual, a gap also reported by *Mogha, Dulle and Benard (2025)*, who found that registry offices frequently lacked tracking tools such as the file transit sheet and transit ladder and rarely recorded file movements consistently.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

4.3.2 File Movement Control Tools Help in Locating Files Easily

Figure 5.0: File Movement Control Tools Help in Locating Files Easily



Sources, Field data,(2026)

Figure 5.0. shows respondents' views on whether file movement control tools help in locating files easily. Out of 25 respondents, 15 (60%) said Yes, and 10 (40%) said No. The majority of respondents agreed that file movement control tools make it easier to find files. This is a key finding of the study. When a file is properly tracked using a register or tracking card, staff can quickly find out where a file is at any given time, who has it, and when it was last moved. This saves time and reduces frustration when files are needed urgently.

> *During the interview one of respondent agree that file movement control tools help in locating file easily within the ministry , the file movement control tools these tools help the organization and registry when need to search and track the file on the storage area*

However, the 40% who said No raises an important concern. These respondents may have had experiences where the tools were not being used properly, were not kept up to date, or were not available at all in their department. This finding suggests that while file movement control tools have the potential to improve file location, their

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

effectiveness depends on how consistently they are used and maintained. It also points to a possible gap between having the tools and actually using them correctly.

4.3.3 File Movement Control Tool is Used Most Frequently in Your Registry

Table 3.0: file movement control tool is used most frequently in your registry

S/N	Types	Frequency	Percentage
i.	File movement slip	6	24%
ii.	File transit sheet	7	28%
iii.	Incoming mail register	8	32%
iv.	Outgoing mail register	8	32%
v.	Transit ladder	5	20%
vi.	File diary	5	20%
vii.	File census	7	24%

Sources, Field data,(2026)

Since respondents could select more than one tool, the frequencies do not sum to the total sample size. The results show that incoming and outgoing mail registers are the most frequently used tools, each cited by thirty-two percent (32%) of respondents, followed by the file transit sheet (28%) and, jointly, the file movement slip and file census (24% each). The transit ladder and file diary were the least frequently used tools, each cited by twenty percent (20%) of respondents.

This pattern suggests that the registry relies more heavily on conventional mail registers, which primarily track correspondence, than on tools specifically designed to trace the physical movement of files between offices, such as the transit ladder and movement slip. The comparatively lower use of these more specialized tracking tools may partly explain the moderate, rather than strong, effects reported earlier on file loss reduction and retrieval time, since it is precisely these tools that are designed to pinpoint a file's exact location at any given time. Strengthening the consistent use of

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

movement-specific tools alongside the mail registers already in common use would likely improve overall file traceability.

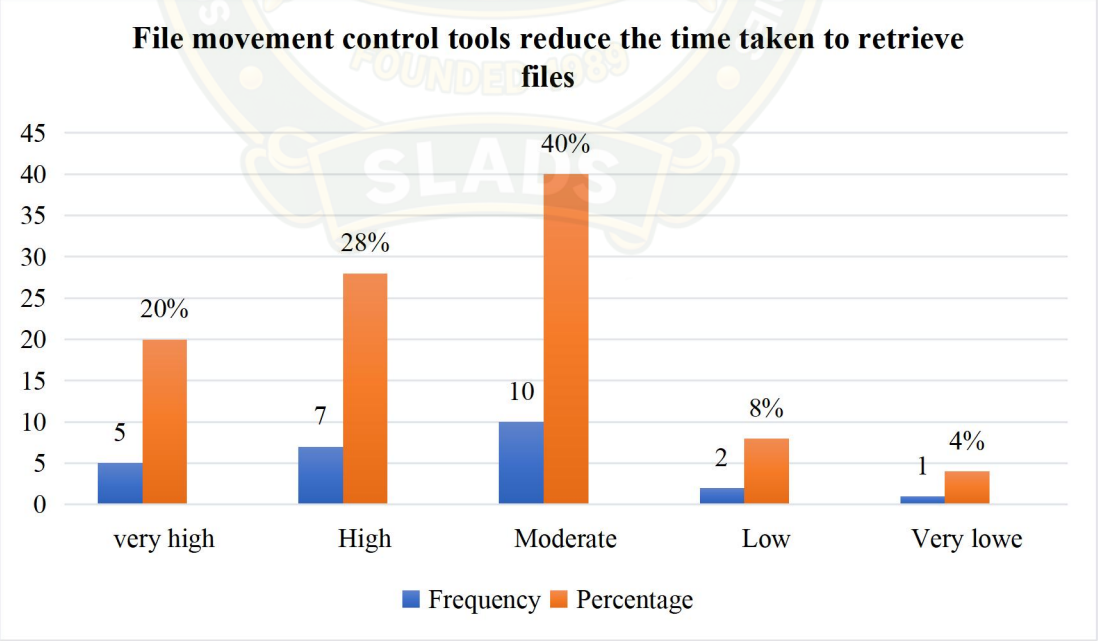
This uneven pattern of tool use reflects what Mogha, Dulle and Benard (2025) also observed: registry staff tend to fall back on the most familiar recording instruments while under-using the tools specifically designed to track physical file movement, which weakens overall traceability.

