SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTATION STUDIES

SLADS - BAGAMOYO.

A RESEARCH REPORT ON

RESEARCH TITLE: AN EVALUATION OF COMPLIANCE WITH GOVERNING RECORDS MANAGEMENT FRAMEWORKS IN THE PUBLIC SECTOR: A CASE STUDY OF BAGAMOYO DISTRICT COUNCIL.

BY

ROSEMARY BOMANI KITUHO

A Research Report Submitted to the School of Library, Archives and Documentation Studies (SLADS), BAGAMOYO, as Partial Fulfilment of the requirements for the Award of the Ordinary Diploma in Records and Archives Management.

August, 2026

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

CERTIFICATION

I, the undersigned, certify that I have read and hereby recommend for acceptance by the School of Library, Archives and Documentation Studies (SLADS), Bagamoyo, this research report entitled “An Evaluation of Compliance with Governing Records Management Frameworks in the Public Sector: A Case Study of Bagamoyo District Council.” The report is submitted in partial fulfilment of the requirements for the award of the Ordinary Diploma in Records and Archives Management.

.....

Mr. Nivard Joseph Lwinga

(Supervisor)

.....

Signature

.....

Date

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

DECLARATION AND COPYRIGHT

I, ROSEMARY BOMANI KITUHO, declare that this research report entitled "An Evaluation of Compliance with Governing Records Management Frameworks in the Public Sector: A Case Study of Bagamoyo District Council" is my own original work and that it has not been presented and will not be presented to any other university or higher learning institution for a similar or any other academic award.

.....

ROSEMARY BOMANI KITUHO

(Student)

.....

Signature

.....

Date

Copyright

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

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

ACKNOWLEDGEMENT

I wish to express my sincere gratitude to Almighty God for granting me strength, wisdom, good health, and perseverance throughout my academic journey and the successful completion of this research report.

My deepest appreciation goes to my research supervisor, Mr. Nivard Joseph Lwinga, for his valuable guidance, constructive comments, and continuous support, which greatly improved the quality of this work.

I am also grateful to the management and staff of Bagamoyo District Council for their cooperation and assistance during data collection. Their contributions were essential in achieving the objectives of this study.

Special thanks are extended to the management, lecturers, and staff of the School of Library, Archives and Documentation Studies (SLADS), Bagamoyo, for providing academic knowledge, guidance, and a supportive learning environment.

Finally, I acknowledge my family, relatives, and friends for their encouragement and patience throughout my studies, as well as all individuals who contributed directly or indirectly to the completion of this report.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

DEDICATION

I dedicate this research report to my family for their encouragement, patience, and support throughout my academic journey. I also dedicate this work to all individuals who have contributed to my education and inspired me to pursue knowledge and professional development.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

ABBREVIATIONS AND ACRONYMS

BRELA – Business Registrations and Licensing Agency

ICA – International Council on Archives

ICT – Information and Communication Technology

IRMT – International Records Management Trust

ISO – International Organization for Standardization

RAMD – Records and Archives Management Department

SLADS – School of Library, Archives and Documentation Studies

UNDESA – United Nations Department of Economic and Social Affairs

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

ABSTRACT

Although Tanzania has established legal and policy frameworks to guide records management in public institutions, compliance remains inconsistent, affecting accountability and service delivery. This study evaluated compliance with governing records management frameworks at Bagamoyo District Council. The general objective was to assess compliance, while the specific objectives were to: (i) assess the level of compliance among staff and action officers, (ii) identify factors affecting compliance, and (iii) examine existing practices and measures used to support compliance. A descriptive case study design was employed. The study involved 25 respondents selected through purposive and simple random sampling techniques. Data were collected using questionnaires, interviews, and documentary review. Quantitative data were analysed using descriptive statistics, while qualitative data were analysed thematically. The findings revealed a moderate level of compliance. Respondents were generally aware of the Records and Archives Management Act No. 3 of 2002, but awareness and accessibility of other frameworks were limited. Compliance varied across departments, with some staff relying on routine practices instead of approved procedures. Institutional and resource constraints including inadequate training, shortage of qualified personnel, limited financial resources, weak monitoring mechanisms, and insufficient ICT infrastructure were identified as the main barriers to compliance. The study concludes that effective compliance depends not only on the existence of frameworks but also on institutional support, continuous staff training, adequate resources, and effective monitoring. It recommends strengthening staff capacity, improving access to frameworks, enhancing ICT infrastructure, allocating sufficient resources, and conducting regular monitoring and audits. A key policy implication is that sustainable compliance in local government requires investment in both human and technological capacity to ensure accountability and improved service delivery

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

TABLE OF CONTENTS

CERTIFICATION i
DECLARATION AND COPYRIGHT ii
ACKNOWLEDGEMENT iii
DEDICATION iv
ABBREVIATIONS AND ACRONYMS v
ABSTRACT vi
LIST OF TABLES xi
LIST OF FIGURES xii
CHAPTER ONE 1
INTRODUCTION AND BACKGROUND OF THE STUDY 1
1.1 Introduction 1
1.2 Background of the study 1
1.3 Statement of the problem 3
1.4 General objective 4
1.4.1 Specific objectives 4
1.5 Research questions 4
1.6 Significance of the study 5
1.7 Scope of the study 5
1.8 Limitation of the study 5
1.9 Definition of operational terms 6
1.9.1 Records management 6
1.9.2 Compliance 6
1.9.3 Records management frameworks 6
1.9.4 Public sector 6
1.9.5 Records life cycle concept 6
CHAPTER TWO 7
LITERATURE REVIEW 7
2.1 Introduction 7
2.2 Concept of records management 7
2.3 Governing records management frameworks 8
2.4 Compliance with governing records management frameworks 8
2.5 Factors affecting compliance with governing records management frameworks 9
2.6 Existing practices and measures supporting compliance 10

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

2.7 Empirical review of previous studies 10
2.8 Research gap 11
CHAPTER THREE 13
RESEARCH METHODOLOGY 13
3.1 Introduction 13
3.2 Research type 13
3.3 Research design 13
3.4 Area of the study 14
3.5 Population of the study 14
3.6 Sample size 14
3.7 Sampling techniques 16
3.7.1 Purposive sampling 16
3.7.2 Simple random sampling 16
3.8 Data collection methods 16
3.9 Source of data 17
3.10 Ethical issues 18
3.11 Data processing and analysis 18
CHAPTER FOUR 19
DATA PRESENTATION, ANALYSIS AND DISCUSSION 19
4.1 Introduction 19
4.2 Response rate 19
4.3.1 Years of work experience of respondents 20
4.3.2 Highest level of education of respondents 21
4.4 Objective one: To assess the level of compliance with governing records management frameworks within the records office among staff and action officers 22
4.4.1 Awareness of governing records management frameworks 22
4.4.2 Availability of governing records management frameworks in departments 23
4.4.3 Compliance with records management frameworks 24
4.4.4 Compliance with records management procedures throughout the records life cycle 26
4.5 Objective two: To identify the factors affecting compliance with governing records management frameworks 27
4.5.1 Monitoring and auditing of records 27
4.5.2 Records management system used in departments 28

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

4.5.3 Factors affecting compliance with records management frameworks 30
4.5.4 Availability of trained personnel for records management 31
4.6 Objective three: To examine existing practices and measures used to support compliance with records management frameworks within the records office 33
4.6.1 Major challenges affecting compliance with records management frameworks ...33
4.6.2 Recommendations for improving compliance with records management frameworks 34
4.7 Document review findings 36
4.8 Chapter summary 37
CHAPTER FIVE 38
SUMMARY, CONCLUSION AND RECOMMENDATIONS 38
5.1 Introduction 38
5.2 Summary of the findings 38
5.2.1 Objective one: To assess the level of compliance with governing records management frameworks among staff and action officers 38
5.2.2 Objective two: To identify the factors affecting compliance with governing records management frameworks 38
5.2.3 Objective three: To examine existing records management practices and measures used to support compliance with governing records management frameworks at Bagamoyo District Council 39
5.3 Conclusion 39
5.4 Recommendations 39
5.4.1 Recommendations to Bagamoyo District Council 39
5.4.2 Recommendations to the Records and Archives Management Department (RAMD) 40
5.4.3 Recommendations to the President's Office – Public Service Management and Good Governance 40
5.5 Areas for further research 41
REFERENCES 42
BIBLIOGRAPHY 45
APPENDIX I 48
RESEARCH QUESTIONNAIRE FOR RECORDS OFFICERS AND ACTION OFFICERS 48
APPENDIX II 53
INTERVIEW GUIDE FOR HEADS OF DEPARTMENTS AND KEY RECORDS MANAGEMENT OFFICERS 53

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

APPENDIX III.....55
RESEARCH WORK PLAN SCHEDULE FOR RESEARCH PREPARATION.....55
APPENDIX IV.....56
A DETAIL RESEARCH BUDGET.....56
APPENDIX V.....57
LETTERE APPROVAL 57

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

LIST OF TABLES

Table 3.1.Distribution of respondents by category 15
Table 4.1: Response rate of the respondents 20
Table 4.2: Distribution of respondents by years of work experience 20
Table 4.3: Distribution of respondents by highest level of education 21
Table 4.4: Compliance with records management frameworks 25
Table 4.5: Compliance with records management procedures throughout the records life cycle 26
Table 4.6: Frequency of records monitoring or auditing to ensure compliance 27
Table 4.7: Availability of trained personnel for records management 32
Table 4.8: Major challenges affecting compliance with records management frameworks 33
Table 4.9: Respondents' recommendations for improving compliance with records management frameworks 35

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

LIST OF FIGURES

Figure 4.1: Respondents' awareness of governing records management frameworks.....22
Figure 4.2: Availability of governing records management frameworks in departments 23
Figure 4.3: Records management systems used in the departments 28
Figure 4.4: Factors affecting compliance with governing records management frameworks 30

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

CHAPTER ONE

INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 Introduction

This chapter introduces the research problem and provides the background to the study. It presents the background to the research problem, the statement of the problem, the general and specific objectives, the research questions, the significance of the study, the scope of the study, the limitations of the study, and the operational definitions of key terms.

1.2 Background of the study

Records management is a core function in the public sector because it ensures that records documenting government activities, decisions, and transactions are systematically created, maintained, and preserved as reliable evidence. These records support service delivery, informed decision-making, performance evaluation, and public accountability. The management of records is guided by legal and regulatory frameworks, including laws, regulations, policies, and standards, which help organisations meet their statutory obligations and achieve compliance (Kashaija, 2019). These frameworks also establish procedures for managing records throughout their life cycle while safeguarding confidentiality and information security (Mzigo et al., 2025).

