SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTATION STUDIES (SLADS)

A RESEARCH REPORT ON

ASSESSMENT OF VITAL RECORDS PROTECTION IN PUBLIC OFFICES. A CASE STUDY OF BAGAMOYO DISTRICT LAND OFFICE.

BY

Gulam Halfani Saidi

A Research report to Submitted to the School of Library, Archives and Documentation Studies (SLADS) Seeking Approval to Undertake a Study as a Partial Fulfilment of Ordinary Diploma in Records and Archives management.

2026

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

CERTIFICATION

This research report entitled **"An Assessment of Vital Records Protection in Public Offices: A Case Study of Bagamoyo District Land Office"** has been carried out under my supervision and guidance. I certify that this work has been submitted with my approval as a partial fulfilment of the requirements for the award of the National Technical Award in Records and Archives Management**.**

Supervisor's Name:

CHARLES ACKLEY

Signature:

……..…

Date:

……

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

DECLARATION AND COPYRIGHT

I, **Gulam Halfani Saidi**, declare that this research report is my own original work and has not been submitted to any other institution for the award of any academic qualification. All sources of information used in this study have been duly acknowledged through references.

Copyright © 2026 No part of this research report may be reproduced, stored in any retrieval system, or transmitted in any form or by any means, whether electronic, mechanical, photocopying, recording or otherwise, without prior written permission from the author or the institution, except for academic purposes and in accordance with copyright regulations.

Student's Name:

Gulam Halfani Saidi

Signature:

……

Date:

…….

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

ACKNOWLEDGEMENT

First and foremost, I thank Almighty God for granting me life, strength, wisdom and good health throughout the period of conducting this research. I express my sincere appreciation to my research supervisor for providing professional guidance, constructive criticism, valuable advice and continuous encouragement throughout the preparation of this research report. My heartfelt gratitude also goes to the management and staff of Bagamoyo District Land Office for allowing me to conduct this study and for their cooperation during data collection.

I also thank my lecturers at the School of Library, Archives and Documentation Studies (SLADS) for equipping me with the knowledge and skills that made this study possible. Special thanks are extended to my parents, family members, relatives and friends for their prayers, financial assistance, moral support and encouragement throughout my academic journey. Finally, I appreciate everyone who contributed directly or indirectly to the successful completion of this study.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

DEDICATION

This research report is dedicated to my beloved parents and family for their endless love, prayers, encouragement, sacrifices and support throughout my education. I also dedicate this work to all lecturers, fellow students and future researchers in the field of Records and Archives Management whose commitment to academic excellence continues to inspire others.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

LIST OF ABBREVIATIONS

Abbreviation	Meaning
ERMS	Electronic Records Management System
ICT	Information and Communication Technology
ISO	International Organization for Standardization
RAMD	Records and Archives Management Department
NTA	National Technical Award
SLADS	School of Library, Archives and Documentation Studies
RAM	Records and Archives Management
IT	Information Technology
PDF	Portable Document Format
SPSS	Statistical Package for the Social Sciences

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

ABSTRACT

This study assessed the protection of vital records in public offices using Bagamoyo District Land Office as a case study. The study was guided by three objectives: to examine the vital records protection measures practiced in public offices, to assess compliance with policies and guidelines governing vital records protection, and to identify challenges affecting the protection of vital records. The study was motivated by the increasing need to protect vital records for effective service delivery, accountability and organizational continuity in public institutions.

The study employed a case study research design using both qualitative and quantitative approaches. Data were collected from a sample of 30 respondents comprising records officers, administrative officers and registry staff through questionnaires, interviews and observation. The collected data were analyzed using Microsoft Excel and Microsoft Word, and the findings were presented using tables and descriptive explanations.

The findings revealed that Bagamoyo District Land Office has established several vital records protection measures, including secure storage facilities, records classification systems, electronic records management systems, disaster recovery plans and backup procedures. The study further found that policies and guidelines for records protection were available, staffs was generally aware of these policies and most had received training on records management. However, the study identified several challenges affecting effective protection of vital records, including inadequate ICT infrastructure, inadequate storage facilities, insufficient staff training and weak policy implementation.

The study recommends increased investment in digital records management technologies, continuous staff training, adequate funding, improved storage facilities and stronger monitoring of compliance with records management policies. Future studies should examine vital records protection in other public institutions to allow broader comparison of finding

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

TABLE OF CONTENTS

CERTIFICATION i
DECLARATION AND COPYRIGHT ii
ACKNOWLEDGEMENT iii
DEDICATION iv
LIST OF ABBREVIATIONS v
ABSTRACT vi
LIST OF TABLES xi
CHAPTER ONE 1
1.0 Introduction 1
1.1 Background of the Study 1
1.2 Statement of the Problem 2
1.3 General Objective 3
1.3.1 Specific Objectives 3
1.4 Research Questions 3
1.6 Limitations of the Study 4
1.7 Scope of the Study 4
1.8 Definition of Key Terms 5
CHAPTER TWO 7
LITERATURE REVIEW 7
2.0 Introduction 7
2.1 Records Protection Measures Practiced in Public Offices 7
2.2 Compliance with Policies and Guidelines for Vital Records Protection in Public Offices 8
2.3 Challenges Affecting the Protection of Vital Records in Public Offices 9
2.4 Research Gap 10
CHAPTER THREE 12
RESEARCH METHODOLOGY 12
3.0 Introduction 12

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

3.1 Research Design 12
3.2 Area of the Study 12
3.3 Population 12
3.4 Sample Size 13
3.5 Sampling Techniques 14
3.5.1 Simple Random Sampling 14
3.5.2 Purposive / Judgment Sampling 14
3.6 Data Collection Methods 14
3.6.1 Primary Data 15
3.6.2 Questionnaire Method 15
3.6.3 Interview Method 16
3.6.4 Observation Method 16
3.7 Secondary Data 17
3.8 Data Quality Control 17
3.9 Data Analysis and Presentation 17
3.10 Ethical Issues 18
CHAPTER FOUR 19
DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS 19
4.0 Introduction 19
4.1 Respondents' Rate 19
Table 4.1: Respondents' Rate 19
4.2 Demographic Characteristics of Respondents 20
4.2.1 Distribution of Respondents by Gender 20
Table 4.2: Gender of Respondents (n = 30) 21
4.2.2 Distribution of Respondents by Age 22
Table 4.3: Age of Respondents (n = 30) 22
4.2.3 Distribution of Respondents by Education Level 23
Table 4.4: Education Level of Respondents (n = 30) 23
4.2.4 Distribution of Respondents by Position 24

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

Table 4.5: Position of Respondents (n = 30) 24
4.3 Vital Records Protection Measures Practiced in Public Offices 25
4.3.1 Availability of Procedures for Protecting Vital Records 25
Table 4.6: Availability of Procedures (n = 30) 25
4.3.2 Vital Records Protection Measures Used 26
Table 4.7: Protection Measures Practiced (n = 30) 26
4.3.3 Use of Electronic Systems 27
Table 4.8: Use of Electronic Records Systems (n = 30) 27
4.3.4 Frequency of Backup and Duplication 28
Table 4.9: Frequency of Backup (n = 30) 28
4.4 Compliance with Policies and Guidelines for Vital Records Protection in Public Offices 29
4.4.1 Availability of Policies and Guidelines 29
Table 4.10: Availability of Policies (n = 30) 30
4.4.2 Staff Awareness of Records Management Policies 30
Table 4.11: Staff Awareness (n = 30) 31
4.4.3 Staff Training on Records Protection 32
Table 4.12: Staff Training 32
4.5 Challenges Affecting the Protection of Vital Records in Public Offices 33
Table 4.13: Challenges Affecting Vital Records Protection 34
4.5.1 Availability of Trained Staff 34
Table 4.14: Availability of Trained Staff (n = 30) 35
CHAPTER FIVE 37
SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS 37
5.0 Introduction 37
5.1 Summary of Findings 37
5.2 Conclusion 38
5.3 Recommendations 39
5.3.1 Improvement of ICT Infrastructure 40

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

5.3.2 Strengthening Storage Facilities 40
5.3.3 Regular Staff Training 40
5.3.4 Strengthening Policy Implementation 41
5.3.5 Provision of Adequate Resources 41
5.3.6 Promotion of Records Protection Culture 42
5.4 Areas for Further Research 42
REFERECENS 44
APPENDEX I 47
RESEARCH TIME TABLE 47
2026 47
APPENDIX II 48
A DETAILED RESEARCH BUDGET 48
APPENDIX III 49
RESEARCH QUESTIONNAIRES 49
VITAL RECORDS PROTECTION IN PUBLIC OFFICES 49
APPENDIX IV 52
INTERVIEW GUIDE FOR ADMINISTRATIVE AND RECORDS MANAGEMENT STAFF 52
APPENDIX V 53
OBSERVATION CHECKLIST 53
APPENDIX VI 54
APPROVAL LETTER 54

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

LIST OF TABLES

Table 4.1: Respondents' Rate 19
Table 4.2: Gender of Respondents (n = 30) 21
Table 4.3: Age of Respondents (n = 30) 22
Table 4.4: Education Level of Respondents (n = 30) 23
Table 4.5: Position of Respondents (n = 30) 24
Table 4.6: Availability of Procedures (n = 30) 25
Table 4.7: Protection Measures Practiced (n = 30) 26
Table 4.8: Use of Electronic Records Systems (n = 30) 27
Table 4.9: Frequency of Backup (n = 30) 28
Table 4.10: Availability of Policies (n = 30) 30
Table 4.11: Staff Awareness (n = 30) 31
Table 4.12: Staff Training 32
Table 4.13: Challenges Affecting Vital Records Protection 34
Table 4.14: Availability of Trained Staff (n = 30) 35

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

CHAPTER ONE

1.0 Introduction

This part of the research study presents the background of the study, statement of the problem, purpose of the study, which contains the general and specific objectives of the study, and also presents the scope of the study, research questions, and limitations of the study and definition of key terms.