4.4 Effectiveness of File Movement Control Tools in Facilitating Accessibility to Files

This part introduces question: now that we know which tools are used, do they actually work well? Do they make files easier to access? This section is broken into three parts, each looking at a different angle of effectiveness: speed of retrieval, reduction of lost files, and general accessibility.

4.4.1 file movement control tools reduce the time taken to retrieve files

Figure 6.0: file movement control tools reduce the time taken to retrieve files



Sources, Field data,(2026)

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Regarding the extent to which file movement control tools reduce the time taken to retrieve files, twenty percent (20%) of respondents rated the effect as "very high" twenty-eight percentage (28%)of respondent said "high," and a further forty percent (40%) rated it as "moderate." Only eight percent (8%) rated the effect as "low" and four percentage (4%) rated the effects as "very low."

This distribution indicates that most respondents perceive a positive, though not uniformly strong, contribution of the tools to faster file retrieval. Because a properly maintained movement record shows exactly which office or officer currently holds a file, staff are able to locate files more quickly than they would through manual searching. The propel management of file movement control tools help in reduce the time taken to retrieval of files that is because file movement control tools help in tracking and ensure accessibility of file when needed I the registry for operation activities within the organization so can avoid that problem that my arrived in the registry.

This is in line with Njeri, Maku and Muriira (2022), who found that stronger records management technology and practice at the Land Registry in Nyandarua County, Kenya, translated into faster and more reliable service delivery to clients.

4.4.2 file movement control tools reduce the loss or misplacement of files

Table 4.0: file movement control tools reduce the loss or misplacement of files.

S/N	**Categories**	**frequency**	**Percentage**
i.	Strongly Agree	5	20%
ii.	Agree	6	24%
iii.	Neutral	10	40%
iv.	Disagree	2	8%
v.	Strong Disagree	2	8%
	Total	**25**	**100%**

Sources, Field data,(2026)

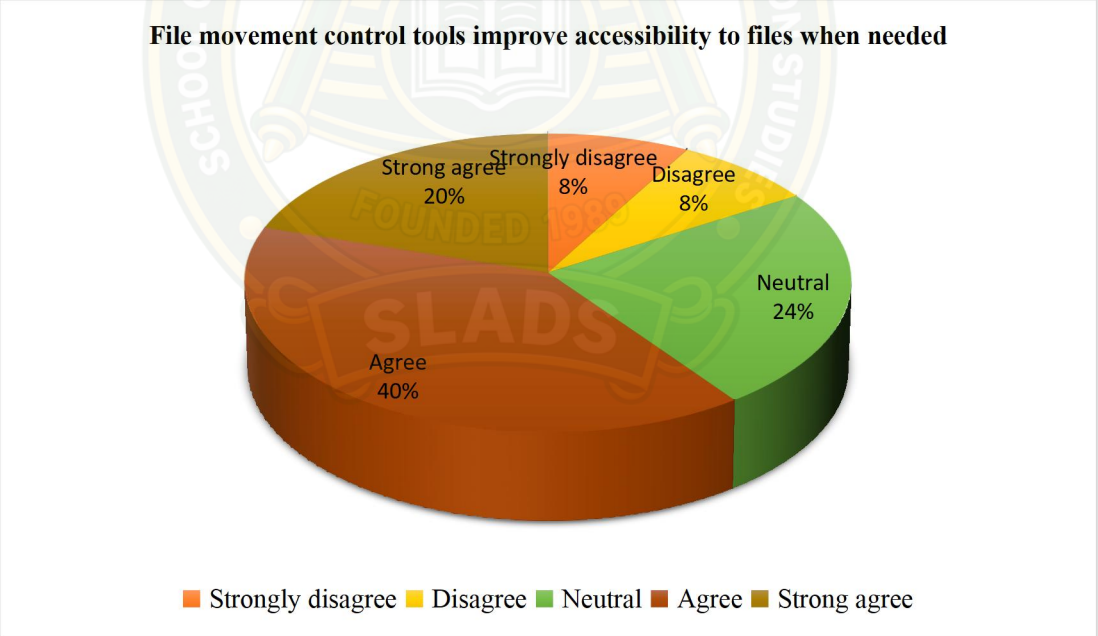
SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