At the global level, governments and professional organizations have established legal, policy, and professional frameworks to regulate records management in both public and private institutions. One major development was the introduction of International Organization for Standardization (ISO) 15489 in 2001, which provided internationally recognised principles for managing records. The revised standard, ISO 15489-1:2016, emphasises that records should be created, captured, managed, and maintained as reliable evidence of organisational activities. It also highlights the integration of records management into routine business processes to support accountability, transparency, and good governance (ISO, 2016). In addition, several countries have introduced access to information and public records legislation. For example, the United Kingdom established the Public Records Act 1958 and the Freedom of Information Act 2000,

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

which provide legal provisions for the management, preservation, retention, disposal, and access to public records (United Kingdom, 1958; United Kingdom, 2000).

In Africa, public sector records management has continued to face challenges associated with historical recordkeeping practices, inadequate resources, limited numbers of trained records professionals, weak enforcement of regulations, and insufficient infrastructure. To address these challenges, several African countries have developed legal and institutional frameworks to strengthen records management and promote accountability in public administration. For example, South Africa established the National Archives and Records Service of South Africa Act No. 43 of 1996, which provides a framework for the management and preservation of public records. This is supported by the Promotion of Access to Information Act No. 2 of 2000, which promotes transparency and access to information, and the Electronic Communications and Transactions Act No. 25 of 2002, which supports the management of electronic records (Republic of South Africa, 1996; Republic of South Africa, 2000; Republic of South Africa, 2002).

In East Africa, governments have also introduced legal frameworks to regulate records management in public institutions. Kenya established the Public Archives and Documentation Service Act (Cap. 19 of 1965) to provide for the preservation, custody, and management of public archives and records. Kenya also enacted the Records Disposal Act (Cap. 14 of 1962), which provides legal authority for the disposal of records held by the High Court and the Registrar-General (Republic of Kenya, 1962; Republic of Kenya, 1965). Similarly, Uganda enacted the National Records and Archives Act, 2001, which provides a framework for the management, preservation, utilisation, and disposal of public records to support accountability and effective administration (Republic of Uganda, 2001).

These international and regional frameworks demonstrate the importance of establishing legal and policy requirements for effective records management. However, the existence of governing frameworks alone does not guarantee compliance. Effective implementation depends on factors such as staff awareness, availability of resources, professional competence, management support, and monitoring mechanisms. Therefore, evaluating compliance with governing records management frameworks remains

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

important, particularly in public institutions where records support accountability, service delivery, and decision-making.

In Tanzania, records management in the public sector is governed by the Records and Archives Management Act No. 3 of 2002, the Records and Archives Management Regulations (2007), the National Records and Archives Management Policy (2011), and the Registry Procedures Manual (2007). These frameworks provide guidance on the creation, maintenance, use, security, retention, and disposal of public records and assign responsibilities for effective records management within public institutions (United Republic of Tanzania, 2002; United Republic of Tanzania, 2007; United Republic of Tanzania, 2011). However, despite the existence of these frameworks, studies have revealed that public institutions continue to experience challenges in their implementation, including inadequate resources, limited staff training, weak monitoring and supervision, and insufficient institutional support (Kashaija, 2019; Kashaija & Ndumbaro, 2021; Rutta, 2021). These challenges affect the accessibility, reliability, and effective management of public records, thereby undermining accountability and service delivery. Therefore, this situation created the need to evaluate compliance with governing records management frameworks and identify the factors affecting their implementation at Bagamoyo District Council.

1.3 Statement of the problem

Records management supports effective service delivery, accountability, and decision-making in the public sector. In Tanzania, the government has established legal and policy frameworks, including the Records and Archives Management Act No. 3 of 2002, Records and Archives Management Regulations (2007), National Records and Archives Management Policy (2011), and Registry Procedures Manual (2007), to guide records management practices in public institutions.

Despite the existence of these frameworks, studies have shown that compliance within local government authorities remains inconsistent. Public institutions have experienced challenges such as incomplete or misplaced records, inadequate implementation of procedures, limited staff capacity, and insufficient resources, which affect service delivery, transparency, and accountability (Rutta, 2021). These challenges demonstrate

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

the gap between the availability of regulatory frameworks and their effective implementation in practice.

Although previous studies have examined general records management challenges in Tanzanian public institutions, limited empirical evidence exists regarding compliance with governing records management frameworks at the district council level, particularly at Bagamoyo District Council. Therefore, this study evaluated compliance with governing records management frameworks, identified factors affecting implementation, and examined practices supporting compliance at Bagamoyo District Council.

1.4 General objective

The primary objective of this study was to evaluate compliance with governing records management frameworks at Bagamoyo District Council.

1.4.1 Specific objectives

The study was guided by the following specific objectives:

i. To assess the level of compliance with governing records management frameworks among staff and action officers at Bagamoyo District Council.

ii. To identify the factors affecting compliance with governing records management frameworks.

iii. To examine existing records management practices and measures used to support compliance with governing records management frameworks at Bagamoyo District Council.

1.5 Research questions

i. To what extent do staff and action officers comply with governing records management frameworks?

ii. What factors affect compliance with governing records management frameworks?

iii. How do existing records management practices and measures support compliance with governing frameworks?

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

1.6 Significance of the study

This study provided an understanding of the challenges and factors affecting compliance with governing records management frameworks and recommended strategies for improving the efficiency, accessibility, and management of records. The findings supported Bagamoyo District Council and other public institutions in identifying areas for strengthening records management practices, improving accountability, transparency, and service delivery. The study also contributed knowledge that may support the development and improvement of records management policies, procedures, and future research in the field.

1.7 Scope of the study

The study focused on evaluating compliance with governing records management frameworks at Bagamoyo District Council. It examined the level of compliance, factors affecting implementation, and records management practices and measures used to support compliance with relevant laws, regulations, policies, and procedures throughout the records life cycle, including creation, maintenance, use, and disposal of records.

1.8 Limitation of the study

The study encountered several limitations during its implementation. Time constraints limited the period available for data collection and analysis. Financial constraints affected resources available for research activities such as travel and printing. Limited empirical literature on compliance with records management frameworks at the district council level in Tanzania reduced opportunities for comparison with previous studies. Language differences among respondents created some challenges during data collection, as some participants preferred using Swahili. The study also experienced delays in obtaining access to the study area, which affected the planned data collection schedule. Despite these limitations, the study was successfully conducted and reliable findings were obtained.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

1.9 Definition of operational terms

1.9.1 Records management

Refers to the systematic control of records throughout their life cycle, including creation, maintenance, use, appraisal, and disposal, to ensure their authenticity, reliability, security, and accessibility (ISO, 2016).

1.9.2 Compliance

Refers to the extent to which individuals and institutions follow established laws, regulations, policies, and procedures governing records management practices. In this study, compliance referred to adherence to governing records management frameworks at Bagamoyo District Council (United Republic of Tanzania, 2002).

1.9.3 Records management frameworks

Refer to the combination of laws, regulations, policies, standards, and guidelines that guide the creation, maintenance, security, use, and disposal of records in public institutions (United Republic of Tanzania, 2011).

1.9.4 Public sector

Refers to government institutions and agencies responsible for providing public services and managing government activities, including records created and maintained during their operations (United Republic of Tanzania, 2002).

1.9.5 Records life cycle concept

Refers to the stages through which records pass from creation, maintenance and use, appraisal, disposal, or permanent preservation, ensuring that records remain authentic, reliable, and accessible throughout their existence (IRMT, 1999).

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter reviews scholarly and policy literature related to compliance with governing records management frameworks in public institutions. It focuses on the concept of records management, governing frameworks, compliance practices, factors affecting compliance, and measures for strengthening implementation. The chapter also reviews empirical studies related to the study objectives and identifies the research gap addressed by the study at Bagamoyo District Council.

2.2 Concept of records management

Records management refers to the systematic control of records throughout their life cycle, from creation, maintenance and use, appraisal, retention, and disposal to permanent preservation where required (International Council on Archives [ICA], 2016). Effective records management ensures that records remain authentic, reliable, accessible, and protected throughout their existence.

In public institutions, records provide evidence of administrative activities, decisions, and transactions. Proper management of records supports accountability, transparency, efficient service delivery, and informed decision-making (United Nations Department of Economic and Social Affairs [UNDESA], 2020). Poor records management may result in loss of information, delayed retrieval, unauthorised access, and reduced institutional accountability.

The records life cycle approach emphasises that records require continuous management from creation to final disposition. Each stage requires appropriate procedures and controls to maintain the integrity and accessibility of records (ISO, 2016). Therefore, effective records management depends on the ability of institutions to apply appropriate systems, policies, and professional practices throughout the records life cycle.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

2.3 Governing records management frameworks

Governing records management frameworks provide legal, policy, and professional guidance for managing records effectively in public institutions. Internationally, ISO 15489:2016 establishes principles and requirements for records creation, capture, classification, storage, access, and disposal. The standard emphasises that records management should be integrated into organisational processes to support accountability and good governance (ISO, 2016).

In Tanzania, records management practices in public institutions are guided by several legal and policy instruments. The Records and Archives Management Act No. 3 of 2002 provides the legal foundation for the creation, management, preservation, and disposal of public records (United Republic of Tanzania, 2002). The National Records and Archives Management Policy (2011) recognises records as important resources for administrative efficiency, accountability, and decision-making (United Republic of Tanzania, 2011). Additionally, the Registry Procedures Manual (2007) provides practical procedures for registry operations, including records registration, classification, filing, storage, and retrieval (President's Office Public Service Management, 2007).

The Records and Archives Management Regulations (2007) provide operational procedures for controlling public records, including registration, classification, storage, retention, transfer, and disposal.However, the availability of these frameworks does not automatically ensure compliance, as effective implementation depends on staff awareness, institutional support, resources, and monitoring mechanisms.

2.4 Compliance with governing records management frameworks

Compliance with governing records management frameworks refers to the extent to which institutions follow established legal, policy, and procedural requirements for managing records (ISO, 2016). In public institutions, compliance ensures that records are properly created, maintained, secured, retrieved, retained, and disposed of according to approved procedures.

The level of compliance can be assessed through indicators such as awareness of records management frameworks, application of classification and filing systems, availability of

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

retention and disposal schedules, appropriate storage conditions, access controls, and adherence to approved records procedures.

Previous studies have shown that compliance with records management frameworks remains a challenge in many public institutions. Kashaija (2019) found that the Business Registrations and Licensing Agency (BRELA) faced challenges in implementing records management legal frameworks, particularly in records creation, classification, tracking, use, storage and protection of records. Similarly, Kashaija and Ndumbaro (2020) found that limited awareness of records management legal frameworks, inadequate resources and insufficient guidance from records authorities affected compliance with records management requirements at BRELA.