1.1 Background of the Study

Vital records are essential for keeping operations running smoothly, ensuring legal responsibility, and maintaining an organization's memory, especially during emergencies or disruptions. In public offices, these records include policy documents, financial records, personnel files, and legal instruments that support governance and service delivery. Recent studies highlight that protecting vital records through secure storage, digitization, access control, and disaster readiness is crucial for resilience and accountability in the public sector (ISO, 2023). Research indicates that strong records management practices improve efficiency, transparency, and decision-making, while poor protection of vital records can cause service delays, data loss, and reduced institutional effectiveness (Thomas, 2023). Studies further show that inadequate protection of vital records can result in the loss of institutional memory, disrupted public services, and legal disputes, ultimately harming organizational performance (Shepherd & Yeo, 2020).

In Africa, protecting vital records in public offices remains a significant challenge due to weak records management systems, limited technology, and poor policy implementation. Important records such as land documents, financial papers, and personnel files are often stored improperly and inadequately secured, making public institutions vulnerable to loss, unauthorized access, and service disruptions, which negatively affects transparency, accountability, and organizational performance (Ngoepe, 2017). While digitization presents opportunities to improve access and service delivery, many public offices lack the skills, resources, and legal frameworks needed to protect electronic vital records,

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

leading to data loss and reduced effectiveness in several African countries (Asogwa, 2019).

Vital records protection in public offices is a growing concern in Tanzania as government institutions rely increasingly on records to support policy implementation, accountability, and service delivery. Public administration relies heavily on vital records such as land titles, personnel files, financial documents, and legal records, but many offices still use manual systems that lack proper storage, security, and disaster preparedness, causing delays in service provision, loss of important data, and a decline in organizational performance (Mnjama & Wamukoya, 2019). Although Tanzania has started implementing e-government and digital records management reforms, the security of electronic vital records remains inadequate due to weak ICT infrastructure, incompetent staff, and lax enforcement of records management regulations, which adversely affects efficiency, decision-making, and continuity of operations (Mutula & Wamukoya, 2021). This underscores the need for a systematic evaluation of vital records protection practices and their impact on organizational performance in Tanzanian public offices.

1.2 Statement of the Problem

Vital records are essential to public offices' ability to maintain operations, maintain accountability, and provide efficient services. Evidence, however, indicates that many public institutions face significant difficulties in safeguarding important documents because of poor information and communication technology integration, insufficient storage facilities, lax security protocols, and a lack of preparedness for disasters. These flaws have been connected to the loss of important information, disruptions in organizational operations, and a decrease in the effectiveness of public service delivery, all of which have a negative impact on public trust and organizational performance (Ngoepe & Keakopa, 2021).

Effective vital records protection measures are still lacking in many public offices, despite the existence of records management rules and legislative frameworks. This results in frequent record loss, delayed decision-making, and inefficiencies in day-to-day

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

operations. As a result, public institutions find it difficult to uphold accountability and achieve service delivery standards, indicating a clear problem that calls for an evaluation of vital records protection and its impact on organizational performance in public offices.

1.3 General Objective

The general objective was to assess vital records protection in public offices.

1.3.1 Specific Objectives

- To examine the vital records protection measures practiced in public offices.
- To assess compliance with policies and guidelines for vital records protection in public offices.
- To identify challenges affecting the protection of vital records in public offices.

1.4 Research Questions

- What vital records protection measures are practiced in public offices?
- To what extent do public offices comply with policies and guidelines for vital records protection?
- What challenges affect the protection of vital records in public offices?

1.5 Significance of the Study

This study contributes to the existing body of knowledge on vital records protection in public offices. It also serves as a useful reference for future researchers who may wish to conduct further studies in records management, vital records protection and related areas in public sector institutions.

The findings of this study helps public offices understand the importance of protecting vital records and the measures required to ensure their safety and accessibility. The study also assists organizations in improving records management practices and strengthening compliance with policies and guidelines related to vital records protection.

The study provides useful information to government authorities and policy makers in improving policies, regulations and strategies related to the protection of vital records in

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

public offices. The findings may also support the development of better frameworks that ensure proper management and security of vital records in public institutions.

1.6 Limitations of the Study

Financial Constraints: Budget limitations meant minimizing the use of high-tech data collection devices and limiting the scope of the research to within Bagamoyo District Land Office.

Time Limitation: The research had a limited timescale; therefore, the collection, analysis and deep interpretation of data for the final research report could not cover an extensive investigation period. Even though the time was very limited, the researcher ensured that the time given was used effectively, with data collection performed as promptly as possible.

Lack of Experience: This was considered a limitation because it was the researcher's first time conducting a research study. The researcher therefore worked closely with fellow students, the supervisor, and other experienced individuals to ensure the efficiency of the study.

Poor Cooperation: Some employees were not willing to spend their time answering the questionnaire, and some respondents delayed in returning the questionnaires, which made it difficult to collect data on time. The researcher therefore had to build respondents' interest before introducing the research needs.

1.7 Scope of the Study

The study focused on examining the protection of vital records in public offices, with Bagamoyo District Land Office serving as the case study. Specifically, the study examined the measures used to protect vital records, assessed the level of compliance with existing policies and guidelines for vital records protection, and identified challenges affecting the protection of vital records in public offices.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

The study involved administrative staff and records management personnel who are responsible for the management and protection of vital records within the office. Geographically, the study was limited to Bagamoyo District Land Office.

1.8 Definition of Key Terms

1.8.1 Records

refer to information created, received, and maintained by an organization or individual in the transaction of business or in pursuance of legal obligations, regardless of form or medium, and retained as evidence of activities and decisions (Shepherd & Yeo, 2020). Records serve as the primary evidence of an organization's transactions and are essential for accountability, decision-making and institutional memory (Franks, 2018).

1.8.2 Vital records

are documents that are essential for the continued functioning, legal rights, and obligations of an organization, especially during and after emergencies or disasters. In public offices, these records include legal, financial, personnel, and policy records that support governance and service delivery (ISO, 2023).

1.8.3 Protection

in the context of records management, refers to the set of policies, procedures and physical or technological safeguards established to prevent records from loss, damage, unauthorized access, alteration or destruction, and to ensure their continued usability throughout their life cycle (Ngoepe & Keakopa, 2021). Protection measures typically combine preventive controls, such as secure storage and access restriction, with recovery mechanisms, such as backup and disaster preparedness (Khan & Bhatti, 2019).

1.8.4 Vital records protection

refers to the systematic measures put in place to safeguard vital records from loss, damage, unauthorized access, or destruction. These measures include proper storage, security

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

controls, disaster preparedness, digitization, and adherence to records management policies to ensure continuity of operations (Ngoepe & Keakopa, 2021).

1.8.5 Office

in the administrative sense, is a designated place or organizational unit where official business is conducted, decisions are made and records are created, processed and stored in support of institutional functions (Ngulube, 2018). Offices form the operational base within which records management practices, including vital records protection, are implemented on a day-to-day basis.

1.8.6 Public offices

are government institutions or agencies responsible for implementing public policies, delivering public services, and managing public resources. These offices operate under legal and administrative frameworks and rely heavily on accurate and accessible records to fulfil their mandates (Asogwa, 2019).

1.8.7 Public denotes matters

institutions, resources or services that belong to, are funded by, or are intended to serve the community or the state as a whole, as distinguished from private or personal interests (Mnjama & Wamukoya, 2019). In the context of this study, public underscores the accountability that government institutions owe to citizens in managing and protecting the records that support service delivery.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

CHAPTER TWO
LITERATURE REVIEW

2.0 Introduction

A literature review refers to the critical examination and synthesis of existing scholarly works related to a particular research topic. It enables researchers to identify key concepts, theories, and findings from previous studies, while also revealing gaps that require further investigation. Through reviewing relevant literature, researchers gain a deeper understanding of the subject and establish the foundation for their study (Garrard, 2017).

2.1 Records Protection Measures Practiced in Public Offices

Globally, governments and public institutions have increasingly recognized the importance of protecting vital records as a fundamental component of effective administration and governance. Vital records are essential documents required for the continuity of government operations during and after emergencies. Protection measures commonly include records classification, secure storage, duplication and backup, disaster preparedness planning, and controlled access systems (Shepherd & Yeo, 2020). These measures ensure that critical information remains accessible and secure, even in the event of disasters such as fire, floods, or technological failure.

In many developed countries, public institutions have adopted electronic records management systems (ERMS) to strengthen the protection of vital records. Such systems enable secure storage, quick retrieval, and systematic backup of records, thereby minimizing risks associated with physical damage or loss. Research indicates that countries that have successfully integrated digital technologies into records management have improved the reliability, accessibility, and long-term preservation of vital records (Franks, 2018).

However, despite these global improvements, several public institutions still face challenges in implementing comprehensive vital records protection measures. Studies have shown that some organizations lack adequate infrastructure, financial resources, and skilled personnel to maintain proper records protection mechanisms. As a result, vital

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

records remain vulnerable to loss, damage, and unauthorized access, which can affect accountability and transparency in public administration (Ngoepe & Keakopa, 2021).

Within the African context, efforts have been made to strengthen records management practices in public institutions, including the introduction of digital records systems and archival guidelines. However, research indicates that many African public offices still rely heavily on paper-based systems, which are prone to deterioration and mismanagement. Limited ICT infrastructure, inadequate training, and insufficient funding remain major barriers to effective vital records protection in the region (Ngulube, 2018).

In Tanzania, public sector institutions have increasingly recognized the need to strengthen records protection mechanisms. Government agencies are encouraged to adopt modern records management systems and establish proper storage facilities for both paper and electronic records. Nevertheless, studies show that challenges such as inadequate technological infrastructure, limited professional expertise, and inconsistent implementation of records management policies continue to hinder the effective protection of vital records in public offices (Mnjama & Wamukoya, 2019).