On whether file movement control tools reduce the loss or misplacement of files, (24%) of respondents agreed (40%) strongly agreed, while eight percent (8%) disagreed (8%) strongly disagreed. Notably, forty percent (24%) of respondents were .

these means that the file movement control tools help in reducing misplacement and loss of file within the ministry .that is because the file movement control tools help in tracking the movement of file within the registry so help in locating the files in the storage area and knowing the last use of that file is whom . when file is clear recorded in the file movement control tools such as file movement slip , file senses can make difficult to lose or misplacement because file is recorded well in those tools .

4.4.3 file movement control tools improve accessibility to files when needed

Figure 7.0: file movement control tools improve accessibility to files when needed



Sources, Field data,(2026)

File movement control tools help in accessibility of file when needed forty percentage (40%) of respondent where agree, twenty percentage (20%) of respondent is strongly agreed, while twenty-four percent (24%) were neutral and Only sixteen percent (16%) disagreed .This finding suggests that most staff perceive a tangible

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

benefit from the tools in ensuring files can be located and accessed promptly, which is consistent with the earlier finding on reduced retrieval time. Thise means that when file movement control tools are managed well in the registry can make the small time of retrieval of file when needed because these tools help in tracking and managing the movement of file from one office to another office and make easy to track the file when needed for daily operation activity within the ministry.

Hendrawan et al. (2025), who linked improved records handling practices, including staff training, to faster and more accessible administrative service. The convergence of these results reinforces the interpretation that, where file movement control tools are properly used, they support both faster retrieval and more reliable access to records, thereby directly supporting the daily operational needs of the registry.

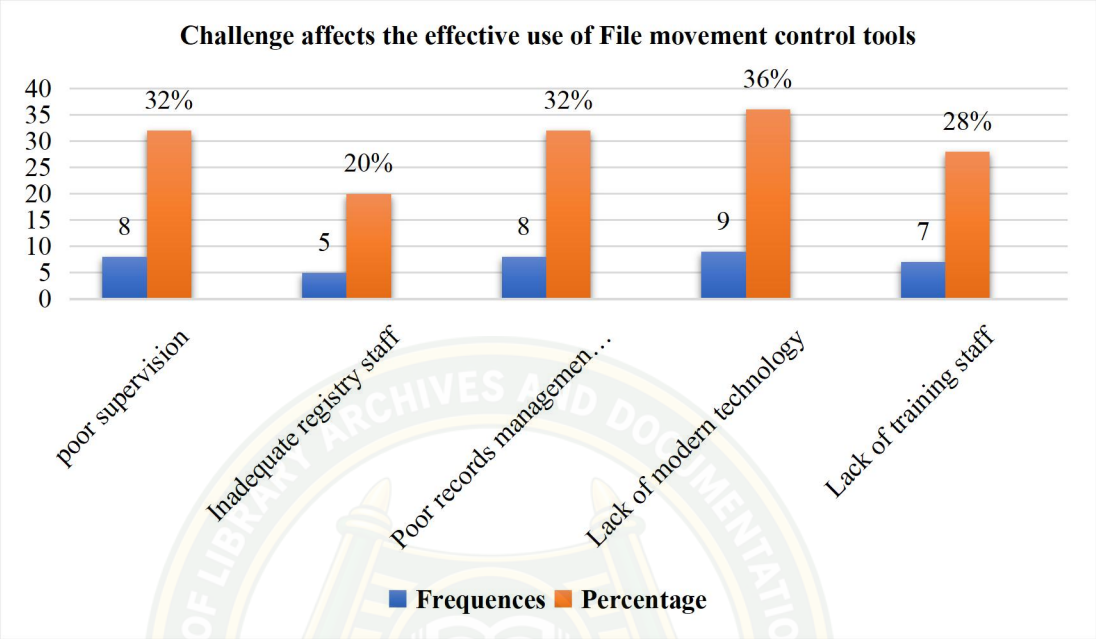
4.4 Challenges Affecting the Effective Use of File Movement Control Tools at ministry of Land Housing and Human Settlement Development