In local government authorities, effective compliance is important because councils manage records related to public services, administration, finance, and human resources. However, Mzigo, Lwehabura, and Mtega (2025) found that limited awareness of records management frameworks affected implementation in local government institutions. These findings indicate that legal frameworks alone are insufficient without effective implementation mechanisms.

2.5 Factors affecting compliance with governing records management frameworks

Several factors influence the ability of public institutions to comply with governing records management frameworks. These factors include human resource capacity, availability of financial resources, technological readiness, monitoring mechanisms, management support, availability of policies and procedures, records security measures, staff awareness, and training. The effectiveness of compliance depends on the extent to which institutions have adequate resources, competent personnel, supportive leadership, and effective control mechanisms for implementing records management requirements.

Human resource capacity is essential because staff responsible for records management require adequate knowledge and skills to apply records procedures effectively. Limited training and shortage of competent personnel may result in poor records handling practices (ICA, 2016).

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Financial resources influence the availability of storage facilities, equipment, security systems, and electronic records management technologies. Inadequate funding may limit institutions' ability to establish effective records management systems (Mzigo et al., 2025).

Technological readiness also affects compliance, particularly with increasing use of electronic records. ISO 15489:2016 emphasises the importance of appropriate systems for capturing, maintaining, and preserving electronic records. However, limited Information Communication Technology (ICT) infrastructure and technical skills may hinder effective implementation.

Monitoring, supervision, and security controls further influence compliance. Regular monitoring helps identify weaknesses, while security measures protect records from unauthorised access, loss, or damage.

2.6 Existing practices and measures supporting compliance

Institutions use various practices and measures to strengthen compliance with records management frameworks. Staff training and awareness programmes improve understanding of records responsibilities and legal requirements. Effective policies and procedures also provide guidance on records creation, classification, storage, retention, and disposal.

The use of classification systems and retention schedules supports systematic records control by improving retrieval and ensuring authorised disposal of records. Monitoring and auditing further promote accountability by identifying weaknesses and encouraging corrective actions.

The adoption of electronic records management systems can improve efficiency, security, and accessibility of records when supported by adequate infrastructure and technical capacity (ISO, 2016).

2.7 Empirical review of previous studies

Several studies have examined records management practices and compliance challenges in public institutions.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Kashaija (2019) assessed the implementation of legal frameworks governing records management at the Business Registration and Licensing Agency (BRELA). The study found that legal frameworks were not effectively implemented in records creation, classification, tracking, storage and protection due to limited institutional support and inadequate implementation mechanisms. However, the study focused on a government agency rather than a district council.

Kashaija and Ndumbaro (2021) examined factors limiting legal compliance in managing public records at BRELA. The study found that limited awareness of legal frameworks, inadequate training, weak guidance from the Records and Archives Management Department (RAMD), and insufficient resources reduced compliance with records management requirements. However, the study focused on BRELA rather than local government authorities.

Rutta (2021) investigated records management practices at Kinondoni Municipal Council and identified challenges related to resources, storage conditions, and management support. However, the study focused on a municipal council, leaving limited evidence regarding district councils.

Mzigo, Lwehabura, and Mtega (2025) examined records management challenges in local government authorities and found that limited awareness, inadequate resources, and weak implementation mechanisms affected compliance. However, the study did not specifically evaluate compliance at Bagamoyo District Council.

2.8 Research gap

Existing literature demonstrates that records management frameworks are important for ensuring accountability, transparency, and effective service delivery. However, studies have shown that many public institutions continue to experience challenges in implementing these frameworks due to inadequate resources, limited staff capacity, and weak monitoring.

Although previous studies have examined records management practices in different public institutions, limited research has focused on compliance with governing records management frameworks at the district council level. In particular, there is limited

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

evidence regarding how Bagamoyo District Council implements records management requirements, factors affecting compliance, and measures used to strengthen records management practices.

Therefore, this study addressed this gap by evaluating compliance with governing records management frameworks at Bagamoyo District Council.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the methodology used to conduct the study at Bagamoyo District Council on compliance with governing records management frameworks. It describes the research type, research design, study area, target population, sample size, sampling techniques, data collection methods, sources of data, and ethical issues. The chapter also explains the procedures used to collect and analyse data in order to address the research objectives.

3.2 Research type

Research type refers to the nature and purpose of a study based on the type of information required and the approach used to address the research problem (Kothari, 2004). This study employed a descriptive research type because it sought to assess and describe the level of compliance with governing records management frameworks at Bagamoyo District Council. The descriptive approach enabled the researcher to examine existing records management practices, staff compliance, and factors affecting compliance without manipulating the study environment.

3.3 Research design

A research design provides a framework that guides the collection, measurement, and analysis of data in a study (Kothari, 2004). This study employed a descriptive case study research design because it enabled the researcher to examine existing records management practices and assess compliance with legal, policy, and procedural requirements at Bagamoyo District Council.

The design was appropriate because the study focused on describing institutional practices, staff compliance, and factors influencing compliance with governing records management frameworks within a real organisational setting. The unit of analysis comprised records officers and action officers involved in records management activities at Bagamoyo District Council. Since the study was conducted in one district council, the

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

findings mainly applied to the study area while providing useful information that may be relevant to similar public institutions.

3.4 Area of the study

The study was conducted at Bagamoyo District Council, located in Coastal Region, Tanzania. The Council was selected because, as a local government authority, it creates, receives, maintains, and uses public records in the provision of administrative and public services. It therefore provided an appropriate setting for assessing compliance with national records management laws, policies, and procedures. The Council was considered suitable for evaluating how governing records management frameworks are implemented within a local government authority.

3.5 Population of the study

Target population refers to the entire group of individuals who possess characteristics relevant to a study (Kothari, 2004). In this study, the target population comprised 27 staff members at Bagamoyo District Council. The population included heads of departments, registry officers, administrative officers, ICT officers, and legal officers involved in records management activities throughout the records life cycle.

These staff members were considered appropriate for the study because they possessed the knowledge and practical experience required to assess compliance with governing records management frameworks.

3.6 Sample size

Sample size refers to the number of individuals selected from the target population to participate in a study and provide information relevant to the research problem (Kothari, 2004). In this study, the sample size was determined using Yamane's (1967) formula at a 95% confidence level and a precision level of 0.05.

The formula was expressed as follows:

$$n \frac{N}{1 + N(e^2)}$$

Where:

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

n=sample size

N=population size

e=level of precision (0.05)

$$\frac{27}{1+27(0.05)^2}$$

$$\frac{27}{1+27(0.0025)}$$

$$\frac{27}{1.0675}$$

n=25.29≈ 25

Therefore, the calculated sample size was approximately 25 respondents, and this number was adopted for the study. The sample comprised heads of departments, registry officers, administrative officers, ICT officers, and legal officers who were directly involved in records management activities. The sample size was considered adequate because it provided representation of key staff categories while remaining manageable for data collection and analysis.

The sample was distributed proportionally across the different staff categories, as shown in Table 3.1.

Table 3.1: Distribution of respondents by category

Staff category	**Target population**	**Sample size**
Heads of departments	5	5
Registry officers	8	7
Administrative officers	9	8
Information and communication technology ICT and legal officers	5	5
Total	27	25

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

3.7 Sampling techniques

Sampling techniques refer to procedures used to select participants from a population in order to obtain information relevant to research objectives (Babbie, 2013). This study employed both purposive sampling and simple random sampling techniques.

3.7.1 Purposive sampling

Is a non-probability sampling technique in which participants are selected based on their knowledge, experience, and relevance to the study (Etikan et al., 2016). In this study, purposive sampling was used to select heads of departments, ICT officers, legal officers, and seven of the eight registry officers because they were directly involved in records management activities and knowledgeable about the governing records management frameworks. One registry officer was excluded because the position involved mainly administrative support duties and did not include direct responsibility for records management compliance. The selected respondents provided relevant information on institutional practices, challenges, and compliance with records management frameworks.

3.7.2 Simple random sampling

Is a probability sampling technique in which each eligible member of the population has an equal chance of being selected (Saunders et al., 2019). In this study, simple random sampling was used to select administrative officers involved in records management activities. This technique helped to reduce selection bias and improve the representativeness and credibility of the study findings

3.8 Data collection methods

Data collection methods refer to the procedures used by a researcher to obtain information required to address the research objectives (Kothari, 2004). In this study, data were collected through questionnaires, interviews, and documentary review.

Questionnaires were administered to selected staff members involved in records management activities because they enabled the researcher to collect quantitative data from several respondents within a relatively short period. The questionnaires collected information on the level of compliance with governing records management frameworks.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Interviews were conducted with heads of departments and registry officers because they were directly responsible for the management and supervision of records management activities within the Council. Their positions enabled them to provide detailed information on records management practices, compliance with governing frameworks, challenges encountered, and measures used to improve compliance.

Documentary review was used to examine relevant records management documents, including the Records and Archives Management Act No. 3 of 2002, the Records and Archives Management Regulations (2007), the National Records and Archives Management Policy (2011), and the Registry Procedures Manual (2007). The review enabled the researcher to compare existing records management practices with established legal, policy, and procedural requirements.

The use of multiple data collection methods enabled the researcher to obtain reliable information and improved the credibility of the findings by comparing information collected from different sources.

3.9 Source of data

The study used both primary and secondary sources of data to obtain information required to assess compliance with governing records management frameworks.

Primary data were obtained directly from respondents at Bagamoyo District Council, including heads of departments, registry officers, administrative officers, ICT officers, and legal officers. These respondents provided first-hand information on records management practices, compliance levels, and challenges affecting compliance with governing records management frameworks.

Secondary data were obtained from relevant records management documents, including the Records and Archives Management Act No. 3 of 2002, the Records and Archives Management Regulations (2007), the National Records and Archives Management Policy (2011), and the Registry Procedures Manual (2007). These documents were used to compare existing records management practices with legal, policy, and procedural requirements.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

3.10 Ethical issues

Ethical issues were considered throughout the study to protect participants' rights and ensure responsible research conduct (Resnik, 2018). The researcher obtained informed consent from participants after explaining the purpose of the study and their involvement. Participation was voluntary, and respondents were informed of their right to withdraw from the study at any time.

Confidentiality was maintained by protecting respondents' information, and the data collected were used only for academic purposes. Respondents' identities were not recorded in the questionnaires to maintain anonymity. Honesty and integrity were observed by collecting, analysing, and presenting information accurately without manipulation or misrepresentation. Permission to conduct the study was obtained from the Bagamoyo District Council before data collection.