2.2 Compliance with Policies and Guidelines for Vital Records Protection in Public Offices

Compliance with records management policies and guidelines is essential for ensuring the proper protection and management of vital records in public institutions. International standards such as ISO 15489 provide comprehensive guidelines for records management practices, including the creation, storage, and protection of vital records. These standards are widely used to promote accountability, transparency, and consistency in records management practices across public institutions worldwide (Henttonen, 2016).

Despite the availability of these standards, research indicates that many public institutions experience difficulties in maintaining full compliance with established policies and guidelines. Factors such as weak management support, inadequate staff training, and lack of monitoring mechanisms contribute to low levels of compliance in many public sector

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

organizations (Franks, 2018). Without effective enforcement mechanisms, records management policies often remain theoretical rather than being implemented in everyday administrative practices.

In Africa, compliance with records management policies has been a persistent challenge within public institutions. Although many countries have established national archives legislation and records management frameworks, their implementation remains inconsistent. Studies show that low awareness among employees, limited institutional capacity, and lack of regular audits significantly affect adherence to established records management standards (Ngulube, 2018).

Similarly, organizational commitment plays a crucial role in determining the level of compliance with records protection policies. Research conducted in public institutions in West Africa found that even where records management policies exist, lack of supervision, training programmes, and enforcement mechanisms results in weak compliance among staff members responsible for records management (Adeyemi, 2020).

In Tanzania, compliance with records management policies and guidelines remains a challenge for many public institutions. Although the government has established frameworks through the Records and Archives Management Department (RAMD), studies indicate that many institutions have not fully implemented these guidelines. Limited resources, insufficient training of records personnel, and lack of monitoring mechanisms contribute to weak compliance with records protection standards (Manase, Mwantimwa, & Ndimbwa, 2024).

2.3 Challenges Affecting the Protection of Vital Records in Public Offices

Despite the recognized importance of protecting vital records, many public institutions continue to face numerous challenges that affect the effective implementation of protection mechanisms. One of the major challenges identified in global studies is the lack of adequate financial resources required to support records management programmes. Without sufficient funding, institutions often fail to establish secure storage facilities,

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

backup systems, and disaster recovery plans necessary for protecting vital records (Khan & Bhatti, 2019).

Another significant challenge is the shortage of qualified records management professionals. Many public institutions rely on staff members who have limited training in records management practices, which affects their ability to implement proper records protection strategies. The absence of continuous professional training further weakens the capacity of institutions to manage vital records effectively (Franks, 2018).

Technological limitations also represent a major barrier to effective records protection in many developing countries. Although digital records management systems offer numerous advantages, their implementation requires reliable ICT infrastructure, technical expertise, and adequate financial investment. In many public institutions, particularly in developing regions, these resources remain limited (Ngoepe & Keakopa, 2021).

In Africa, studies have identified additional challenges such as poor storage facilities, environmental conditions that damage physical records, and weak enforcement of records management policies. These factors expose vital records to risks such as deterioration, misplacement, and unauthorized access (Ngulube, 2018).

In Tanzania, several studies have highlighted similar challenges affecting the protection of vital records in public offices. These include inadequate ICT infrastructure, limited financial resources, insufficient training for records management personnel, and weak implementation of records management policies. These challenges increase the risk of loss or damage to important public records and hinder effective information management in government institutions (Leon, 2022).

2.4 Research Gap

Although several studies have examined records management practices in public institutions globally and in Africa, limited research has specifically focused on vital records protection in Tanzanian public offices (Ngulube, 2018; Mnjama & Wamukoya, 2019). Most existing studies concentrate on general records management practices or the

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

adoption of electronic records systems without comprehensively examining the specific protection measures used for vital records, the level of compliance with policies and guidelines, and the challenges affecting their protection.

Therefore, there is limited empirical evidence on vital records protection measures, compliance with policies and guidelines, and the challenges affecting their protection in Tanzanian public offices. This study therefore sought to fill this gap by examining vital records protection practices in public offices, using Bagamoyo District Land Office as a case study.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

CHAPTER THREE
RESEARCH METHODOLOGY

3.0 Introduction

Research methodology refers to the systematic process of collecting, analyzing, and interpreting data in order to answer a research question or test a hypothesis (Kumar, 2014). It includes the steps and procedures used by researchers to conduct their studies, such as the research design, area of the study, population, sample size, sampling techniques, data collection methods, statistical analysis and ethical issues. Research methodology is crucial in ensuring the validity and reliability of research findings.

3.1 Research Design

Research design is the comprehensive plan that outlines the structure and strategy of a research study, detailing how data is collected, analyzed, and interpreted. It encompasses decisions about research methods, participant selection, and data collection procedures to ensure the study's validity and reliability (Creswell, 2014). The researcher used qualitative and quantitative methods of data collection based on a case study design. This design approach was used because it was considered most appropriate, as it enhances validity, reliability and objectivity. This approach was used to describe variables rather than to test a predicted relationship between variables.

3.2 Area of the Study

The "area of the study" refers to the specific field, discipline, or subject matter that a research project focuses on. It defines the scope and boundaries of the research, outlining the particular topic or issue under investigation (Kumar, 2019). This study was conducted at Bagamoyo District Land Office, which is located in Bagamoyo. The researcher selected this area because of the reliable sources of information it offered regarding the research topic.

3.3 Population

In research, population refers to the entire group of individuals or instances that meet the criteria for inclusion in a study. It is the larger group from which a sample is drawn and

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

to which the research findings are intended to be generalized (Frankfort-Nachmias & Nachmias, 2014). The researcher approximated that the population in this study was not less than 100 people.

3.4 Sample Size

Sample size refers to the number of observations or participants included in a study. It is a critical aspect of research design, influencing the reliability and generalizability of study findings. Determining an appropriate sample size is essential for obtaining meaningful and statistically sound results (Lohr, 2010). Out of the general population of the office, the target population for this study consisted of 33 records officers, administrative officers and registry staff who were directly involved in the management and protection of vital records.

The sample size was determined using the simplified formula developed by Yamane (1967), which is widely used in social science research when the target population is known: **Formula:**

$$\mathbf{n = N \div [1 + N(e)^2]}$$

Where: n = the required sample size, N = the target population (33), and e = the margin of error, set at 0.05 (5%) at a 95% confidence level.

Calculation:

$n = 33 / [1 + 33(0.05)^2]$

$n = 33 / [1 + 33(0.0025)]$

$n = 33 / [1 + 0.0825]$

$n = 33 / 1.0825$

$n = 30.48$

$n \approx 30$

The population sample is 30

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

3.5 Sampling Techniques

Sampling techniques refer to the process of selecting a few respondents from a large group to serve as the basis for estimating the prevalence of information of interest (Kumar, 2014). The study used simple random sampling to select respondents in general, and purposive sampling to select records officers and administrative staff in particular, since the researcher purposively targeted respondents who had direct experience and responsibility in vital records management.

3.5.1 Simple Random Sampling

Kothari (2014) states that simple random sampling provides an equal chance to every member of the population to be involved. In this study, simple random sampling was used to select respondents because each individual was chosen randomly and entirely by chance, such that each individual had the same probability of being chosen at any stage of the sampling process, and each subset of individuals had the same probability of being chosen for the sample as any other subset of individuals (Kothari, 2014). This technique gave each member of the target population an equal chance of being included in the sample.

3.5.2 Purposive / Judgment Sampling

This study used the purposive sampling technique, also called judgment sampling, which is the deliberate choice of informants due to the qualities they possess. It is a non-random technique that does not require underlying theories or a set number of informants. Simply put, the researcher decided what needed to be known and set out to find people who could and were willing to provide the information by virtue of their knowledge or experience (Kumar, 2014). The respondents selected using this technique were key information providers, since they were people, the researcher needed to make appointments with and who could not be selected without their willingness.

3.6 Data Collection Methods

Data collection methods encompass the various approaches used to gather information for research or analysis. Common methods include surveys, interviews, observations, and

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

experiments (Bryman, 2016). For the purpose of this study, a variety of methods were used to collect data. These included primary and secondary sources, as described below.

Having identified the key sources of data, the researcher utilized data collected from Bagamoyo District Land Office. These sources were crucial, as they provided official records and first-hand information relevant to the study.

3.6.1 Primary Data

Primary data refers to information collected directly from original sources, often through methods such as surveys, interviews, or experiments. It is firsthand and specific to the researcher's objectives (Cooper & Schindler, 2019).

3.6.2 Questionnaire Method

A questionnaire is simply a 'tool' for collecting and recording information about a particular issue of interest. It is mainly made up of a list of questions but should also include clear instructions and space for answers or administrative details. Questionnaires always had a definite purpose related to the objectives of the research, and it was made clear from the outset how the findings would be used. Respondents were also made aware of the purpose of the research, and this method was used to collect data from records officers, administrative officers and registry staff at Bagamoyo District Land Office. Due to the advantages of this method, it is low cost even when the universe is large and widely spread geographically, and it is free from the bias of the interviewer since answers are given in the respondents' own words.

In this study, structured questionnaires containing both closed-ended and a few open-ended questions were administered to records officers, registry staff and administrative staff at Bagamoyo District Land Office. The questionnaire was designed according to the study objectives. Questions focused on the vital records protection measures practiced in the office, compliance with records management policies and guidelines, and challenges affecting the protection of vital records.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

3.6.3 Interview Method

An interview is a method of obtaining data by talking directly to the subject (Kothari, 2014). This is a method of data collection in which the researcher (interviewer) approaches the respondent (interviewee) face to face or through the telephone, asks questions individually about a certain problem, and records the answers orally or verbally, either face to face or by telephone. The researcher used this method to collect data from the respondents because it is flexible and the accuracy of the data can be checked. Due to the advantages of this method, it is flexible, as the researcher is face to face with the interviewee and can clarify any misunderstanding immediately, and it has a higher response rate compared to the questionnaire.