This part it explains the challenges that affect the effective use of file movement control tools in the registry these heading shifts focus to the problems that get in the way of using them properly. It introduces three areas of difficulty: general challenges, staff training levels, and how training (or the lack of it) affects performance.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

4.4.1: Challenge affects the effective use of File movement control tools

Figure 8.0: Challenge affects the effective use of File movement control tools



Sources, Field data,(2026)

Figure 8. presents a multiple-response distribution of the challenges affecting the effective use of file movement control tools. Lack of modern technology was the most frequently cited challenge, mentioned by 9 respondents (36%), followed by poor supervision and poor records management system, each cited by 8 respondents (32%). Lack of trained staff was cited by 7 respondents (28%), while inadequate registry staff was cited by 5 respondents (20%). These means that staff are not have enough knowledge because of poor supervision and poor records management system also lack of modern technology can cause the poor filing movement control tools in the organization .

> *Through instrument of data collection, one of respondent said that one among of most challenge faced on managing file movement control tools which are lack of modern technology this challenge faced in every department of managing of records within the ministry also another major challenges which is lack of training on the uses of file movement control tools and poor records management system.*

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

These findings are consistent with *Bwiruka and Mutula (2020)* and with the broader review by *Adu (2023)*, both of which identify staff training gaps, weak technological infrastructure and inadequate supervision as recurrent barriers to effective records and file management in public sector organizations. The prominence of the technology-related challenge also mirrors observations by *Payowela (2024)* on the barriers to the adoption of information and communication technology in Tanzania's public sector administration,

4.4.2 Staff Properly Trained on the Use of File Movement Control Tools

Table 5.0: Staff Properly Trained on the Use of File Movement Control Tools

S/N	Staff trained	Frequences	Percentages
1	Yes	14	56%
2	No	11	44%
	Total	**25**	**100%**

Sources, Field data,(2026)

Table 5.0. shows whether respondents believed that staff were properly trained on the use of file movement control tools. Out of 25 respondents, 14 (56%) said Yes, and 11 (44%) said No. Although slightly more than half of the respondents said that staff were properly trained, the gap is very narrow. The fact that 44% of respondents said No indicates a serious concern about the adequacy of training at the Ministry. Nearly half of the staff working with these tools feel that they or their colleagues have not been given sufficient training.

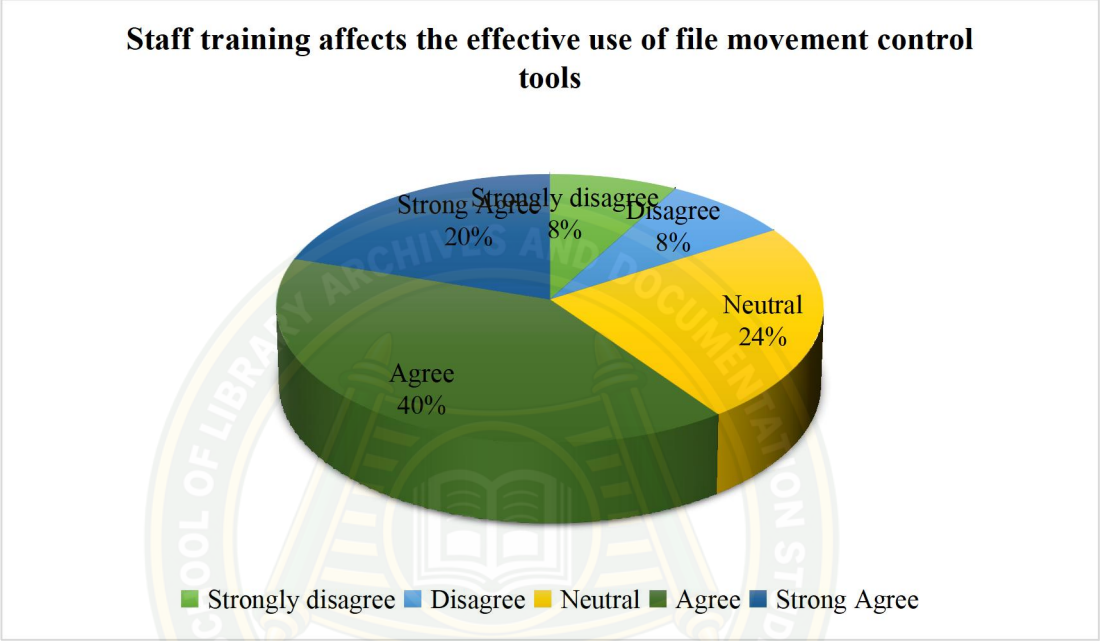
Proper training is one of the most important factors in ensuring that file movement control tools are used effectively. Without training, staff may not know how to fill in registers correctly, how to use file transit Lader, or what procedures to follow when a file is moved. This can lead directly to the problems identified in earlier tables, such as difficulty in locating files and the loss or misplacement of records. This finding strongly suggests that the Ministry needs to invest more in training its staff, particularly those in the Registry and Administrative departments. Training should be

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

regular, practical, and tailored to the level of education and experience of the staff members involved.