3.11 Data processing and analysis

Data processing and analysis refer to the procedures used to organise, summarise and interpret the data collected during the study. Quantitative data obtained through questionnaires were edited, coded and analysed using descriptive statistics such as frequencies and percentages and the results were presented using tables and charts (Kothari, 2004). Qualitative data obtained through interviews were transcribed, categorised and analysed thematically to identify patterns and recurring issues (Kumar, 2011). Finally, the findings from both quantitative and qualitative data were interpreted together to provide a comprehensive understanding of compliance with governing records management frameworks.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1 Introduction

This chapter presents, analyses, and discusses the findings of the study entitled "An Evaluation of Compliance with Governing Records Management Frameworks in the Public Sector: A Case Study in Bagamoyo District Council." The findings were based on data collected through questionnaires, interviews, and document review. The chapter was organised according to the specific objectives of the study: (i) to assess the level of compliance with governing records management frameworks within the records office among staff and action officers; (ii) to identify the factors affecting compliance with governing records management frameworks; and (iii) to examine the existing practices and measures used to support compliance with records management frameworks. Quantitative data were presented using frequencies, percentages, tables, and charts, while qualitative data obtained from interviews and document review were used to support and explain the findings. The results were discussed in relation to the study objectives and relevant literature.

4.2 Response rate

The study targeted 25 respondents comprising records officers and action officers from different departments at Bagamoyo District Council. A total of 25 questionnaires were distributed, and all were completed and returned, resulting in a response rate of 100%, as shown in Table 4.1. The high response rate indicated that respondents participated fully in the study, providing sufficient data for analysis. Therefore, the data collected were considered adequate for addressing the study objectives.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Table 4.1: Response rate of the respondents

Category	Frequency	Percentage (%)
Questionnaires distributed	25	100
Questionnaires returned	25	100
Questionnaires not returned	0	0
Total	25	100

Source: Field Data (2026).

4.3 Demographic characteristics of respondents

This section presents the demographic characteristics of the respondents who participated in the study. The characteristics include years of work experience and highest level of education. These characteristics were considered important because they may have influenced respondents' knowledge, understanding, and compliance with governing records management frameworks.

4.3.1 Years of work experience of respondents

The study examined the work experience of respondents to determine whether their length of service could influence their understanding and compliance with governing records management frameworks. The findings are shown in Table 4.2.

Table 4.2: Distribution of respondents by years of work experience

Response	Frequency	Percentage(%)
2-5 years	9	36
6-10 years	8	32
More than 10 years	8	32
Total	25	100

Source: Field Data (2026).

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

The findings showed that the largest group of respondents, 9 (36%), had 2–5 years of work experience. This was followed by 8 respondents (32%) with 6–10 years of experience and another 8 respondents (32%) with more than 10 years of experience. These findings indicated that respondents had varying levels of work experience, enabling the study to capture views from both relatively new and experienced employees. Consequently, the respondents were considered capable of providing reliable information on records management practices at Bagamoyo District Council.

4.3.2 Highest level of education of respondents

The study sought to determine the educational qualifications of respondents because education may influence their understanding and application of governing records management frameworks. The results are shown in Table 4.3

Table 4.3: Distribution of respondents by highest level of education

Level of education	Frequency	Percentage(%)
Diploma	13	52
Bachelor's Degree	9	36
Certificate	3	12
Total	25	100

Source : Field Data(2026).

The findings showed that the largest group of respondents, 13 (52%), held a Diploma qualification. This was followed by 9 respondents (36%) with a Bachelor's degree, while 3 respondents (12%) held a Certificate. These findings indicated that most respondents had attained post-secondary education. Their educational background was considered adequate to enable them to understand and provide informed responses on records management practices and governing records management frameworks.

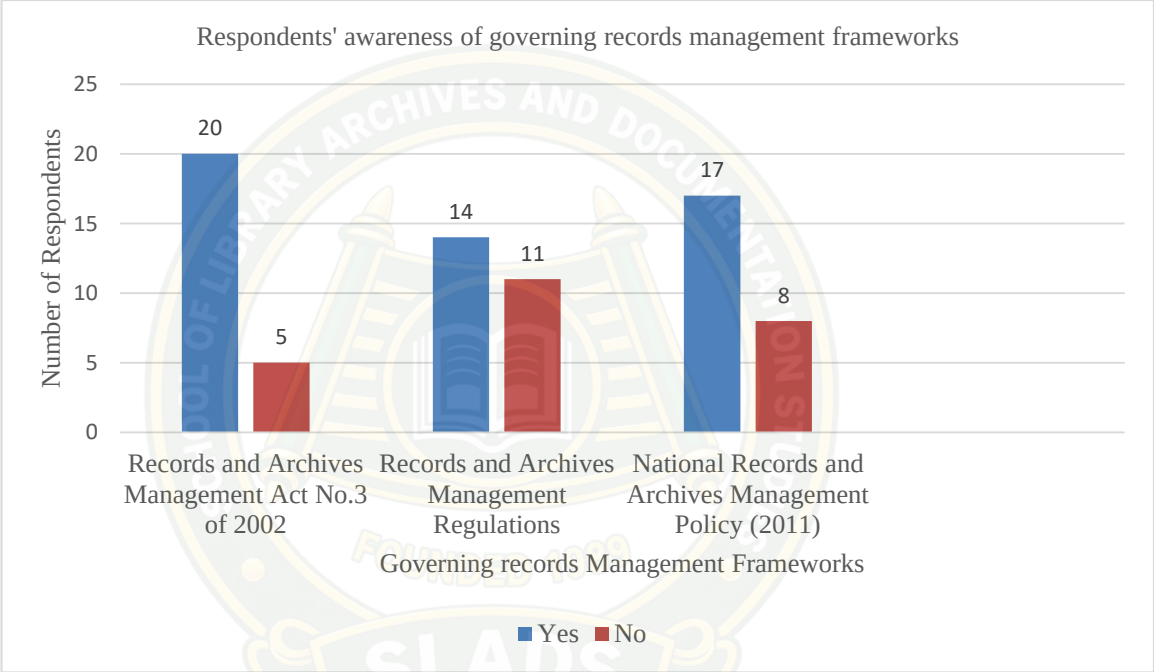
SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

4.4 Objective one: To assess the level of compliance with governing records management frameworks within the records office among staff and action officers

4.4.1 Awareness of governing records management frameworks

The study assessed respondents' awareness of the major governing records management frameworks used at Bagamoyo District Council. The results are shown in Figure 4.1.

Figure 4.1: Respondents' awareness of governing records management frameworks



Source: Field Data(2026).

The findings showed that the majority of respondents, 20 (80%), were aware of the Records and Archives Management Act No. 3 of 2002, making it the most recognised governing records management framework. Awareness of the National Records and Archives Management Policy (2011) was reported by 17 respondents (68%), while 14 respondents (56%) were aware of the Records and Archives Management Regulations (2007).

Interview participants explained that some staff relied on experience and routine practices because they were not familiar with all governing records management frameworks. These findings suggested that although staff were generally aware of the

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

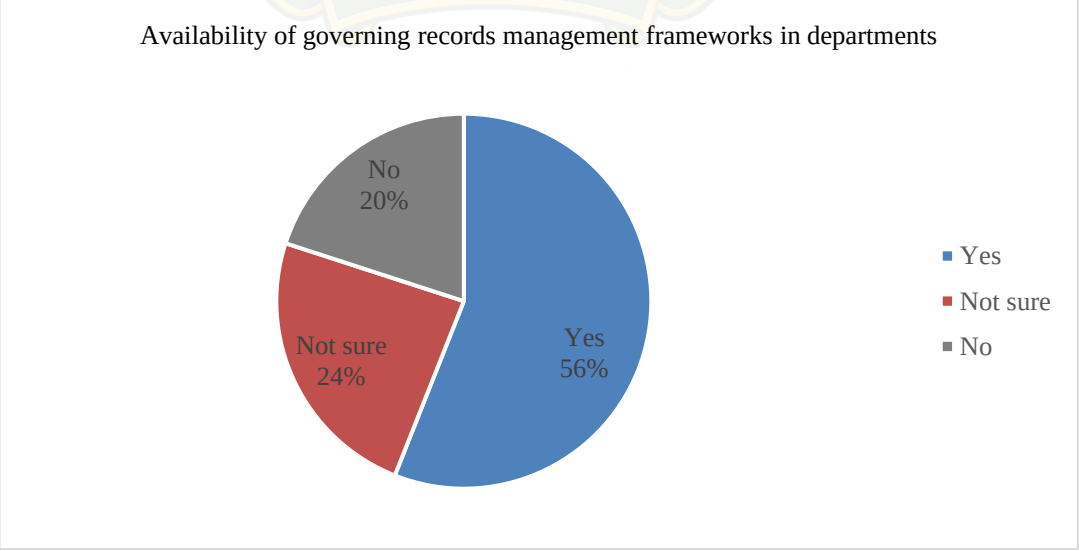
principal legislation, awareness of supporting policies and regulations remained comparatively lower. This situation may have resulted from inadequate training, weak dissemination of framework documents, and limited awareness programmes. Consequently, records management procedures were not always implemented consistently, which could reduce compliance, accountability, and service quality.

The document review showed that the National Records and Archives Management Policy (2011) emphasises staff awareness, continuous training, and adherence to approved records management standards. These findings are consistent with Kashaija (2019), who found that limited awareness of records management legal frameworks among records practitioners contributed to poor implementation of legal requirements at BRELA. They also support ISO 15489-1 (2016), which emphasises staff competence and awareness throughout the records life cycle.

4.4.2 Availability of governing records management frameworks in departments

The study aimed to determine whether governing records management frameworks are available in the respondents' departments to guide records management activities. The results are shown in Figure 4.2.

Figure 4.2: Availability of governing records management frameworks in departments



Source: Field Data (2026).

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

The findings showed that the largest group of respondents, 14 (56%), reported that their departments had written procedures or guidelines for managing records. This was followed by 6 respondents (24%) who indicated that such procedures were not available, while 5 respondents (20%) were unsure. These findings suggested that although governing records management frameworks were available in some departments, their availability and accessibility were not consistent across the Council.

Interview participants explained that staff often relied on general government guidance and the Registry Procedures Manual rather than department-specific written procedures. One respondent stated, “We do not have a written guideline specifically for records management; instead, we are guided by other guidelines provided by the government.” These findings indicated that although governing records management frameworks existed, they were not equally accessible or consistently applied in all departments. The absence of department-specific procedures reduced uniformity in records management practices, leading to inconsistent implementation of governing frameworks and increasing the risk of errors and weak accountability.

The document review showed that the Records and Archives Management Act No. 3 of 2002 requires every public office to establish and maintain records management systems that comply with approved standards. The findings indicate that although frameworks exist at the national level, their accessibility and availability within departments influence consistent implementation of records management practices.

4.4.3 Compliance with records management frameworks

The study examined whether staff follow governing records management frameworks when creating, handling, storing, and disposing of records. The results are shown in Table 4.4.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Table 4.4: Compliance with records management frameworks

Response	Frequency	Percentage(%)
Always	14	56
Sometimes	8	32
Not at all	3	12
Total	25	100

Source: Field Data (2026).