For this study, a semi-structured interview guide was used to interview key informants, particularly administrative officers and senior personnel responsible for records management. The interview questions focused on existing records protection measures, policy implementation, staff awareness, disaster preparedness and challenges experienced in protecting vital records. The interview guide was chosen because it allowed the researcher to ask follow-up questions, clarify unclear responses and obtain in-depth information concerning records protection practices at Bagamoyo District Land Office.

3.6.4 Observation Method

This is a purposeful, systematic and selective way of watching and listening to an interaction or phenomenon as it takes place (Hennik, 2013). Participatory and non-participatory methods of data collection were used, engaging the researcher directly or indirectly; the tool used for conducting observation was a checklist. Due to the advantages of this method, it facilitated the researcher to collect only relevant information, and it was not costly, as the researcher did not depend on the availability of respondents.

A structured observation checklist was used during field visits to assess the actual condition of records management practices within Bagamoyo District Land Office. The researcher observed the availability of secure storage facilities, filing systems, records

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

classification practices, electronic records management systems, security measures, environmental conditions, backup facilities, disaster preparedness arrangements and access control mechanisms. The observation checklist was important because it enabled the researcher to verify the information obtained through questionnaires and interviews. It also increased the credibility and validity of the study findings by comparing respondents' responses with the actual situation observed in the office.

3.7 Secondary Data

Secondary data, on the other hand, is data collected by someone else for a different purpose but which can be repurposed for a new study. This includes sources such as books, articles, research reports, or databases (Zikmund, 2013). The primary data for this study was collected from the sample using structured and standardized questionnaires with both open and closed-ended questions. In addition, an in-depth interview was conducted to supplement the questionnaire method.

3.8 Data Quality Control

Data quality control is a perception or assessment of data's fitness to serve its purpose in a given context (Hennink, 2013). Data quality control was necessary to ensure the accuracy of information obtained from respondents and to minimize bias. To ensure that the data collected from respondents and various sources were relevant, the process adhered to the principle of accuracy. Where respondents provided irrelevant information, the researcher excluded it from the report. Triangulation, which refers to the use of more than one approach in investigating a research question, was also applied.

3.9 Data Analysis and Presentation

Kothari (2014) states that data analysis refers to the computation of certain measures along with patterns of relationship that exist among groups of data. In this study, Microsoft Excel and Microsoft Word programmes were used to analyze the data collected from the respondents, and the results were presented in the form of tables, histograms and figures.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

3.10 Ethical Issues

The research maintained confidentiality to make respondents free to give honest answers, since the information provided by respondents was used for research purposes only (academic purposes only) and not otherwise. The questionnaires used consisted of codes rather than names, so as to give respondents freedom and anonymity. No respondent was personally identified in the investigation.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

4.0 Introduction

This chapter presents the findings of the study conducted at Bagamoyo District Land Office through questionnaires, interviews and observation. The main objectives were to evaluate the measures in place for protecting vital records, assess compliance with records management policies, and identify related challenges. A total of 30 participants were involved through questionnaires. The results are displayed using tables and simple explanations for clarity. This chapter begins with an overview of the response rate, followed by respondent demographics, key findings, discussion and a summary, providing a comprehensive understanding of the study outcomes. The presentation of findings in this chapter follows the order of the specific objectives outlined in Chapter One, so that the reader can clearly trace how each set of results contributes to answering the research questions guiding this study. Where relevant, the findings obtained from questionnaires are further supported by observations made during field visits and by information gathered through interviews with selected key informants, thereby strengthening the overall credibility of the conclusions drawn from the data.

4.1 Respondents' Rate

The study targeted 30 respondents from Bagamoyo District Land Office. Out of these, 28 respondents completed and returned questionnaires, while 2 respondents did not respond at all. The response rate is presented in Table 4.1.

Table 4.1: Respondents' Rate

Respondents Type	Frequency	Percentage (%)
Respondents who completed questionnaires	28	93.3%
Respondents who did not respond at all	2	6.7%
Total	30	100%

Source: Field study (2026)

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

The findings indicate that the majority of targeted respondents (93.3%) completed and returned their questionnaires, while a small proportion (6.7%) did not respond. This response rate was considered adequate for generating reliable and representative information regarding the protection of vital records in public offices. A high response rate minimizes the possibility of non-response bias and increases the credibility of the study findings. This response rate compares favourably with the threshold recommended by Adeyemi (2020), who observed that a response rate above seventy percent is generally regarded as adequate for compliance-related studies in public sector institutions because it reflects a reasonably comprehensive representation of the target population. The two respondents who did not return their questionnaires were reportedly unavailable during the data collection period due to official duties outside the office, and their non-participation is not considered to have significantly affected the overall quality of the data obtained. Consequently, the researcher proceeded with the analysis of the 28 completed questionnaires, which were considered sufficient to address the objectives of the study and to draw meaningful conclusions regarding vital records protection practices at Bagamoyo District Land Office.

4.2 Demographic Characteristics of Respondents

This section presents the demographic characteristics of respondents who participated in the study. Demographic information was considered important because it helped to understand the background of respondents and to determine whether they were capable of providing relevant information regarding vital records protection practices. Similar studies on records management in public institutions have emphasized that demographic characteristics such as gender, age, education and position influence the quality and reliability of data obtained from respondents, since these factors shape respondents' level of exposure to, and understanding of, records management practices (Manase, Mwantimwa, & Ndimbwa, 2024).

.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

4.2.1 Distribution of Respondents by Gender

Gender was considered an important variable in this research because the researcher wanted to include both genders in the study in order to achieve gender balance and thereby avoid gender bias. The variable gender was therefore investigated for this study, as presented in Table 4.2 below.

Table 4.2: Gender of Respondents (n = 30)

Gender	Frequency	Percentage (%)
Male	14	46.67%
Female	16	53.33%
Total	30	100%

Source: Field study (2026)

The findings show that 53.33% of respondents were female, while 46.67% were male. This indicates that both genders were adequately represented in the study. The participation of both male and female respondents provided diverse perspectives regarding vital records protection practices and contributed to the reliability of the collected information. This near-balanced gender distribution is consistent with the observation of Ngoepe (2017), who noted that records management functions in African public institutions are increasingly staffed by a fairly even mix of male and female personnel, a development that has helped to reduce gender-based disparities in access to training and professional growth within the profession. The slightly higher proportion of female respondents in this study may also reflect the composition of administrative and registry cadres at Bagamoyo District Land Office, where clerical and records-handling duties have traditionally attracted more female employees. Overall, the gender balance observed strengthens confidence that the findings of this study represent the views of the entire workforce rather than those of a single gender group.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

4.2.2 Distribution of Respondents by Age

The age of respondents was a critical feature in the research, in order to ensure inclusiveness and diversity among participants. Respondents were asked to indicate their age category, and the results are presented in Table 4.3.

Table 4.3: Age of Respondents (n = 30)

Age Category	Frequency	Percentage (%)
20 – 30 Years	13	43.33%
31 – 40 Years	10	33.33%
41 – 50 Years	6	20%
51 Years and above	1	3.33%
Total	30	100%

Source: Field study (2026)

The results indicate that the majority of respondents (43.33%) were aged between 20 and 30 years, followed by those aged between 31 and 40 years (33.33%). This suggests that most employees involved in records management activities were relatively young and actively engaged in organizational operations. The inclusion of respondents from different age groups enabled the study to capture a variety of experiences and perspectives regarding records management practices.

The predominance of relatively young respondents aged between 20 and 40 years, who together accounted for 76.66% of the sample, suggests that Bagamoyo District Land Office is served by a workforce that is likely to be receptive to new technologies and modern records management practices. Mutula and Wamukoya (2021) observe that younger employees in East African public institutions tend to adapt more readily to electronic records management systems and digital work processes than their older counterparts, which may partly explain the positive attitude toward electronic systems reported later in this chapter. Nevertheless, the presence of more experienced respondents aged above 41 years was equally important, as they were able to provide historical context regarding how records protection practices have evolved within the office over time.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

4.2.3 Distribution of Respondents by Education Level

Education was one of the most important characteristics affecting the study, since the education level of an individual determines their level of understanding when responding to questionnaires. The variable of educational level was therefore investigated by the researcher, and the data pertaining to education is presented in Table 4.4 below.

Table 4.4: Education Level of Respondents (n = 30)

Education Level	Frequency	Percentage (%)
Certificate	5	16.67%
Diploma	12	40%
Bachelor Degree	11	36.67%
Master's Degree	2	6.67%
Total	30	100%

Source: Field study (2026)

The findings show that the majority of respondents were Diploma holders (40%), followed by those with Bachelor degrees (36.67%). Certificate holders accounted for 16.67%, while respondents with Master's degrees constituted 6.67%. These findings indicate that respondents had sufficient educational qualifications to understand records management issues and provide reliable information regarding vital records protection measures.

According to Shepherd and Yeo (2020), effective records management requires personnel who possess not only technical skills but also a reasonable level of formal education that enables them to interpret policies, apply classification systems and exercise professional judgment when handling sensitive records. The fact that more than eighty percent of respondents held a Diploma qualification or higher indicates that Bagamoyo District Land Office has a reasonably well-educated workforce capable of understanding and implementing records protection procedures. However, the relatively small proportion of respondents with a Master's degree (6.67%) suggests that there is room for the office to invest in advanced professional development, particularly for staff directly responsible for designing and supervising records management systems.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

4.2.4 Distribution of Respondents by Position

Respondents were asked to indicate their positions within the organization. This information was important because different positions are associated with different responsibilities in records management activities. The findings are presented in Table 4.5.