4.4.3 staff training affects the effective use of file movement control tools

Figure 9.0: staff training affects the effective use of file movement control tools



Sources, Field data,(2026)

The findings show that a majority of respondents, sixty percent (60%) when the "agree" and "strongly agree" categories are combined, acknowledged that lack of staff training affects the effective use of file movement control tools, while only sixteen percent (16%) disagreed. A further twenty-four percent (24%) remained neutral. This result suggests that inadequate training of registry staff is a real obstacle on how well file movement control tools such as movement slips, transit sheets and registers are applied in practice. Even where such tools exist, staff who have not been properly oriented on their use are likely to complete them inconsistently, skip mandatory fields, or fail to update them promptly, which in turn undermines the very purpose the tools are meant to serve.

During the interview one of respondent said that" lack of staff training cause delay of retrieving file when needed that can cause the customer complins and lock a profession image " and suggest that the staff should have the training section which

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

help in management of file movement control tools in the ministry and can avoid that problem that may occurred .

This finding agrees with Hendrawan et al. (2025), who found that staff training, alongside digitalization and record classification, significantly enhances administrative speed and productivity in public service records handling.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter provided summary of the major finding, conclusion and recommendation of the study. The recommendation is based on the finding of the study given by the respondent through use of data collection instrument such as interview guide and questionnaire guide during the research study. The summary of the research finding provided based on the objective of the study.

5.2 Summary of Findings

The study aimed to evaluate the effective use of file movement control tools in public offices, using the Ministry of Lands, Housing and Human Settlements Development, Dar es Salaam, as a case study. Data were collected from 25 respondents through interviews and questionnaires. The study found that the registry at the Ministry uses a combination of file movement control tools, including the incoming and outgoing mail registers, file transit sheet, file movement slip, transit ladder, file diary and file census, although the mail registers were the most widely used while tools such as the transit ladder and file diary were comparatively underused.

The study further found that a majority of respondents, considered file movement control tools helpful in locating files easily, and agreed that these tools reduce the loss or misplacement of files. The registry department was identified as the primary department responsible for managing these tools, with the records management unit and administrative department playing supporting roles. however, the effective use of the tools was found to be constrained by several challenges, such as lack of modern technology , poor supervision , a poor records management system , lack of trained staff and inadequate registry staff .respondents confirmed that staff were properly trained on the use of these tools.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

5.3 Conclusion

Based on the findings, the study concludes that file movement control tools remain an important mechanism for tracking, locating and safeguarding files within the registry of the Ministry, and that their use is generally perceived positively by staff. However, the effectiveness of these tools is undermined by inconsistent application of the full set of recommended tools, limited modern technology, inadequate supervision, and uneven staff training. These challenges resonate with wider findings in the records management literature on public sector institutions in Tanzania and the East African region, which consistently point to staff capacity, technological infrastructure and supervisory support as decisive factors in effective records and file management, The study therefore concludes that without deliberate investment in training, supervision and modernization of registry systems, file movement control tools at the Ministry will continue to be applied inconsistently, undermining the traceability and security of public records.

5.4 Recommendations

Based on the conclusions above, the study recommends the following:

The Ministry should ensure consistent and uniform use of the full set of prescribed file movement control tools, including the file transit sheet, transit ladder and file census, alongside the mail registers already in wide use, in line with the standards set out in the *Registry Procedures Manual*.

The Ministry should invest in regular, structured training programmer for registry and administrative staff on the proper use of file movement control tools, to close the training gap identified in the study,

Management should strengthen supervision of registry operations to ensure that file movements are recorded promptly and accurately, thereby addressing the poor supervision cited by 32% of respondents as a key challenge.

The Ministry should explore the gradual introduction of appropriate technology, such as computerized or electronic file-tracking systems, to complement manual

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

tools and reduce the technological constraints on the benefits of technology adoption in records management within Tanzanian public institutions.