The findings showed that 14 respondents (56%) reported always complying with governing records management frameworks, while 8 respondents (32%) indicated that they complied sometimes. The remaining 3 respondents (12%) reported that they did not comply with the governing frameworks. These findings indicated a moderate level of compliance at Bagamoyo District Council. However, compliance was not consistent across all departments, suggesting that the implementation of governing records management frameworks had not yet been fully achieved.

Interview findings supported the questionnaire results. Participants explained that although governing records management frameworks were available, some employees continued to manage records based on experience rather than established procedures. One respondent stated, “Some employees manage records depending on experience instead of following the laws, regulations, and policies.” These findings suggested that inadequate training and weak supervision reduced adherence to governing records management frameworks and encouraged reliance on informal practices.

The document review showed that the Records and Archives Management Act No. 3 of 2002 requires every public office to establish and maintain records management systems that comply with approved standards. These findings are consistent with ISO 15489-1 (2016), which emphasises the consistent application of records management procedures to ensure the authenticity, reliability, and accountability of records. Similar findings were reported by Kashaija and Ndumbaro (2021), who found that limited awareness of

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

legal frameworks, inadequate training, weak guidance from the Records and Archives Management Department (RAMD), and insufficient institutional resources reduced legal compliance in managing public records.

4.4.4 Compliance with records management procedures throughout the records life cycle

The study aimed to determine the extent to which records management procedures are followed throughout the records life cycle. The findings are presented in Table 4.5.

Table 4.5: Compliance with records management procedures throughout the records life cycle

Response	Frequency	Percentage(%)
Always	12	48
Sometimes	8	32
Not at all	5	20
Total	25	100

Source: Field Data (2026).

The findings showed that 12 respondents (48%) reported that records management procedures were always followed in their departments. Another 8 respondents (32%) indicated that the procedures were followed sometimes, while 5 respondents (20%) reported that the procedures were not followed at all. These findings suggested that records management procedures were implemented in some departments but not consistently across the Council. This inconsistency may have affected compliance with governing records management frameworks throughout the records life cycle.

Interview participants explained that limited training and inadequate awareness of governing records management frameworks affected the consistent application of records management procedures. One respondent stated, “Some staff were not familiar with all records management procedures, so they depend on routine practices instead of

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

following the approved guidelines." These findings suggested that inadequate training and weak supervision encouraged reliance on informal practices. As a result, records were not consistently classified, stored, retained, retrieved, or disposed of in accordance with approved procedures, thereby reducing compliance with governing records management frameworks.

The document review showed that the Registry Procedures Manual (2007) provides guidance on records creation, classification, storage, retention, retrieval, and disposal throughout the records life cycle. These findings are consistent with ISO 15489-1 (2016), which emphasises the consistent application of records management procedures to ensure the authenticity, reliability, and accessibility of records. Similar findings were reported by the International Records Management Trust (IRMT, 1999), which emphasised that effective records management depends on the proper implementation of records management procedures throughout the records life cycle.

4.5 Objective two: To identify the factors affecting compliance with governing records management frameworks

4.5.1 Monitoring and auditing of records

The study examined how often records are monitored or audited to ensure compliance with governing records management frameworks at Bagamoyo District Council. The results are presented in Table 4.6.

Table 4.6: Frequency of records monitoring or auditing to ensure compliance

Response	Frequency	Percentage (%)
Sometimes	12	48
Every three months (Quarterly)	7	28
Every year (Annually)	6	24
Every month	0	0
Never	0	0
Total	25	100

Source: Field Data (2026).

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

The findings showed that the largest group of respondents, 12 (48%), reported that records were monitored or audited only sometimes. Another 7 respondents (28%) indicated that monitoring or audits were conducted every three months, while 6 respondents (24%) reported that they were conducted annually. None of the respondents reported monthly monitoring or a complete absence of monitoring and auditing activities. These findings indicated that monitoring and auditing were conducted at Bagamoyo District Council, but not on a regular and consistent basis. This may have limited effective supervision and reduced compliance with governing records management frameworks.

Interview participants explained that the Council was not visited regularly by the Records and Archives Management Department (RAMD) for monitoring, auditing, and professional guidance. One respondent stated, “We have not been visited regularly by RAMD to guide us on a suitable way of managing records in compliance with legal requirements.” Another respondent explained that regular monitoring and audits would help identify weaknesses and improve compliance with governing records management frameworks. These responses suggested that more frequent monitoring and professional support could strengthen compliance and improve records management practices.

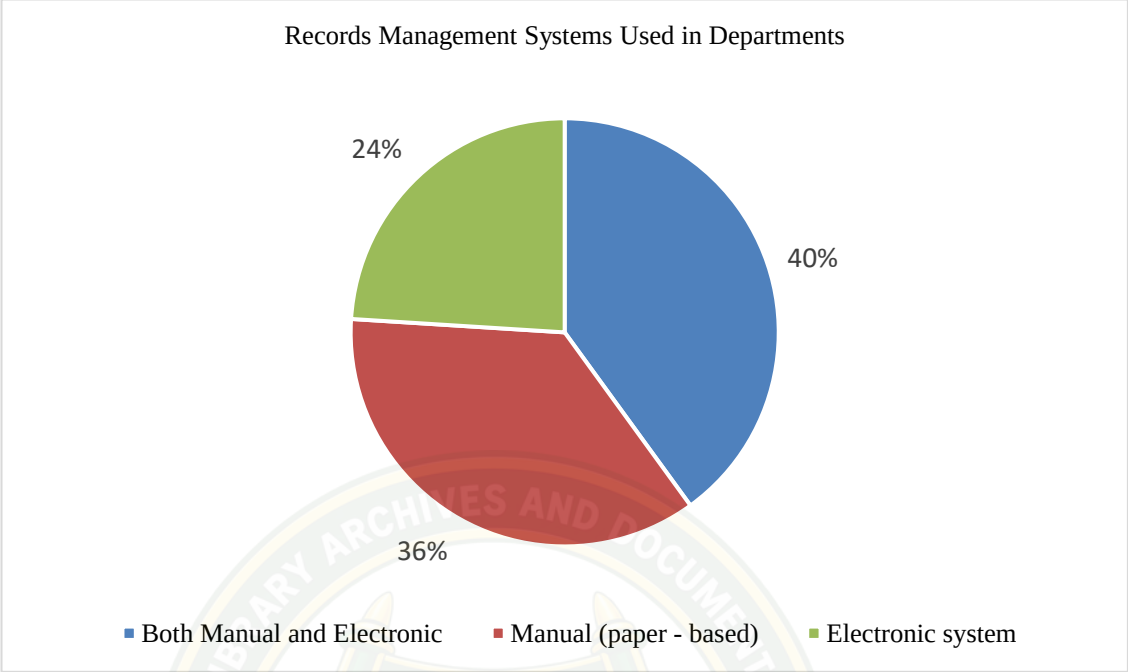
The document review showed that the Records and Archives Management Regulations (2007) require regular monitoring and inspection of records management practices in public institutions. These findings are consistent with ISO 15489-1 (2016), which emphasises regular monitoring and evaluation as essential components of an effective records management system.

4.5.2 Records management system used in departments

The study looked at the records management systems mainly used by departments at Bagamoyo District Council. The results are shown in Figure 4.3.

Figure 4.3: Records management systems used in the departments

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz



Source: Field Data (2026).

The findings showed that the largest group of respondents, 10 (40%), reported that their departments used both manual and electronic records management systems. This was followed by 9 respondents (36%) who used manual paper-based systems, while 6 respondents (24%) reported using electronic systems. These findings suggested that electronic records management systems had been introduced in some departments, although manual systems remained widely used. Greater reliance on manual systems may have reduced the efficiency of records retrieval and information sharing and increased the risk of records loss, thereby affecting compliance with governing records management frameworks.

Interview participants explained that most records were still stored in filing cabinets, shelves, and storage boxes because digital storage facilities, scanners, and backup systems were inadequate. They further explained that greater investment in ICT infrastructure was necessary to support the transition towards electronic records management. These findings suggested that inadequate ICT resources limited the effective implementation of electronic records management practices.

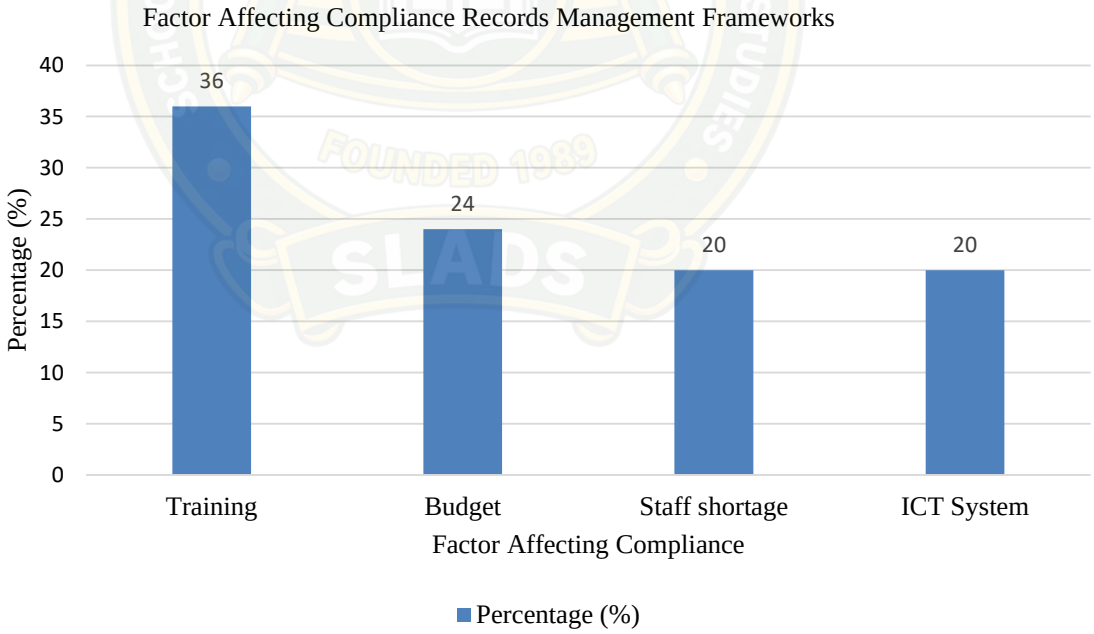
SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

The document review showed that the National Records and Archives Management Policy (2011) encourages public institutions to adopt appropriate technologies to improve the efficiency, accessibility, and preservation of records. These findings are consistent with Mzigo et al. (2025), who found that inadequate ICT infrastructure limits the implementation of electronic records management in public institutions. They also support ISO 15489-1 (2016), which recommends the use of appropriate records management systems to ensure the authenticity, reliability, and accessibility of records throughout their life cycle.