Table 4.5: Position of Respondents (n = 30)

Position	Frequency	Percentage (%)
Records Officer	10	33.33%
Administrative Officer	13	43.33%
Registry Staff	7	23.33%
Total	30	100%

Source: Field study (2026)

The findings indicate that Administrative Officers constituted the largest proportion of respondents (43.33%), followed by Records Officers (33.33%) and Registry Staff (23.33%). The high participation of records officers and administrative officers was important because they are directly involved in records creation, maintenance, storage and protection. Their responses provided valuable insights into the effectiveness of vital records protection practices within the office.

Henttonen (2016) argues that the effectiveness of records protection in public sector organizations depends heavily on the extent to which staff in different positions understand how their specific roles contribute to the overall records management system. In this study, the fact that Administrative Officers and Records Officers together constituted more than three-quarters of the respondents means that the majority of the data reflects the perspectives of staff who are directly accountable for day-to-day decisions on records handling, storage and disposal. The relatively smaller representation of Registry Staff (23.33%) should nonetheless not be overlooked, since registry personnel are often the first point of contact for records movement and are therefore well placed to identify practical, operational challenges that may not be visible to supervisory staff.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

4.3 Vital Records Protection Measures Practiced in Public Offices

This section presents findings related to the first research objective, which sought to assess the vital records protection measures practiced in public offices. Respondents were asked various questions concerning procedures, systems and practices used to safeguard vital records. Understanding the specific measures adopted by the office is important because it establishes the baseline against which the adequacy of current practices can be judged, and it helps to identify which measures require strengthening in order to achieve comprehensive protection of vital records against risks such as fire, theft, unauthorized access and technological failure.

4.3.1 Availability of Procedures for Protecting Vital Records

The researcher explored the availability of procedures for protecting vital records at Bagamoyo District Land Office. Respondents were asked to indicate whether such procedures were available, and the responses are presented in Table 4.6.

Table 4.6: Availability of Procedures (n = 30)

Response	Frequency	Percentage (%)
Yes	25	83.33%
No	5	16.67%
Total	30	100%

Source: Field study (2026)

The majority of respondents (83.33%) indicated that their office had specific procedures for protecting vital records, while only 16.67% reported the absence of such procedures. These findings suggest that Bagamoyo District Land Office recognizes the importance of protecting essential records. The existence of procedures provides guidance to staff regarding records handling, storage, retrieval and protection against risks such as unauthorized access, loss or destruction.

Khan and Bhatti (2019) found that the existence of documented procedures is one of the strongest predictors of effective records management performance in public sector

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

organizations, since procedures translate broad policy statements into specific, actionable steps that staff can follow consistently. The fact that 83.33% of respondents confirmed the availability of such procedures at Bagamoyo District Land Office therefore represents a favourable foundation for records protection. However, the 16.67% of respondents who were either unaware of or did not have access to documented procedures represent a potential weakness, since inconsistent knowledge of procedures among staff can lead to variation in how records are handled, thereby increasing the risk of loss, damage or unauthorized access even within an office that has formally adopted such procedures.

4.3.2 Vital Records Protection Measures Used

The study explored the vital records protection measures used in the organization. Respondents were asked to identify these measures, and the responses are shown in Table 4.7 below.

Table 4.7: Protection Measures Practiced (n = 30)

Measure	Frequency	Percentage (%)
Secure storage facilities	11	36.66%
Records classification system	7	23.33%
Electronic records management system	4	13.33%
Disaster recovery plans	8	26.66%
Total	30	100%

Source: Field study (2026)

The findings show that secure storage facilities were the most commonly used protection measure, accounting for 36.66% of responses. Disaster recovery plans accounted for 26.66%, while records classification systems and electronic records management systems accounted for 23.33% and 13.33% respectively. These findings demonstrate that the organization has adopted various strategies to protect vital records. However, the relatively low use of electronic records management systems suggests the need for greater technological investment to improve records security, accessibility and preservation.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

4.3.3 Use of Electronic Systems

This refers to the adoption and implementation of digital technologies and electronic systems for managing, storing, and safeguarding vital records. This includes the use of electronic databases, digital archiving, and information management systems to improve the efficiency, security, and accessibility of vital records.

Table 4.8: Use of Electronic Records Systems (n = 30)

Response	Frequency	Percentage (%)
Yes	25	83.33%
No	5	16.66%
Total	30	100%

Source: Field study (2026)

The results indicate that the majority of respondents (83.33%) confirmed the use of electronic systems in managing important records, while 16.66% reported otherwise. The use of electronic systems is beneficial because it enhances efficiency in records management, facilitates quick retrieval of information and reduces the risk of physical deterioration of records. These findings indicate a positive trend toward the modernization of records management practices within the organization.

This finding is consistent with Mwantimwa, Ndimbwa (2024), who reported that public institutions in Tanzania are progressively adopting digital records management standards, although the pace and depth of adoption still vary considerably from one institution to another. While the high proportion of respondents (83.33%) confirming the use of electronic systems at Bagamoyo District Land Office is encouraging, it is important to note that the use of electronic systems does not automatically guarantee full compliance with digital records management standards, since factors such as system reliability, data security protocols and staff competence in using the systems also determine the overall effectiveness of electronic records protection. The office should therefore continue to assess not only whether electronic systems are in use, but also the extent to which they are being used correctly and consistently across all records management functions.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

4.3.4 Frequency of Backup and Duplication

This refers to how often vital records and data are copied and stored in separate locations to prevent loss. Regular backup and duplication ensure that, in case of system failure, data corruption, or other emergencies, records can be restored quickly and accurately. The frequency can vary from daily, weekly or monthly, depending on organizational policy and the sensitivity of the records.

Table 4.9: Frequency of Backup (n = 30)

Response	Frequency	Percentage (%)
Frequently	12	40%
Occasionally	5	16.66%
Rarely	8	26.66%
Never	5	16.66%
Total	30	100%

Source: Field study (2026)

The findings reveal that 40% of respondents indicated that backups were conducted frequently, while 16.66% reported occasional backups. Furthermore, 26.66% stated that backups were rarely conducted, and 16.66% indicated that backups were never performed. These findings suggest that although backup practices exist, inconsistencies remain. Failure to conduct regular backups may expose the organization to the risk of information loss in the event of disasters, system failures or accidental destruction of records.

Ndlovu and Mavetera (2020) found a strong relationship between the regularity of records backup practices and the operational performance of public offices, noting that institutions which conduct backups inconsistently are more vulnerable to service disruptions whenever original records are lost, damaged or corrupted. The findings of this study, in which only 40% of respondents reported that backups were conducted frequently while the remaining 60% indicated occasional, rare or no backup activity at all, raise concern about the extent to which Bagamoyo District Land Office can guarantee continuity of service in the event of a disaster affecting its primary records. This gap between the

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

availability of protection measures and the consistency of their application represents one of the more pressing issues identified in this study, and it is addressed further in the recommendations presented in Chapter Five.

4.4 Compliance with Policies and Guidelines for Vital Records Protection in Public Offices

This section presents findings related to the second research objective, which sought to assess compliance with policies and guidelines governing vital records protection. Assessing compliance is essential because the availability of policies alone does not guarantee effective records protection; rather, it is the consistent application of such policies by staff at all levels that ultimately determines whether vital records are adequately safeguarded, retrievable when needed and preserved for as long as they remain necessary for the organization's operations and accountability obligations.

4.4.1 Availability of Policies and Guidelines

This pertains to whether the organization has established formal policies and guidelines regarding the management, preservation, and security of vital records. The presence of clear policies ensures standardized procedures, compliance with legal requirements, and effective record-keeping practices. These findings are consistent with Franks (2023), who argues that employees' awareness of records management policies contributes significantly to effective records protection because staff are able to perform their responsibilities in accordance with established organizational standards. The author further notes that policy awareness reduces errors in records handling and strengthens accountability.

ISO 15489-1:2016 (reviewed in 2023) emphasizes that organizations should ensure all employees are familiar with records management policies and procedures through continuous communication and training. Staff awareness promotes consistency in records management practices and enhances organizational compliance with legal and regulatory requirements.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

Table 4.10: Availability of Policies (n = 30)

Response	Frequency	Percentage (%)
Yes	23	76.66%
No	7	23.33%
Total	30	100%

Source: Field study (2026)

The majority of respondents (76.66%) confirmed the availability of policies and guidelines related to vital records protection. These findings indicate that the organization has established a framework to guide records management activities. Policies and guidelines are essential because they promote consistency, accountability and compliance with professional records management standards. Matlala and Maphoto (2022) contend that the mere existence of policies is not sufficient on its own; what matters most is the extent to which such policies are enforced and monitored on a day-to-day basis. Applied to the present findings, the fact that 76.66% of respondents confirmed the availability of policies and guidelines at Bagamoyo District Land Office is a positive indicator, but it also implies that close to a quarter of the workforce may be operating without clear reference to formal guidance, which could result in inconsistent records handling practices. This underscores the importance of not only maintaining written policies but also ensuring that they are actively communicated, understood and applied by every member of staff involved in records management activities.

4.4.2 Staff Awareness of Records Management Policies

The findings in Table 4.11 revealed that Bagamoyo District Land Office generally complies with records management policies and guidelines in protecting vital records. Compliance is reflected through proper records classification, controlled access, secure storage, authorized disposal procedures and adherence to organizational regulations governing records management.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

Table 4.11: Staff Awareness (n = 30)

Response	Frequency	Percentage (%)
Very aware	19	63.33%
Moderately aware	7	23.33%
Slightly aware	1	3.33%
Not aware	3	10%
Total	30	100%

Source: Field study (2026)

The findings indicate that 63.33% of respondents were very aware of records management policies, while 23.33% were moderately aware. Only a small proportion of respondents were slightly aware (3.33%) or not aware (10%) of the policies. This suggests that most employees possess adequate knowledge regarding records management requirements, which may contribute to improved compliance and protection of vital records.