The registry department should be adequately staffed and resourced, and its role in managing file movement control tools should be reinforced through clear policies and closer collaboration with the records management unit and administrative department.

5.5 Areas for Further Study

This study focused on the Ministry of Lands, Housing and Human Settlements Development in Dar es Salaam and was based on a relatively small sample of 25 respondents. Future studies could extend this investigation to other ministries, departments and agencies to allow for broader generalization of findings. Further research could also examine the extent to which the adoption of electronic document and records management systems improves the effective use of file movement control tools in Tanzanian public offices,

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

REFERENCES

Adu, F. (2023). Assessment of records management practices among the public sector: A case of Ghana (Unpublished master's thesis). Kwame Nkrumah University of Science and Technology.

Ambira, K., & Kemoni, H. (2020). Records management and risk management in the public sector. Journal of the South African Society of Archivists, 53, 89–105.

Ary, D., Jacobs, L., Sorensen, C., & Walker, D. (2019). Introduction to research in education (10th ed.). Cengage Learning.

Asogwa, B. E. (2013). The challenge of managing electronic records in developing countries: Implications for records managers in Sub-Saharan Africa. Records Management Journal, 23(3), 198–211.

Babbie, E. (2016). The practice of social research (14th ed.). Cengage Learning.

Bryman, A. (2016). Social research methods (5th ed.). Oxford University Press.

Bwiruka, A. W., & Mutula, S. M. (2020). Factors influencing electronic records management system adoption in public universities in Kenya: A technology acceptance model perspective. International Journal of Information Management, 52, 102059.

Chachage, B., & Ngulube, P. (2006). Management of business records in Tanzania: An overview. African Journal of Library, Archives and Information Science.

Cohen, L., Manion, L., & Morrison, K. (2018). Research methods in education (8th ed.). Routledge.

Creswell, J. W. (2018). Research design: Qualitative, quantitative and mixed methods approach (5th ed.). Sage Publications.

Hassan Dotto, M., & Mwantimwa, K. (2024). Electronic records management in Tanzanian courts. Information Development, 40(1), 131-146.

International Council on Archives. (2016). Principles and functional requirements for records in electronic office environments. ICA.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

International Organization for Standardization (ISO). (2016). ISO 15489-1: Information and documentation – Records management.

International Records Management Trust (IRMT). (2003). Case study on records management in Tanzania. IRMT.

International Records Management Trust (IRMT). (2011). Managing public sector records: A training programmer. IRMT.

International Records Management Trust (IRMT). (2015). Managing current records: A procedures manual.

International Records Management Trust. (2007). Fostering trust and transparency in governance: Tanzania case study. IRMT.

Katuu, S. (2015). Managing records in Africa: Past, present and future. Journal of the South African Society of Archivists.

Kaupa, S., & Chisa, K. (2020). Adoption of the electronic document records management system within the public sector in Namibia: Exploring the challenges and opportunities. International Journal of Operations Management, 1(1), 7-18.

Kemoni, H. N. (2007). Records management practices and public service delivery in Kenya. Theoretical and Empirical Researches in Urban Management.

Kemoni, H., & Ngulube, P. (2007). Records and archives management in Africa. Records Management Journal, 17(2).

Lowry, J. (2012). Integrity in government through records management: Essays in honor of Anne Thurston. Ashgate Publishing.

Lungu, M., Mnzava, I., & Mollel, M. (2021). Assessment of land records management in Tanzania: A case of Ministry of Lands, Housing and Human Settlements Development. Tanzania Journal of Information and Communication Technologies.

Marutha, N. S., & Ngoepe, M. (2017). Medical record management framework to support public health care services in Limpopo Province of South Africa. Records Management Journal, 28(2), 187-203.

Matto, C., & Athumani, B. (2018). Records management practices in Tanzania public sector.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Mbatha, L. S., & Luthuli, L. (2021). Records management practices to improve efficiency and service delivery at Qalakabusha and Westville correctional facilities. Library Philosophy and Practice (e-journal), 1-21.

Millar, L. (2017). Archives: Principles and practices. Facet Publishing.

Mogha, H., Dulle, F., & Benard, R. (2025). Assessment of land records management practices in Tanzania's district councils. Record and Library Journal, 11(2), 298-311.

Mojapelo, M., & Ngoepe, M. (2021). Records management as a catalyst for good governance in South African municipalities. Records Management Journal, 31(1), 1-19.