4.5.3 Factors affecting compliance with records management frameworks

The study examined the main factors affecting compliance with governing records management frameworks at Bagamoyo District Council. The results are shown in Figure 4.4.

Figure 4.4: Factors affecting compliance with governing records management frameworks



Source: Field Data (2026).

The findings showed that the largest group of respondents, 9 (36%), identified inadequate staff training as the main factor affecting compliance with governing records management frameworks. This was followed by budget constraints, reported by 6

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

respondents (24%), while staff shortages and inadequate ICT systems were each identified by 5 respondents (20%). These findings suggested that inadequate staff training was the most significant factor affecting compliance at Bagamoyo District Council. Limited training reduced staff knowledge and the consistent application of governing records management frameworks. Budget constraints limited the availability of records management resources and professional development opportunities, while staff shortages and inadequate ICT systems reduced the efficiency of records management activities.

Interview findings supported the questionnaire results. One respondent explained that many employees performed records management duties based on experience rather than approved records management frameworks because they had not received adequate training. Another respondent stated that limited financial resources made it difficult to acquire appropriate storage facilities, ICT infrastructure, and other resources required to support effective records management. These findings suggested that inadequate training and limited institutional resources contributed to inconsistent compliance with governing records management frameworks.

The document review showed that the National Records and Archives Management Policy (2011) emphasises staff training and adequate resource allocation to support effective records management. These findings are consistent with Kashaija and Ndumbaro (2020), who identified inadequate training and limited management support as major barriers to compliance in Tanzanian public institutions. They also support Mzigo et al. (2025), who found that limited financial resources and weak ICT capacity constrained effective records management in local government authorities.

4.5.4 Availability of trained personnel for records management

The study examined whether departments have enough trained personnel to manage records effectively. The results are shown in Table 4.7.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Table 4.7: Availability of trained personnel for records management

Response	**Frequency**	**Percentage (%)**
Yes	14	56
No	6	24
Not sure	5	20
Total	25	100

Source: Field Data (2026).

The findings showed that most respondents, 14 (56%), reported that their departments had enough trained personnel to manage records effectively. However, 6 respondents (24%) indicated that trained staff was not sufficient, while 5 respondents (20%) were uncertain. These findings suggested that although trained personnel were available in some departments, concerns regarding staffing capacity remained.

Interview findings provided further explanation by indicating that although some trained personnel were available, there was still a shortage of qualified records management professionals and limited opportunities for professional development. This suggests that the availability of trained staff differed across departments and that continuous capacity building remained necessary.

The document review confirmed that the Registry Procedures Manual (2007) emphasises the importance of adequate training for registry staff to perform records management duties effectively. This finding aligns with IRMT (1999), which highlights that competent personnel are essential for effective management of records throughout their life cycle.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

4.6 Objective three: To examine existing practices and measures used to support compliance with records management frameworks within the records office

4.6.1 Major challenges affecting compliance with records management frameworks

The study examined the major challenges affecting compliance with governing records management frameworks at Bagamoyo District Council. Similar responses were grouped into themes and are presented in Table 4.8.

Table 4.8: Major challenges affecting compliance with records management frameworks

Challenge	**Frequency**	**Percentage (%)**
Inadequate staff training	6	24
Budget constraints	3	12
Staff shortage	3	12
Inadequate availability of frameworks	3	12
Weak monitoring and records audits	3	12
Lack of awareness of frameworks	3	12
Inadequate backup and security measures	2	8
Limited management support	2	8
Total	25	100

Source: Field Data (2026).

The findings showed that 6 respondents (24%) identified inadequate staff training as the major challenge affecting compliance with governing records management frameworks. Other challenges, including budget constraints, staff shortages, inadequate availability of frameworks, weak monitoring and records audits, and limited awareness of frameworks, were each reported by 3 respondents (12%). Inadequate backup and security measures and limited management support were among the least reported challenges, each mentioned by 2 respondents (8%). These findings indicated that both human resource

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

factors and institutional factors continued to influence compliance with governing records management frameworks.

Interview evidence reinforced the questionnaire findings. One respondent explained that limited management support and insufficient training opportunities affected the effectiveness of the records management unit. The respondent stated, “We do not get support from our supervisors, we miss chances to attend short courses, and we are not treated as a priority unit even though the records management unit is very important for business continuity.” These responses suggested that inadequate institutional support and limited professional development opportunities reduced staff capacity and affected compliance with governing records management frameworks.

The document review confirmed that Tanzania has established laws, policies, and procedures for records management. However, challenges such as inadequate training, weak monitoring, and limited management support affected the effective implementation of these frameworks at Bagamoyo District Council. These findings aligned with Mzigo et al. (2025), who identified inadequate training, weak monitoring, and limited management support as barriers to effective records management in public institutions.

4.6.2 Recommendations for improving compliance with records management frameworks

The study collected respondents’ recommendations on measures to improve compliance with governing records management frameworks at Bagamoyo District Council. Similar responses were grouped into themes, and the results are shown in Table 4.9.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Table 4.9: Respondents' recommendations for improving compliance with records management frameworks

Recommendation	**Frequency**	**Percentage (%)**
Provide regular staff training and capacity building	6	24
Increase budget allocation for records management	3	12
Recruit more qualified records management staff	3	12
Improve ICT infrastructure and digital records systems	3	12
Strengthen management support and supervision	3	12
Conduct regular monitoring and records audits	3	12
Make governing frameworks accessible in all departments	2	8
Improve backup systems and security measures	2	8
Total	25	100

Source: Field Data (2026).

The findings showed that the largest group of respondents, 6 (24%), recommended regular staff training and capacity building as the most important measure for improving compliance with governing records management frameworks. Other recommendations included increasing budget allocation, recruiting qualified records management staff, improving ICT infrastructure, strengthening management support, and conducting regular monitoring and audits, each mentioned by 3 respondents (12%). Making governing frameworks accessible in all departments and improving backup and security measures were among the least reported recommendations, each identified by 2 respondents (8%). These findings suggested that respondents considered staff competence, adequate resources, and institutional support as important requirements for improving compliance.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Interview findings reinforced these recommendations. Respondents stressed that regular training was essential, since some staff managed records based on experience rather than legal requirements. Others called for stronger support from RAMD through visits, guidance, and monitoring. They also emphasised the need for adequate funding to acquire storage facilities, ICT equipment, scanners for digitizing records, and secure destruction tools such as shredding machines.

The document review confirmed these findings. It showed that although Tanzania has established laws and policies, effective compliance requires investment in staff training, adequate resources, and consistent monitoring. These recommendations aligned with ISO 15489-1 (2016), which emphasised staff competence, management commitment, and adequate resources as important requirements for effective records management.

4.7 Document review findings

The document review confirmed that Tanzania has established laws, policies, and manuals that guide records management practices. The Records and Archives Management Act No. 3 of 2002, the Records and Archives Management Regulations (2007), the National Records and Archives Management Policy (2011), and the Registry Procedures Manual (2007) provide standards, responsibilities, monitoring requirements, and guidance on staff training for public institutions.

However, the review indicated that implementation of these frameworks was not fully consistent at Bagamoyo District Council. Challenges including inadequate staff training, limited awareness of frameworks, weak monitoring mechanisms, insufficient resources, and limited management support affected the effective application of records management requirements.

The document review therefore supported the questionnaire and interview findings. It showed that although governing records management frameworks had been established, further efforts were required to ensure their consistent implementation in practice. Strengthening compliance mechanisms may improve records management effectiveness, business continuity, and accountability at the Council.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

4.8 Chapter summary

This chapter presented, analysed, and discussed the findings obtained through questionnaires, interviews, and document review. The analysis demonstrated that Bagamoyo District Council had a moderate level of compliance with governing records management frameworks. However, challenges including inadequate staff training, limited financial resources, weak monitoring mechanisms, inadequate awareness of frameworks, and limited ICT facilities affected the consistent implementation of records management requirements.

The study also identified measures for improving compliance, including regular staff training, increased management support, improved accessibility of governing frameworks, regular monitoring and auditing, and adequate allocation of resources. The next chapter presents the summary of findings, conclusions, recommendations, and areas for further research.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of the study findings, conclusions, recommendations, and suggestions for further research. The summary is organised according to the specific objectives of the study. Recommendations are provided based on the findings to improve compliance with governing records management frameworks at Bagamoyo District Council.

5.2 Summary of the findings

5.2.1 Objective one: To assess the level of compliance with governing records management frameworks among staff and action officers

The findings revealed that Bagamoyo District Council demonstrated a moderate level of compliance with governing records management frameworks. Respondents were generally aware of the Records and Archives Management Act No. 3 of 2002, while awareness and accessibility of other governing records management frameworks were limited. In addition, some staff relied on routine practices rather than approved records management procedures. These findings indicate that the existence of governing records management frameworks alone does not ensure compliance. Continuous staff awareness, training, and consistent implementation of approved records management procedures are necessary to improve compliance.

5.2.2 Objective two: To identify the factors affecting compliance with governing records management frameworks

The findings revealed that compliance was affected by inadequate staff training, limited financial resources, a shortage of qualified personnel, weak ICT infrastructure, and irregular monitoring of records management activities. Although some departments had adopted electronic records management systems, manual systems remained dominant. These findings indicate that effective compliance depends on adequate institutional

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

support, including sufficient resources, appropriate technology, qualified personnel, and regular monitoring.

5.2.3 Objective three: To examine existing records management practices and measures used to support compliance with governing records management frameworks at Bagamoyo District Council

The findings showed that Bagamoyo District Council had established filing systems, records security measures, and both manual and electronic records management practices. However, the effectiveness of these measures was limited by inadequate staff training, insufficient resources, weak monitoring mechanisms, and limited accessibility of governing records management frameworks. These findings suggest that improving staff capacity, ICT infrastructure, monitoring mechanisms, and accessibility of governing records management frameworks is essential for achieving consistent compliance.

5.3 Conclusion

The study concluded that Bagamoyo District Council had established a foundation for compliance with governing records management frameworks through the implementation of relevant laws, policies, and records management practices. However, compliance remained inconsistent due to challenges related to staff capacity, resource availability, ICT infrastructure, accessibility of governing records management frameworks, and monitoring mechanisms.

The study further concluded that the existence of governing records management frameworks alone does not guarantee effective compliance. Sustainable compliance requires continuous staff development, adequate institutional support, sufficient resources, effective monitoring, and consistent implementation of records management procedures throughout the records life cycle.

