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SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTATION STUDIES

(SLADS) - BAGAMOYO CAMPUS

RESEARCH REPORT ON:

AN ASSESSMENT OF RECORDS STORAGE FACILITIES IN FACILITATING ACCESSIBILITY OF PUBLIC RECORDS WITHIN THE TANZANIA LOCAL GOVERNMENT AUTHORITIES' OFFICES: CASE STUDY OF BAGAMOYO DISTRICT COUNCIL

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A Research Report Submitted to the School of Library, Archives and Documentation Studies as Partial Fulfillment of the Award of Ordinary Diploma in Records and Archives Management Studies.

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CERTIFICATION

The undersigned certify that he has read and hereby recommend for the acceptance by the School of Library, Archives and Documentation studies a research report entitled ***"An assessment of records storage facilities in facilitating accessibility of public records within Tanzania local government authorities' offices: case study of Bagamoyo district council"*** as a partial fulfillment of requirements for the award of Ordinary Diploma in Records and Archives Management.

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May the Almighty God bless you all.

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DEDICATION

I dedicate this work to my loved parents for their advice, support of materials and prayers during the whole process of pursuing my Diploma. Thank you, so much may God be with you always.

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LIST OF ABBREVIATION

B.C	-	Before Christ
BDC	-	Bagamoyo District Council
Email	-	Electronic mail
E-Office	-	Electronic Office System
ERM	-	Electronic Records Management
ESARBICA	-	Eastern and Southern Africa Regional Branch of the International Council on Archives
HR	-	Human Resource
ICT	-	Information and Communication Technology
IRMS	-	Integrated Records Management Systems
ISO	-	International standard organizations
IT	-	Information Technology
LGAs	-	Local Government Authorities
MoCT	-	Ministry of Communication and Technology
N	-	Number of Respondents
PSRP	-	Public Service Reform Programmer
RAMD	-	Records and Archives Management Department
S/N	-	Serial Number
SLA	-	Service Level Agreement
SLADS	-	School of Library, Archives and Documentation Studies
SPSS	-	Statistical Package for Social Sciences
UK	-	United Kingdom
US	-	United States
USA	-	United States of America

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ABSTRACT

Records storage facilities provide the physical and electronic environment necessary for preserving and accessibility of public records in Local Government Authorities for transparency, accountability and effective service delivery. However, many LGAs in Tanzania, including BDC, face challenges of inadequate storage infrastructure and system inefficiencies that hinder timely access to public records.

The study was assessed records storage facilities in facilitating accessibility of public records within Tanzania LGAs, in BDC. The study aimed to examine the types and adequacy of records storage facilities used in the BDC, assess the effectiveness of storage systems in facilitating accessibility to administrative records and identify challenges affecting records accessibility and propose strategies for improvement.

The study used a descriptive design with a mixed research approach. The target population was 45 staff members at BDC. A sample of 40 respondents was selected using Yamane's formula. Data were collected using questionnaires and interview guides. Quantitative data were analyzed using SPSS and Microsoft Excel and presented in frequencies and percentages, while qualitative data were analyzed through content analysis.

The findings revealed that BDC operates a hybrid records storage system. The storage facilities used was Electronic Storage System (E-Office), filing cabinets and archives boxes. However, storage facilities were inadequate. Despite this, rated of physical condition of facilities was good. File retrieving in less than 5 minutes. The system crashes or slow performance, restoration times ranging from 1 to 10 hours. Major challenges identified included inadequate storage facilities, inadequate trained staff, and system crashes. Key strategies proposed included procurement of more storage equipment and file covers, staff training, and improvement of registry procedures.

The study concludes that BDC has adopted hybrid records storage system, inadequacy of storage infrastructure and unreliable electronic systems, hinder effective preservation and accessibility of public records. The study recommends that the BDC should prioritize procurement of modern storage equipment, ensure adequate supply of file covers, training staff, and develop disaster recovery plan for E-Office system.

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CHAPTER ONE

INTRODUCTION AND BACKGROUND OF STUDY

1.0 Introduction

This chapter outlines the introduction and background of the study, that including historical background to the study, statement of the problem, research objectives (general and specific objectives of the study), research questions, significance of the study, limitations of study and definitions of key terms.

1.1 Background of the Study

Records storage facilities were considered as a secure, specialized location designed for purpose of preserving and protecting business documents and important information for the duration of their lifecycle. These facilities were protection against theft, unauthorized access, and damage from environmental factors such as fire, water, or insects (Corodata, 2024). This was used office storage or registry that could be using locked filing cabinets, drawers, or shelves, for records that required frequent, ongoing access by authorized staff or personnel.