Mwantimwa, K., & Dotto, S. (2024). Use of records management systems in Tanzania public sector organizations. Records Management Journal, 35(1).

National Archives and Records Administration. (2010). Electronic records archives system.

Ndenje-Sichalwe, E., Ngulube, P., & Stilwell, C. (2022). Managing public records as a strategic resource for government performance in Tanzania. African Journal of Library, Archives and Information Science.

Ngulube, P. (2015). Handbook of research on heritage management and preservation.

Payowela, M. (2024). Adoption of ICT in public sector administration in Tanzania: Barriers and opportunities. Tanzania Journal of Development Studies, 18(1), 55-72.

Read-Smith, J., & Ginn, M. (2018). Records management. Cengage Learning.

Saffady, W. (2021). Records and information management: Fundamentals of professional practice (4th ed.). ARMA International.

Schellenberg, T. R. (1956). Modern archives: Principles and techniques. University of Chicago Press.

Shepherd, E., & Yeo, G. (2003). Managing records: A handbook of principles and practice. Facet Publishing.

Shepherd, E., & Yeo, G. (2016). Managing records: A handbook of principles and practice.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

Shonhe, L. (2017). Records management practices in support of service delivery: A case study of registries in a public institution. Unpublished master's dissertation.

Touray, R. (2021). Records management in organizations.

United Republic of Tanzania (URT). (2002). Records and Archives Management Act, No. 3. National Archives of Tanzania.

United Republic of Tanzania, President's Office, Public Service Management. (2013). Registry procedures manual. Records and Archives Management Division, URT.

Upward, F. (1996). Structuring the records continuum – Part one: Post-custodial principles and properties. Archives and Manuscripts, 24(2), 268–285.

Wamukoya, J., & Mutula, S. (2005). E-records management in Africa. Information Development.

World Health Organization. (2021). Ethics in health research: Principles and guidance. WHO.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

APPENDIX I.

RESEARCH QUESTIONNAIRES ON EFFECTIVE USE OF FILE MOVEMENT CONTROL TOOLS.

Am Muhamad Mwamzia a student of school of Library Archives and Documentation Studies pursing an Ordinary Diploma in Record and Archives Management, as a party of study programmer. Am conducting a research proposal on an evaluation on effective use of file movement control tools in public office at Ministry of land housing and human settlement development. Therefore, humbly request to responded honestly to these questionnaires guide which will help to collect data in your institution. This questionnaire is designed to collect information for academic research. The information provided will be used strictly for academic purposes and will be treated with confidentiality.

Please answer the questions honestly by ticking (✓) the appropriate option or writing your response where necessary.

Thank you.

Please tick (✓) the correct answer.

SECTION A: : Background information.

1. What is your gender?

a) Male ( )
b) Female ( )

2. What is your age?

a) 20–30 years ( )
b) 31–40 years ( )
c) 41–50 years ( )

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

d) Above 50 years ( )

3. What is your level of education?

a) Certificate ( )
b) Diploma ( )
c) Bachelor Degree ( )
d) Postgraduate ( )

4. what is your Working Experience?

a) Less than 5 years ( )
b) 5–10 years ( )
c) 11–15 years ( )
d) More than 15 years ( )

5. Which file movement control tools are used in your registry? (Tick all that apply)

a) Bring-Up Diary ( )
b) File Diary ( )
c) File Movement Slip ( )
d) File Transit Sheet ( )
e) Incoming Mail Register ( )
f) Outgoing Mail Register ( )
g) File Census ( )
h) Transit Ladder ( )

6. Do file movement control tools help in locating files easily?

a) Yes ( )
b) No ( )

7. which file movement control tool is used most frequently in your registry?

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

a) Bring-Up Diary ( )
b) File Diary ( )
c) File Movement Slip ( )
d) File Transit Sheet ( )
e) Incoming Mail Register ( )
f) Outgoing Mail Register ( )
g) File Census ( )
h) Transit Ladder ( )

8. do file movement control tools reduce the time taken to retrieve files?

a) Very high
b) High
c) Moderate ( )
d) Lowe
e) Very Lowe

9. file movement control tools reduce the loss or misplacement of files?

a) Strong agree
b) Agee
c) Neutral ( )
d) Disagree
e) Strong disagree

10. file movement control tools improve accessibility to files when needed?

a) Strong agree
b) Agee
c) Neutral ( )
d) Disagree
e) Strong disagree

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

11. What challenges affect the effective use of file movement control tools? (Tick all that apply)

a) Lack of training for staff ( )
b) Poor supervision ( )
c) Staff negligence ( )
d) Inadequate registry staff ( )
e) Poor record management systems ( )
f) Lack of modern technology ( )

12. .Are staff properly trained to use file tracking tools?

a) Yes ( )
b) No ( )

13. lack of staff training affects the effective use of file movement control tools?

a) Strong agree
b) Agee
c) Neutral ( )
d) Disagree
e) Strong disagree

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

APPENDIX II

INTERVIEW GUIDE FOR ADMINISTRATIVE.