5.4 Recommendations

5.4.1 Recommendations to Bagamoyo District Council

Bagamoyo District Council should:

Organise regular staff training and capacity-building programmes to improve knowledge and understanding of governing records management frameworks.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Allocate adequate financial resources to support ICT infrastructure, records storage facilities, backup systems, and records security.

Recruit qualified records management personnel to address staffing shortages.

Strengthen monitoring, supervision, and records management audits to ensure consistent compliance with approved procedures.

Ensure that governing records management laws, policies, regulations, and procedures are readily available and accessible in all departments.

5.4.2 Recommendations to the Records and Archives Management Department (RAMD)

The Records and Archives Management Department (RAMD) should:

Conduct regular monitoring visits, compliance inspections, and records management audits in public institutions.

Provide continuous professional training, technical guidance, and support to strengthen staff competence and improve compliance with governing records management frameworks.

5.4.3 Recommendations to the President's Office – Public Service Management and Good Governance

The President's Office – Public Service Management and Good Governance should:

Provide adequate financial support for records management activities and ICT infrastructure in public institutions.

Strengthen national monitoring and enforcement mechanisms to improve compliance with governing records management frameworks.

Support continuous professional development programmes for records management personnel to enhance accountability, transparency, and public service delivery.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

5.5 Areas for further research

This study focused on compliance with governing records management frameworks at Bagamoyo District Council. Future research may examine compliance in other local government authorities and public institutions to provide comparative findings and a broader understanding of records management practices in Tanzania.

Further studies may also assess the contribution of electronic records management systems to improving compliance, accountability, transparency, and service delivery in public institutions. In addition, future research may investigate how factors such as staff training, availability of resources, ICT infrastructure, and monitoring mechanisms influence compliance with governing records management frameworks.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

REFERENCES

Babbie, E. (2013). *The practice of social research* (13th ed.). Belmont, CA: Wadsworth Cengage Learning.

Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of convenience sampling and purposive sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1–4. https://doi.org/10.11648/j.ajtas.20160501.11

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

International Organization for Standardization. (2016). ISO 15489-1:2016 *Information and documentation—Records management—Part 1*: Concepts and principles. Geneva: International Organization for Standardization.

International Records Management Trust. (1999*). Managing public sector records: A study programme*. London: International Records Management Trust.

Kashaija, L. S. (2019). Assessing the implementation of legal frameworks on current records management in public offices: A case of Business Registration and Licensing Agency (BRELA). *Information and Knowledge Management*, *9* (11), 9–17.

Kashaija, L. S., & Ndumbaro, F. (2021). Factors limiting legal compliance in managing public records: A case of Business Registration and Licensing Agency (BRELA), Tanzania. *University of Dar es Salaam Library Journal*, 15(1), 87–100.

Kothari, C. R. (2004). *Research methodology*: Methods and techniques (2nd ed.). New Delhi: New Age International.

Kumar, R. (2011). *Research methodology: A step- by – step guide for beginners* (3rd ed.). SAGE Publications Ltd.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Mzigo, G., Lwehabura, . M.J. F., & Mtega, W. P. (2025). The state of awareness records management legal framework for improved records management in local government authorities in Tanzania. *Regional Journal of Information and Knowledge Management*, 10(2), 68-86.

National Archives and Records Service of South Africa. (2016*). Managing public records policy*. Pretoria: National Archives and Records Service of South Africa.

President's Office Public Service Management. (2007*). Registry procedures manual. Dar es Salaam*: Government Printer.

Republic of Kenya. (1962). *Records Disposal Act (Cap. 14).* Nairobi: Government Printer.

Republic of Kenya. (1965). *Public Archives and Documentation Service Act (Cap. 19).* Nairobi: Government Printer.

Republic of South Africa. (1996). *National Archives and Records Service of South Africa Act No. 43 of 1996.* Pretoria: Government Printer.

Republic of South Africa. (2000). *Promotion of Access to Information Act No. 2 of 2000*. Pretoria: Government Printer.

Republic of South Africa. (2002). *Electronic Communications and Transactions Act No. 25 of 2002*. Pretoria: Government Printer.

Republic of Uganda. (2001). *National Records and Archives Act, 2001*. Kampala: Government Printer.

Resnik, D. B. (2018*). The ethics of research with human subjects: Protecting people, advancing science, promoting trust*. Cham: Springer.

Rutta, E. (2021*). Assessment of records management practices in local government authorities in Tanzania: A case of Kinondoni Municipal Council* [Unpublished master's thesis]. University of Dar es Salaam.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Saunders, M., Lewis, P., & Thornhill, A. (2019*). Research methods for business students* (8th ed.). Harlow: Pearson.

Smith, K. (2007). *Public sector records management*: A practical guide. Aldershot: Ashgate.

United Kingdom. (1958). *Public Records Act 1958*. London: HMSO.

United Kingdom. (2000). *Freedom of Information Act 2000*. London: HMSO.

United Nations Department of Economic and Social Affairs. (2020*). United Nations e-government survey 2020: Digital government in the decade of action for sustainable development.* New York: United Nations.

United Republic of Tanzania. (2002). *Records and Archives Management Act, No. 3 of 2002*. Dar es Salaam: Government Printer.

United Republic of Tanzania. (2007). *Records and Archives Management Regulations,* 2007. Dar es Salaam: Government Printer.

United Republic of Tanzania. (2011). *National Records and Archives Management Policy*. Dar es Salaam: Government Printer.

Yamane, T. (1967). Statistics*: An introductory analysis* (2nd ed.). New York: Harper & Row.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

BIBLIOGRAPHY

Babbie, E. (2013). *The practice of social research* (13th ed.). Belmont, CA: Wadsworth Cengage Learning.

Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of convenience sampling and purposive sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1–4. https://doi.org/10.11648/j.ajtas.20160501.11

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

International Organization for Standardization. (2016). ISO 15489-1:2016 *Information and documentation—Records management—Part 1*: Concepts and principles. Geneva: International Organization for Standardization.

International Records Management Trust. (1999*). Managing public sector records: A study programme*. London: International Records Management Trust.

Kashaija, L. S. (2019). Assessing the implementation of legal frameworks on current records management in public offices: A case of Business Registration and Licensing Agency (BRELA). *Information and Knowledge Management*, *9* (11), 9–17.

Kashaija, L. S., & Ndumbaro, F. (2021). Factors limiting legal compliance in managing public records: A case of Business Registration and Licensing Agency (BRELA), Tanzania. *University of Dar es Salaam Library Journal*, 15(1), 87–100.

Kothari, C. R. (2004). *Research methodology*: Methods and techniques (2nd ed.). New Delhi: New Age International.

Kumar, R. (2011). *Research methodology: A step- by – step guide for beginners* (3rd ed.). SAGE Publications Ltd.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Mzigo, G., Lwehabura, . M.J. F., & Mtega, W. P. (2025). The state of awareness records management legal framework for improved records management in local government authorities in Tanzania. *Regional Journal of Information and Knowledge Management*, 10(2), 68-86.

National Archives and Records Service of South Africa. (2016*). Managing public records policy*. Pretoria: National Archives and Records Service of South Africa.

President's Office Public Service Management. (2007*). Registry procedures manual. Dar es Salaam*: Government Printer.

Republic of Kenya. (1962). *Records Disposal Act (Cap. 14).* Nairobi: Government Printer.

Republic of Kenya. (1965). *Public Archives and Documentation Service Act (Cap. 19).* Nairobi: Government Printer.

Republic of South Africa. (1996). *National Archives and Records Service of South Africa Act No. 43 of 1996.* Pretoria: Government Printer.

Republic of South Africa. (2000). *Promotion of Access to Information Act No. 2 of 2000*. Pretoria: Government Printer.

Republic of South Africa. (2002). *Electronic Communications and Transactions Act No. 25 of 2002*. Pretoria: Government Printer.

Republic of Uganda. (2001). *National Records and Archives Act, 2001*. Kampala: Government Printer.

Resnik, D. B. (2018*). The ethics of research with human subjects: Protecting people, advancing science, promoting trust*. Cham: Springer.

Rutta, E. (2021*). Assessment of records management practices in local government authorities in Tanzania: A case of Kinondoni Municipal Council* [Unpublished master's thesis]. University of Dar es Salaam.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

Saunders, M., Lewis, P., & Thornhill, A. (2019*). Research methods for business students* (8th ed.). Harlow: Pearson.

Smith, K. (2007). *Public sector records management*: A practical guide. Aldershot: Ashgate.

United Kingdom. (1958). *Public Records Act 1958*. London: HMSO.

United Kingdom. (2000). *Freedom of Information Act 2000*. London: HMSO.

United Nations Department of Economic and Social Affairs. (2020*). United Nations e-government survey 2020: Digital government in the decade of action for sustainable development.* New York: United Nations.

United Republic of Tanzania. (2002). *Records and Archives Management Act, No. 3 of 2002*. Dar es Salaam: Government Printer.

United Republic of Tanzania. (2007). *Records and Archives Management Regulations,* 2007. Dar es Salaam: Government Printer.

United Republic of Tanzania. (2011). *National Records and Archives Management Policy*. Dar es Salaam: Government Printer.

Yamane, T. (1967). Statistics*: An introductory analysis* (2nd ed.). New York: Harper & Row.

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

APPENDIX I
RESEARCH QUESTIONNAIRE FOR RECORDS OFFICERS AND ACTION OFFICERS

Introduction

I am Rosemary Bomani Kituho, a student at the School of Library, Archives and Documentation Studies (SLADS) pursuing an Ordinary Diploma in Records and Archives Management. As part of the requirements for the award of the diploma, I am conducting a study entitled:

"An Evaluation of Compliance with Governing Records Management Frameworks in the Public Sector: A Case Study of Bagamoyo District Council."

I kindly request you to respond to this questionnaire honestly and accurately. The information you provide will be treated with strict confidentiality and will be used only for academic purposes. Your participation is voluntary, and your identity will remain anonymous.

Instructions to respondents

Please answer all questions by ticking (✓) the appropriate response or writing your answer in the space provided where applicable.

SECTION A: DEMOGRAPHIC INFORMATION

1. Years of work experience

How long have you worked at Bagamoyo District Council?

☐ Less than 2 years

☐ 2–5 years

☐ 6–10 years

☐ More than 10 years

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

2. Highest level of education

What is your highest level of education?

☐ Certificate

☐ Diploma

☐ Bachelor's degree

☐ Master's degree

☐ Other (please specify): .....

SECTION B: AWARENESS OF GOVERNING RECORDS MANAGEMENT FRAMEWORKS

3. Awareness of governing records management frameworks

Are you aware of the following governing records management frameworks used at Bagamoyo District Council?

Framework	No	Yes
Records and Archives Management Act No. 3 of 2002	☐	☐
National Records and Archives Management Policy (2011)	☐	☐
Records and Archives Management Regulations (2007)	☐	☐

SECTION C: AVAILABILITY OF GOVERNING RECORDS MANAGEMENT FRAMEWORKS

4.Does your office have written records management procedures or guidelines?