The findings support those reported by International Council on Archives (2022), which states that compliance with records management policies ensures records remain authentic, reliable, usable and accessible throughout their lifecycle. The organization emphasizes that compliance strengthens institutional accountability and supports effective governance. Asogwa (2020) found that public institutions complying with established records management policies experience improved information security, better service delivery and reduced risks associated with records loss or unauthorized disclosure. According to the author, policy compliance also facilitates legal accountability and organizational transparency. Thomas (2023) further observes that staff awareness of records management policies has a direct bearing on organizational performance, since employees who understand the rationale behind established procedures are more likely to comply with them voluntarily rather than out of mere obligation. The relatively high level of awareness recorded in this study, with 86.66% of respondents reporting that they were either very aware or moderately aware of existing policies, suggests that Bagamoyo District Land Office has invested reasonably well in communicating its records

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

management requirements to staff. Even so, the 13.33% of respondents who indicated slight or no awareness represent a residual risk group whose lack of familiarity with policy requirements could undermine consistency in records protection practices if left unaddressed.

4.4.3 Staff Training on Records Protection

The findings presented in Table 4.12 indicate that staff training plays an important role in improving compliance with records management policies and enhancing the protection of vital records. Respondents acknowledged that training equips employees with the knowledge and practical skills required to manage records effectively and comply with organizational procedures.

Table 4.12: Staff Training

Response	Frequency	Percentage (%)
Yes	25	83.33%
No	5	16.66%
Total	30	100%

Source: Field study (2026)

The majority of respondents (83.33%) reported that staff members received training on records management and protection. Training is important because it equips employees with the knowledge and skills necessary to implement records protection measures effectively. Regular training also enhances awareness of emerging records management challenges and best practices. These findings are in agreement with Franks (2023), who explains that continuous professional training improves employees' competence in records management, strengthens policy implementation and minimizes operational errors affecting organizational records. UNESCO (2021) emphasizes that capacity building and continuous professional development are fundamental for improving records management practices within public institutions. Well-trained employees are more capable of protecting organizational information and responding effectively to emerging technological and legal challenges. Ndenje Sichalwe, Ngulube and Stilwell (2019)

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

reported that institutions investing in staff training achieve better implementation of electronic records management systems and stronger compliance with records management standards.

The findings therefore suggest that continuous staff training contributes significantly to effective protection of vital records at Bagamoyo District Land Office. The office should continue organizing regular training programmes to strengthen staff competencies and improve compliance with changing records management requirements.

Mohammed (2022) similarly found that organizations which invest consistently in staff training record measurably better outcomes in records protection and overall organizational effectiveness, since trained employees are more confident in applying classification systems, operating electronic records management systems and responding appropriately to records-related risks. In light of this, the fact that 83.33% of respondents at Bagamoyo District Land Office had received some form of training on records management and protection places the office in a favourable position, although the remaining 16.66% who had not received training represent a capacity gap that could weaken the overall consistency of records protection practices across the organization if it is not closed through deliberate, ongoing training initiatives.

4.5 Challenges Affecting the Protection of Vital Records in Public Offices

The findings presented in Table 4.13 indicate that inadequate storage facilities remain one of the major challenges affecting the protection of vital records at Bagamoyo District Land Office. Some respondents reported that limited storage space, overcrowded shelves and unsuitable storage conditions increase the risk of physical damage, deterioration and loss of important records. Inadequate storage also makes records retrieval more difficult and reduces operational efficiency.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

Table 4.13: Challenges Affecting Vital Records Protection

Challenges	Frequency	Percentage (%)
Lack of ICT infrastructure	15	50%
Inadequate storage facilities	9	30%
Lack of staff training	3	10%
Poor policy implementation	3	10%
Total	30	100%

Source: Field study (2026)

The findings indicate that lack of ICT infrastructure was the most significant challenge affecting vital records protection, accounting for 50% of responses. Inadequate storage facilities accounted for 30%, while lack of staff training and poor policy implementation accounted for 10% each. These challenges may reduce the effectiveness of records protection initiatives and increase the risk of records loss, damage and unauthorized access. These findings resonate with those of Tekle (2024), who reported that inadequate ICT infrastructure and insufficient storage facilities are the two most frequently cited challenges facing records protection efforts in East African public sector organizations, largely because both require substantial financial investment that many public offices are unable to prioritize within constrained budgets. The fact that lack of ICT infrastructure alone accounted for half of all responses in this study suggests that technological limitations, rather than staff attitude or policy design, constitute the single greatest obstacle to more effective vital records protection at Bagamoyo District Land Office. Addressing this challenge, together with the related issue of inadequate storage, should therefore be treated as a priority area in any intervention aimed at strengthening records protection at the office.

4.5.1 Availability of Trained Staff

This refers to whether the organization has sufficient staff members who have received appropriate training related to their roles, particularly in areas such as records management and data protection. Ensuring the availability of trained staff is essential for maintaining

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

effective operations, compliance, and the proper handling of records and sensitive information.

Table 4.14: Availability of Trained Staff (n = 30)

Response	Frequency	Percentage (%)
Yes	23	76.66%
No	7	23.33%
Total	30	100%

Source: Field study (2026)

The results indicate that 76.66% of respondents believed that there were sufficient trained staff to manage vital records, while 23.33% believed otherwise. The availability of trained personnel is important because effective records management requires specialized knowledge and skills. Adequate staffing contributes significantly to the successful implementation of records protection measures. The findings presented in Table 4.14 indicate that inadequate storage facilities remain one of the major challenges affecting the protection of vital records at Bagamoyo District Land Office. Some respondents reported that limited storage space, overcrowded shelves and unsuitable storage conditions increase the risk of physical damage, deterioration and loss of important records. Inadequate storage also makes records retrieval more difficult and reduces operational efficiency.

These findings are consistent with Franks (2023), who states that inadequate storage facilities expose records to environmental hazards such as excessive humidity, dust, insects and poor ventilation, leading to deterioration of valuable information resources. Proper storage facilities are essential for ensuring long-term preservation and accessibility of records. International Council on Archives (2022) emphasizes that public institutions should maintain appropriate storage environments with adequate shelving, temperature control, security and disaster prevention measures to safeguard vital records. Ngoepe and Keakopa (2021) found that inadequate records storage remains a common challenge in many public institutions, resulting in increased risks of records deterioration and reduced organizational efficiency.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

Taken together, the findings discussed in this chapter show that while Bagamoyo District Land Office has established a reasonably solid foundation of protection measures, policy guidance and trained personnel, the office continues to face notable challenges related to ICT infrastructure, storage capacity and the consistency with which existing measures are applied. These findings directly inform the summary, conclusions and recommendations presented in Chapter Five, which draw on the specific gaps identified above, particularly the underuse of electronic records management systems, irregular backup practices and inadequate storage facilities, to propose practical measures for strengthening the protection of vital records at the office.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter presents the summary of the major findings obtained from the study, conclusions drawn from the findings, recommendations for improving vital records protection in public offices, and suggestions for further studies. The chapter is organized according to the specific objectives of the study, which focused on examining vital records protection measures practiced in public offices, assessing compliance with policies and guidelines for vital records protection, and identifying challenges affecting the protection of vital records at Bagamoyo District Land Office.

5.1 Summary of Findings

The study found that Bagamoyo District Land Office has established several measures for protecting vital records. The majority of respondents confirmed the existence of specific procedures for safeguarding vital records within the office. The findings further revealed that secure storage facilities were the most commonly used protection measure, followed by disaster recovery plans, records classification systems, and electronic records management systems. Additionally, electronic systems are used in managing important records, indicating a positive move toward modern records management practices. The study also showed that backup and duplication procedures were practiced within the office, although the frequency of backups varied among respondents.

These findings suggest that the office has made efforts to ensure the security, accessibility, and preservation of vital records. Furthermore, policies and guidelines governing vital records protection were available within the organization, with most respondents indicating awareness of records management policies and procedures, and a large proportion reporting that they had received training related to records protection. This demonstrates that employees generally understand the importance of complying with records management policies and guidelines, and that staff awareness and training have

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

contributed positively to the implementation of records protection measures and the promotion of accountability in records management activities.

However, several challenges affecting the protection of vital records at Bagamoyo District Land Office were identified, the most significant being the lack of adequate ICT infrastructure. Other challenges included inadequate storage facilities, lack of staff training, and poor implementation of records management policies. Although trained personnel were available, some respondents believed that the number of trained staff was insufficient to effectively manage all records management responsibilities. These challenges may impact the effectiveness of records protection programmes and increase the risk of records loss, damage, or unauthorized access.

On balance, the findings suggest that Bagamoyo District Land Office occupies a middle position between offices with weak records management systems and those with fully modernized, technology-driven records protection frameworks. The office has clearly moved beyond the most basic level of records handling, yet it has not fully closed the gap between the existence of protective measures and their consistent, organization-wide application, a distinction that is central to understanding both the achievements and the remaining vulnerabilities documented in this study.

5.2 Conclusion

Based on the findings of the study, it can be concluded that Bagamoyo District Land Office has implemented a number of important measures aimed at protecting vital records. These measures include secure storage facilities, records classification systems, electronic records management systems and backup procedures. The presence of these measures demonstrates the organization's commitment to safeguarding records that are essential for operational continuity, accountability and service delivery.

The study further concludes that there is a relatively high level of compliance with records management policies and guidelines within the office. The availability of policies, staff

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

awareness and training programmes have contributed significantly to promoting effective records management practices and ensuring the protection of vital records.

However, despite these achievements, several challenges continue to affect the effective protection of vital records. Inadequate ICT infrastructure, insufficient storage facilities and limited resources remain significant obstacles. Therefore, continuous improvement in records management infrastructure, staff capacity development and policy implementation are necessary to strengthen the protection of vital records in public offices.