These will be an interview framework which will help to gather data from your intuitions.

SECTION A: BACKGROUND INFORMATION

1. What is your position in the Ministry?

2. How long have you been working in this Ministry?

SECTION B: FILE MOVEMENT CONTROL TOOLS IN USE

1. Which file movement control tools are currently used in your department/registry?

2. Among the tools mentioned, which one is the most effective in your daily work?

SECTION C: EFFECTIVENESS OF THE TOOLS

1. In your opinion, do file movement control tools help in locating files easily?

2. Do you think these tools help to reduce the loss or misplacement of files? How?

SECTION D: CHALLENGES

1. What are the major challenges affecting the effective use of file movement control tools in your office?

2. How do these challenges affect service delivery to the public?

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

APPENDIX III:

RESEARCH WORK PLAN SCHEDULE OR TIME PLAN DURING THE PROCESS OF PREPARE A RESEARCH REPORT.

ACTIVITIES	APRIL	MEI	JUNE	JULY	AUGUST
Data collection at ministry of land housing and human settlement development.					
Start to formulate data analysis and summary, conclusion and recommendation.					
Submit first draft of research report					
Submit finally draft of research report.					
Collect research report to research department.					

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

APPENDIX IV.

A DETAIL RESEARCH BUDGECT.

DETAILS	PRICE PER EACH ITEM	TSH.
Stationary	Ream paper1@12,000/=	12,000
	Printing questionnaires 3@1000	3,000
	Copying for questionnaire 60@300	18,000
	Printing interview 5@2500	12,500
	Printing approval letter 1@300	300
	Ream paper for taking note on interview. 50@200	10,000
Research proposal	Printing first draft page 25@200	5,000
	Printing second draft page 33@200	6,600
	Binding research proposal cost 1@5000	5000
Data collection	Transportation to data collection area 10×2@3000	60,000
	Meals 1 plate @1500 ×10	15,000
	Water 10 bottom @1000	10,000
Research report	Printing first draft page 47@200	9,400.
	Printing second draft 49@200	9,800.
	Binding research report cost1@50000	50,000.
Total	TSH.	226,600 Tsh.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

APPENDIX V.

LITERATURE REVIEW GUIDE.

1. concept of records management.
2. concept of file movement controls.
3. file movement control tools used in the registry.
4. effectiveness of file movement controls in facilitating accessibility to file.
5. challenges affecting the effective use of file movement control tools.
6. strategies for Improving the use of file movement control tools.
7. theoretical framework.
8. conceptual Framework.
9. Research gap.
10. Conclusion.

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz

APPENDIX VI.

VERIFICATIO FOR DATA COLLECTION

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF LANDS, HOUSING AND HUMAN SETTLEMENTS DEVELOPMENT

Phone: +255 26 2963309/13/14
Fax +255 26 296 3316
Email address: ps@lands.go.tz
Website: www.ardhi.go.tz

1 ARDHI STREET,
P.O BOX 9132,
11477 DAR ES SALAAM.

In reply please quote:
Ref.No. EA.176/546/02. A.

17.04.2026

Rector,
School of Library Archives and Documentation Studies,
P.O Box 227,
BAGAMOYO - PWANI.

RE: PERMISSION TO DATA COLLECTION

Please refer your letter with reference No. DA.201/457/VOL/1/20 dated on 17 April 2026 in respect of the above subject.

I would like to inform you that, your students below were permitted to collect data at Ministry of Lands, Housing and human settlements development on her research for academic pursuit on Diploma in Records and Archives Management.

1. Muhamad Rashid Mwamzia
2. Ibrahim Ismail Ngana
3. Ibrahim Mdachi Jaribu

Thank you for your cooperation.

Rebeca B. Kamihanda
For: Permanent Secretary

For: Permanent Secretary
Ministry of Land, Housing and Human Settlements Developments
1 Ardhi Street, 11477
DAR ES SALAAM

SLADS Research Hub · SLADS/2026/00008 · repository.slads.sc.tz