☐ Yes

☐ No

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

☐ Not sure

SECTION D: COMPLIANCE WITH GOVERNING RECORDS MANAGEMENT FRAMEWORKS.

5.How often do you comply with governing records management frameworks when creating, handling, storing, and disposing of records?

☐ Always

☐ Sometimes

☐ Not at all

6. To what extent does your department comply with records management procedures throughout the records life cycle?

☐ Always

☐ Sometimes

☐ Not at all

SECTION E: MONITORING AND RECORDS MANAGEMENT SYSTEMS

7. How often are records monitored or audited to ensure compliance with governing records management frameworks?

☐ Every month

☐ Every three months (Quarterly)

☐ Every year (Annually)

☐ Sometimes

☐ Never

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

8. Which records management system is mainly used in your department?

☐ Manual (paper-based)

☐ Electronic

☐ Both manual and electronic

SECTION F: FACTORS AFFECTING COMPLIANCE

9. Which factor most effects compliance with governing records management frameworks in your department?

☐ Inadequate staff training

☐ Budget constraints

☐ Weak ICT infrastructure

☐ Staff shortage

☐ Limited management support

☐ Other (please specify): .....

10. Are there enough trained personnel to manage records effectively?

☐ Yes

☐ No

☐ Not sure

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

SECTION G: OPEN-ENDED QUESTIONS

11.What is the biggest challenge affecting compliance with governing records management frameworks at Bagamoyo District Council?

.....
.....
.....
.....
.....

12.What recommendations would you suggest to improve compliance with governing records management frameworks at Bagamoyo District Council?

.....
.....
.....
.....

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

APPENDIX II

INTERVIEW GUIDE FOR HEADS OF DEPARTMENTS AND KEY RECORDS MANAGEMENT OFFICERS

Introduction

This interview aims to collect information on compliance with governing records management frameworks at Bagamoyo District Council. You are kindly requested to respond as honestly and comprehensively as possible. The information you provide will be treated with strict confidentiality and will be used only for academic purposes.

Instructions to respondents:

Please provide detailed responses to the following questions. Your participation is voluntary.

SECTION A: COMPLIANCE WITH GOVERNING RECORDS MANAGEMENT FRAMEWORKS

1. How does Bagamoyo District Council ensure compliance with governing records management frameworks?

2. How are records managed throughout their life cycle (creation, classification, storage, retrieval, retention, and disposal) in accordance with governing records management frameworks?

SECTION B: FACTORS AFFECTING COMPLIANCE

3. What major challenges affect compliance with governing records management frameworks at Bagamoyo District Council?

4. How do staff training, financial resources, and ICT infrastructure influence compliance with governing records management frameworks?

SECTION C: MONITORING AND IMPROVEMENT MEASURES

5. What monitoring, supervision, or auditing mechanisms are used to ensure compliance with governing records management frameworks?

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

6. What measures has the Council introduced to strengthen compliance with governing records management frameworks?

7. What additional recommendations would you make to improve compliance with governing records management frameworks at Bagamoyo District Council?

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

APPENDIX III

RESEARCH WORK PLAN SCHEDULE FOR RESEARCH PREPARATION

ACTIVITIES	APRIL	MEI	JUNE	JULY	AUGUST
Data collection at Bagamoyo District Council					
Data analysis and interpretation of collected data					
Preparation of summary, conclusion and recommendations					
Submission of the first draft of research report and revision of the research report					
Submission of the final research report to the Research Department					

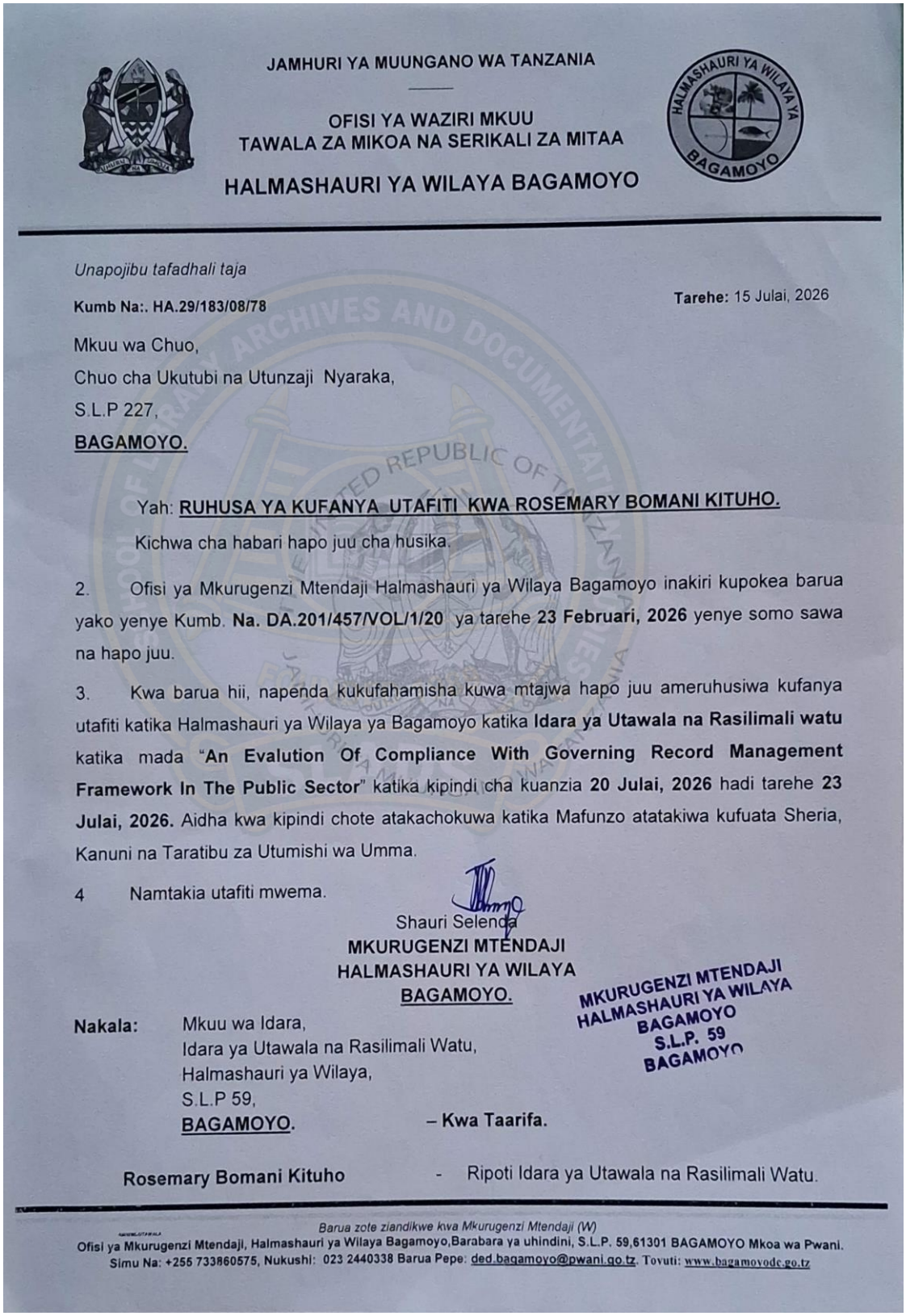
SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

APPENDIX IV
A DETAIL RESEARCH BUDGET

DETAILS	PRICE PER EACH ITEM	TSH.
Stationary	Ream paper 1×12,000/=	12,000
	Printing questionnaires 3×500	1,500
	Photocopying questionnaires 60×200	12,000
	Printing interview guide 5×500	2,500
Research proposal	Research proposal preparation and printing	30,000
Data collection	Transportation to the study area	28,000
Research report	Printing first draft 47×100	4,700
	Printing second draft 55 ×100	5,500
	Binding final report 1×45,000	45,000
Total		141,200

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz

APPENDIX V
LETTERE APPROVAL



JAMHURI YA MUUNGANO WA TANZANIA

OFISI YA WAZIRI MKUU
TAWALA ZA MIKOA NA SERIKALI ZA MITAA

HALMASHAURI YA WILAYA BAGAMOYO

Unapojibu tafadhali taja

Kumb Na:. HA.29/183/08/78

Tarehe: 15 Julai, 2026

Mkuu wa Chuo,
Chuo cha Ukutubi na Utunzaji Nyaraka,
S.L.P 227,
BAGAMOYO.

Yah: **RUHUSA YA KUFANYA UTAFITI KWA ROSEMARY BOMANI KITUHO.**

Kichwa cha habari hapo juu cha husika.

2. Ofisi ya Mkurugenzi Mtendaji Halmashauri ya Wilaya Bagamoyo inakiri kupokea barua yako yenye Kumb. **Na. DA.201/457/VOL/1/20** ya tarehe **23 Februari, 2026** yenye somo sawa na hapo juu.

3. Kwa barua hii, napenda kukufahamisha kuwa mtajwa hapo juu ameruhusiwa kufanya utafiti katika Halmashauri ya Wilaya ya Bagamoyo katika **Idara ya Utawala na Rasilimali watu** katika mada "**An Evalution Of Compliance With Governing Record Management Framework In The Public Sector**" katika kipindi cha kuanzia **20 Julai, 2026** hadi tarehe **23 Julai, 2026.** Aidha kwa kipindi chote atakachokuwa katika Mafunzo atatakiwa kufuata Sheria, Kanuni na Taratibu za Utumishi wa Umma.

4 Namtakia utafiti mwema.

Shauri Selenda
MKURUGENZI MTENDAJI
HALMASHAURI YA WILAYA
BAGAMOYO.

MKURUGENZI MTENDAJI
HALMASHAURI YA WILAYA
BAGAMOYO
S.L.P. 59
BAGAMOYO

Nakala: Mkuu wa Idara,
Idara ya Utawala na Rasilimali Watu,
Halmashauri ya Wilaya,
S.L.P 59,
BAGAMOYO. **– Kwa Taarifa.**

Rosemary Bomani Kituho - Ripoti Idara ya Utawala na Rasilimali Watu.

Barua zote ziandikwe kwa Mkurugenzi Mtendaji (W)
Ofisi ya Mkurugenzi Mtendaji, Halmashauri ya Wilaya Bagamoyo,Barabara ya uhindini, S.L.P. 59,61301 BAGAMOYO Mkoa wa Pwani.
Simu Na: +255 733860575, Nukushi: 023 2440338 Barua Pepe: ded.bagamoyo@pwani.go.tz. Tovuti: www.bagamoyodc.go.tz

SLADS Research Hub · SLADS/2026/00029 · repository.slads.sc.tz