Overall, the study concludes that while Bagamoyo District Land Office has made considerable progress in protecting vital records, further efforts are required to address existing challenges and enhance the effectiveness of records protection programmes. It can further be concluded that the challenges facing Bagamoyo District Land Office are largely resource-related rather than attitudinal, since staff generally demonstrated awareness of and willingness to comply with records management requirements. This distinction is important because it suggests that targeted investment in infrastructure, storage and training is likely to yield significant improvements in records protection outcomes, without the need for a fundamental change in staff attitudes toward records management responsibilities.

5.3 Recommendations

Based on the findings and conclusions of this study, the following recommendations are proposed. These recommendations are addressed to different levels of stakeholders, including the management of Bagamoyo District Land Office, central government authorities responsible for public records management policy, and development partners who may be interested in supporting information governance initiatives in Tanzania. Implementing the recommendations in a coordinated manner, rather than in isolation, is likely to produce more sustainable improvements in the protection of vital records than addressing each challenge separately.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

5.3.1 Improvement of ICT Infrastructure

The management of Bagamoyo District Land Office should invest in modern ICT infrastructure to support electronic records management systems, digital storage solutions and regular data backup procedures. Improved technological resources will enhance records security, accessibility and preservation. Specifically, the office should consider phased investment beginning with the procurement of reliable computers, scanners and networked storage servers, followed by the acquisition of a dedicated electronic records management system capable of supporting indexing, retrieval and access-control functions. Partnership with the Ministry responsible for Lands and with central government ICT agencies, such as the e-Government Authority, could help the office access shared infrastructure and technical expertise at a lower cost than procuring standalone systems.

5.3.2 Strengthening Storage Facilities

The office should establish and maintain secure and adequate storage facilities for both physical and electronic records. Proper storage conditions will reduce the risk of records deterioration, loss and unauthorized access. In practical terms, this may involve renovating existing storage rooms to include adequate shelving, fire-resistant cabinets, temperature and humidity control, and restricted access systems for highly sensitive records. Where physical space is limited, the office should explore the digitization of high-value records as a complementary strategy, since digitized copies can serve as backups while reducing pressure on physical storage. Periodic inspection of storage areas, coupled with a documented disaster preparedness plan, would further ensure that both physical and electronic records remain protected against foreseeable risks such as fire, flooding, pests and unauthorized access.

5.3.3 Regular Staff Training

Management should provide continuous training programmes for records management personnel and other staff members. Regular training will improve employees' knowledge and skills in records protection, records management standards and emerging

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

technologies. To be effective, training programmes should be structured, needs-based and delivered on a regular schedule rather than as one-off events, and should target all cadres of staff involved in records handling, including registry staff, administrative officers and records officers. Collaboration with professional bodies and training institutions specializing in archives and records management, such as the School of Library, Archives and Documentation Studies, could help the office access up-to-date curricula and qualified trainers.

5.3.4 Strengthening Policy Implementation

The office should ensure effective implementation and monitoring of records management policies and guidelines. Regular supervision, audits and compliance assessments should be conducted to ensure that all staff adhere to established records protection procedures. Beyond periodic audits, the office should consider appointing a designated records management focal person or committee responsible for monitoring day-to-day compliance, addressing emerging gaps and reporting directly to senior management on the status of records protection activities. Clear consequences for non-compliance, communicated transparently to all staff, would further reinforce the seriousness with which the office treats its records management obligations, while positive recognition of staff and units that consistently comply with established procedures could help sustain motivation and accountability over time.

5.3.5 Provision of Adequate Resources

Government authorities and institutional management should allocate sufficient financial and material resources to support records management activities. Adequate funding is necessary for acquiring modern equipment, improving infrastructure and supporting staff development programmes. Given that inadequate ICT infrastructure and storage facilities were identified as the most pressing challenges in this study, resource allocation decisions should prioritize these two areas in the short to medium term, while continuing to support staff training and policy monitoring activities on an ongoing basis.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

5.3.6 Promotion of Records Protection Culture

Management should promote a culture of records protection by encouraging staff to recognize the value of vital records and their role in supporting organizational operations, accountability and service delivery. This can be achieved through regular awareness campaigns, the inclusion of records protection responsibilities in staff performance appraisals, and the visible commitment of senior management to modelling good records handling practices. When staff at all levels internalize records protection as a shared institutional value rather than a technical requirement imposed from outside, compliance with policies and procedures is likely to become more consistent and self-sustaining, ultimately strengthening the overall effectiveness of vital records protection at Bagamoyo District Land Office and providing a model that other public offices facing similar challenges may draw upon.

5.4 Areas for Further Research

This study focused on assessing vital records protection measures practiced in public offices using Bagamoyo District Land Office as a case study. Future researchers may conduct similar studies in other public institutions to compare findings and determine whether similar challenges exist across different organizations.

Comparative studies across different categories of public offices, such as land registries, hospitals and local government authorities, would be particularly useful in establishing whether the challenges identified in this study are peculiar to land administration institutions or whether they reflect broader systemic weaknesses in public sector records management across Tanzania.

Further studies may also examine the impact of electronic records management systems on the protection of vital records in public offices. Additionally, researchers may investigate the relationship between records management practices and organizational performance in government institutions.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

A longitudinal study that tracks changes in records protection practices at Bagamoyo District Land Office over a period of years, particularly following implementation of the recommendations proposed in this study, would also provide valuable evidence on the extent to which targeted interventions can improve vital records protection outcomes in similar public sector settings.

Such studies will contribute to the existing body of knowledge and provide additional information for improving records management practices in Tanzania and other developing countries.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

REFERECENS

Adeyemi, T. O. (2020). Compliance auditing and records management practices in public institutions. African Journal of Library, Archives and Information Science, 30(2), 145–158.

Asogwa, B. E. (2019). Records management practices in African public sector organizations and their impact on service delivery. Journal of Records and Information Management, 29(2), 123–138.

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

Cooper, D. R., & Schindler, P. S. (2019). Business research methods (13th ed.). McGraw-Hill Education.

Creswell, J. W. (2014). Research design: Qualitative, quantitative, and mixed methods approaches (4th ed.). SAGE Publications.

Frankfort-Nachmias, C., & Nachmias, D. (2014). Research methods in the social sciences (8th ed.). Worth Publishers.

Franks, P. C. (2018). Records and information management. ALA Neal-Schuman.

Garrard, J. (2017). Health sciences literature review made easy: The matrix method (5th ed.). Jones & Bartlett Learning.

Hennink, M., Hutter, I., & Bailey, A. (2013). Qualitative research methods. SAGE Publications.

Henttonen, P. (2016). Compliance and records management in public sector organizations. Records Management Journal, 26(1), 25–41.

International Organization for Standardization. (2023). ISO 15489-1: Information and documentation—Records management. ISO.

Khan, A., & Bhatti, R. (2019). Impact of records management practices on organizational performance in public sector organizations. Records Management Journal, 29(3), 275–290.

Kothari, C. R. (2014). Research methodology: Methods and techniques (3rd ed.). New Age International Publishers.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

Kumar, R. (2014). Research methodology: A step-by-step guide for beginners (4th ed.). SAGE Publications.

Kumar, R. (2019). Research methodology: A step-by-step guide for beginners (5th ed.). SAGE Publications.

Leon, M. (2022). Electronic records management and administrative efficiency in public institutions. Journal of Information Governance, 12(1), 33–48.

Lohr, S. L. (2010). Sampling: Design and analysis (2nd ed.). Cengage Learning.

Manase, P., Mwantimwa, K., & Ndimbwa, T. (2024). Compliance with digital records management standards in Tanzanian public sector organizations. Information Development, 40(1), 55–70.

Matlala, M. E., & Maphoto, T. J. (2022). Policy enforcement and vital records protection in South African public institutions. South African Journal of Information Management, 24(1), 1–9.

Mnjama, N., & Wamukoya, J. (2019). E-government and electronic records management in Tanzania: Challenges and prospects. Journal of the South African Society of Archivists, 52, 45–60.

Mohammed, A. (2022). Records protection practices and organizational effectiveness in public agencies. Public Administration Review, 82(4), 600–615.

Mutula, S. M., & Wamukoya, J. (2021). E-government and records management in East Africa: Issues and challenges. Information Development, 37(3), 401–415.

Ndlovu, S., & Mavetera, N. (2020). Records management practices and operational performance in Zimbabwean public offices. ESARBICA Journal, 39, 88–102.

Ngoepe, M. (2017). Records management models in the public sector and their implications for governance in Africa. ESARBICA Journal, 36, 45–62.

Ngoepe, M., & Keakopa, S. M. (2021). The role of records management in supporting service delivery in public institutions. Records Management Journal, 31(2), 190–206.

Shepherd, E., & Yeo, G. (2020). Managing records: A handbook of principles and practice (3rd ed.). Facet Publishing.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

Tekle, T. (2024). Challenges of implementing records protection measures in East African public sector organizations. African Journal of Library, Archives and Information Science, 34(1), 55–70.

Thomas, A. (2023). Organizational performance and records management effectiveness in public institutions. Public Administration Review, 83(4), 765–779.

Zikmund, W. G. (2013). Business research methods (9th ed.). Cengage Learning.

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

APPENDEX I

RESEARCH TIME TABLE

ACTIVITIES PROGRAM	**DECEMBER 2025**	**JANUARY – FEBRUARY 2026**	**MARCH 2026**	**ARPIL2026**	**MAY - JUNY2026**	**JULY 2026**
Preparation of synopsis a presentation						
Preparation of research proposal and submission						
Reporting at the Centre where the research is conducted						
Preparation of questionnaires and interview and distributing to Respondents						
Collection of the data for the field through questionnaires and interview and analyzes the data						
Preparation of report summary ,conclusion and submission of research report						

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

APPENDIX II

A DETAILED RESEARCH BUDGET

ACTIVITIES	COST ANALYSIS	TOTAL COT
1. TRANSPORT		
Home to the study area	2000 X 14	28,000
2. Breakfast and meal allowance	4000 x30	120,000
3. SECTRETARIAL SERVICES • Computer typing 70 pages.	1000 x70	70,000
• Photocopying services 4 copies	70 x1000=7000x4 copies	28,000
• Telephone and internet service	30,000	30,000
• Photocopying questions	30x5 x 100	15,000
• Binding 2 copies	20000x2	40,000
	TOTAL	**321,000**

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

APPENDIX III

RESEARCH QUESTIONNAIRES

VITAL RECORDS PROTECTION IN PUBLIC OFFICES

Instructions: Complete by putting a tick on the space provided of a letter of the right answer for each question or by providing explanations as appropriate.

1. What is your gender?
    a) Male ( )
    b) Female ( )
2. What is your age category?
    a) 20 – 30 ( )
    b) 31 – 40 ( )
    c) 41 – 50 ( )
    d) 51 and above
3. What is your education level?
    a) Certificate ( )
    b) Diploma ( )
    c) Bachelor degree ( )
    d) Master's degree ( )
4. What is your position in the organization?
    a) Records officer ( )
    b) Administrative officer ( )
    c) Registry staff ( )
    d) Other specify ……..
5. Does your office have specific procedures for protecting vital records?
    a) Yes ( )
    b) No ( )
6. Which of the following measures are used to protect vital records in your office?
    a) Secure storage facilities ( )

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

b) Records classification system ( )

c) Electronic records management systems ( )

d) Disaster recovery plans ( )

7. Does your office use electronic systems to manage important records?

a) Yes ( )

b) No ( )

8. How often are vital records are backed up or duplicated?

a) Frequently ( )

b) Occasionally ( )

c) Rarely ( )

d) Never ( )

9. Are there policies or guidelines governing vital records protection in your office?

a) Yes ( )

b) No ( )

10. To what extent are staff members aware of records management policies?

a) Very aware ( )

b) Moderately aware ( )

c) Slightly aware ( )

d) Not aware( )

11. Are employees trained on records management and protection policies?

a) Yes ( )

b) No ( )

12. What challenges affect the protection of vital records in your office?

a) Lack of ICT infrastructure ( )

b) Inadequate storage facilities ( )

c) Lack of staff training ( )

d) Poor policy implementation ( )

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

13. Are there enough trained staff to manage vital records

a) Yes ( )

b) No ( )

14. In your opinion, what should be done to improve vital records protection in public offices? …….

THANK YOU FOR YOUR COOPERATION

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

APPENDIX IV

INTERVIEW GUIDE FOR ADMINISTRATIVE AND RECORDS MANAGEMENT STAFF

1. How would you describe the current practices used for protecting vital records in your office?
2. What types of vital records are commonly handled and protected in this office?
3. What measures are currently used in your office to ensure the safety and protection of vital records (such as secure storage, backup systems, or electronic records management systems)?
4. To what extent do employees in this office comply with policies and guidelines related to vital records protection?
5. Are staff members provided with training on records management and vital records protection? If yes, how effective is the training?
6. How does your office ensure that records management policies and procedures are followed by staff members?
7. What challenges does your office face in protecting vital records?
8. How do issues such as limited resources, inadequate storage facilities, or lack of ICT infrastructure affect the protection of vital records?
9. What strategies or improvements would you recommend to strengthen vital records protection in public offices?
10. In your opinion, what role should management play in improving the protection and management of vital records in public institutions?

THANK YOU FOR YOUR COOPERATION

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

APPENDIX V

OBSERVATION CHECKLIST

Title: An assessment of vital records protection in public office. A case study at Bagamoyo District Land Office.

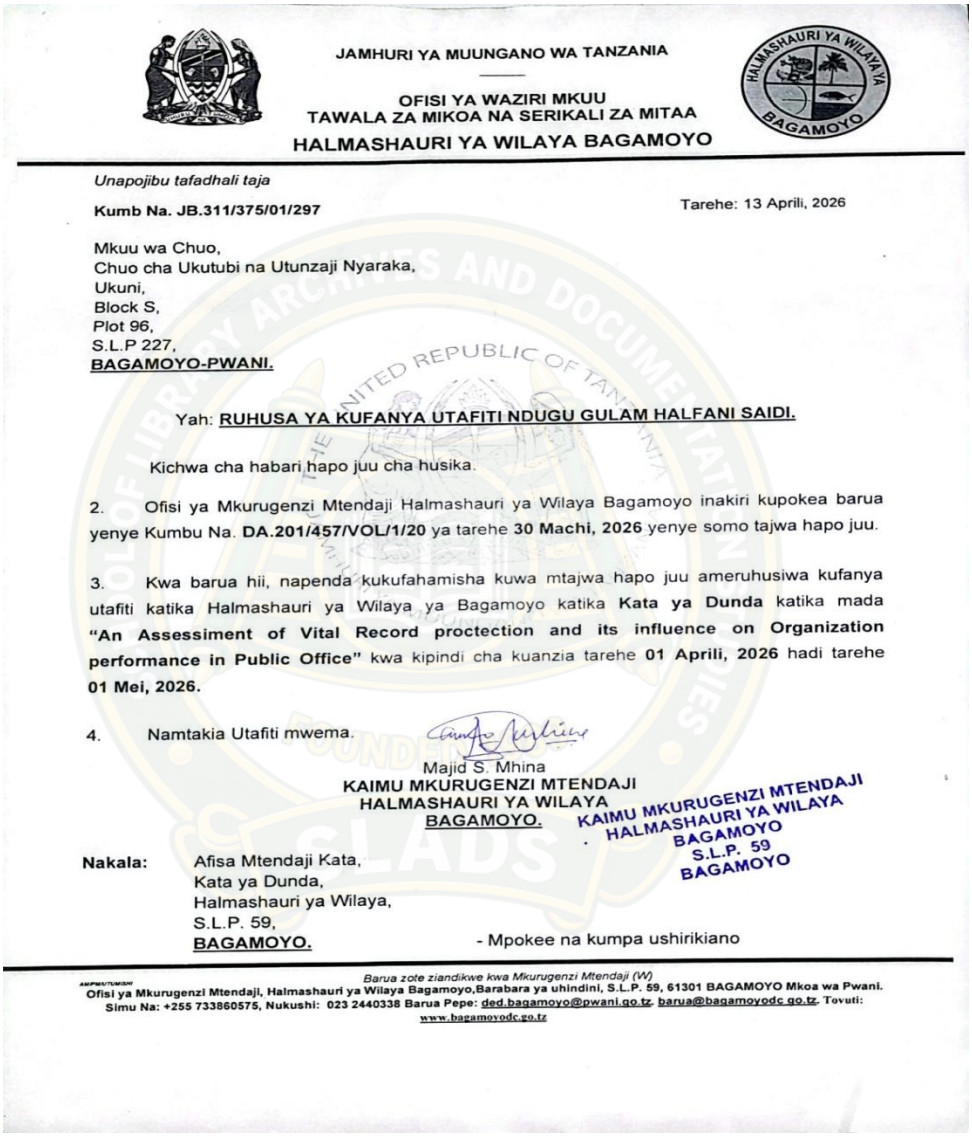
Instruction: Tick where appropriate based on your observation.

S/N	Observation Item	Yes	No	Researcher comment
1	Presence of a designated area for vital records			
2	Availability of fire protection equipment (e.g. fire extinguishers)			
3	Use of lockable cabinets or secure storage systems for vital records			
4	Proper classification and labelling of vital records			
5	Restricted access to vital records (authorized personnel only)			
6	Presence of Backup systems for vital records			
7	Adequate environment conditions (e.g., temperature, humidity control)			
8	Availability of disaster preparedness or recovery plan for records protection			
9	Evidence of regular inspection or monitoring of records storage			
10	Protection of records against pests, water damage**,** or dust			

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz

APPENDIX VI

APPROVAL LETTER



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. JB.311/375/01/297

Tarehe: 13 Aprili, 2026

Mkuu wa Chuo,
Chuo cha Ukutubi na Utunzaji Nyaraka,
Ukuni,
Block S,
Plot 96,
S.L.P 227,
BAGAMOYO-PWANI.

Yah: **RUHUSA YA KUFANYA UTAFITI NDUGU GULAM HALFANI SAIDI.**

Kichwa cha habari hapo juu cha husika.

2. Ofisi ya Mkurugenzi Mtendaji Halmashauri ya Wilaya Bagamoyo inakiri kupokea barua yenye Kumbu Na. **DA.201/457/VOL/1/20** ya tarehe **30 Machi, 2026** yenye somo tajwa hapo juu.

3. Kwa barua hii, napenda kukufahamisha kuwa mtajwa hapo juu ameruhusiwa kufanya utafiti katika Halmashauri ya Wilaya ya Bagamoyo katika **Kata ya Dunda** katika mada **"An Assessiment of Vital Record proctection and its influence on Organization performance in Public Office"** kwa kipindi cha kuanzia tarehe **01 Aprili, 2026** hadi tarehe **01 Mei, 2026.**

4. Namtakia Utafiti mwema.

Majid S. Mhina
KAIMU MKURUGENZI MTENDAJI
HALMASHAURI YA WILAYA
BAGAMOYO.

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

Nakala: Afisa Mtendaji Kata,
Kata ya Dunda,
Halmashauri ya Wilaya,
S.L.P. 59,
BAGAMOYO.

- Mpokee na kumpa ushirikiano

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, barua@bagamoyodc.go.tz, Tovuti:
www.bagamoyodc.go.tz

SLADS Research Hub · SLADS/2026/00079 · repository.slads.sc.tz