The concept of storing records was traced back to ancient Mesopotamia (around 3000 B.C.), where clay was kept in temple archives. Modern commercial records storage facilities and proper organized began to emerge in the late 19th century in the USA, due to increasing paperwork (Saffady, 2021). In 1898, Edwin Grenville Seibels created the vertical filing cabinet, which changed document storage in offices. Martin and John Bekins founded the Bekins Moving and Storage Company in 1891, initially operating in Sioux city, Lowa, and in Omaha state of Nebraska located in the Midwestern United States. The Bekins Company in the USA built the first strengthen steel warehouse designed specifically for secure, long-term storage, first strengthen steel storage warehouses were designed in Los Angeles in 1906, offering professional, fireproof storage for business documents (Yeo, 2021). The 1950s and 1960s saw the rapid development of specialized document storage facilities in the US, with the first self-storage facility (using garage-style doors) appearing in Texas in 1964. In the 1980s, these facilities began adopting barcode scanners to improve retrieval (Crockett, 2016).

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In Africa, colonial administrations introduced the first formal records storage facilities to manage correspondence in the early 20th century. In East Africa (Kenya, Uganda, Tanzania), these were initially "dark rooms" where records were dumped rather than organized (Lowry, 2017). In the 1930s and 1940s, initiatives to establish proper archival and storage facilities (such as shelves) were led by the Eastern and Southern Africa Regional Branch of the International Council on Archives (ESARBICA) in countries like Zimbabwe, Malawi, and Zambia. However, post-independence, many African governments experienced a decline in these facilities, leading to poor storage conditions that hindered retrieval of records (Ngoepe and Saurombe, 2016).

The history of records storage facilities in Tanzania was traced back to the colonial era (1880s to 1960s). The German colonial government in Tanganyika (1905) introduced formal classification system, due to creation of many records concerning to land, investment and financial, after World War II, the Germans buried valuable documents in Tabora, Kigoma and Tanga region and a British officer discovered that German administrators had buried valuable records in Tabora (starting in 1916) to prevent them from falling into enemy hands. The first formal archival storage for Tanganyika was recommended by Hiller in 1951, recommended the creation of a joint, centralized archival service to preserve records for Kenya, Uganda, Tanganyika and Zanzibar (Mnjama, 2015). In 1962, a later report by Marcia Wright led to the acceptance of recommendations for a national archive, eventually resulting in the establishment of the National Archives of Tanzania in 1962 to 1963 after independence. Modern records storage facilities began by established National Archives Act No. 33 of 1965. However, a major shift occurred with the implementation of the Public Service Reform Programmer (PSRP) in the 1990s, which led to the creation of the Records and Archives Management Department (RAMD) in 2002 under the Records and Archives Management Act No. 3 of 2002 (Moctar, 2022). This act formalized the management of records and required improvements in storage facilities, which mandated proper storage throughout the record lifecycle. However, the study by Rutta and Ndenje-

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Sichalwe (2021) showed that, many public institutions still relied on manual, space restrict, and poor storage facilities.

1.2 Statement of the problem

Effective public service delivery in Tanzania's Local Government Authorities (LGAs) was fundamentally dependent on the accessibility of authentic public records. Records storage facilities were expected to provide a secure and organized environment that allowed for the timely retrieval of information to support decision-making and administrative transparency. However, many Local Government Authorities in Tanzania including Bagamoyo District Council, faced difficulties in accessing and retrieving public records due to inadequacy of storage facilities, characterized by insufficient space, poor environmental controls, and use old filing systems. Despite the critical role these records played, current facilities often failed to protect documents from physical deterioration or facilitate rapid access.

The significance of this problem was its direct impact on governance, when records were inaccessible, accountability was compromised, and the legal rights of citizens could be delayed. If this fundamental gaps in storage facilities remained unaddressed, the consequences in Bagamoyo District Council included a complete breakdown of institutional memory, increased risk of data loss due to environmental hazards, a decline in public trust and service delivery became inefficient. Therefore, this study aimed to assess specific factors that hindered effective of records storage facilities and their impact on the accessibility of public records in Bagamoyo District Council, in order to sealing this gap.

1.3 Research objectives

1.3.1 General objective

To assess records storage facilities in facilitating accessibility of public records within Tanzania local government authorities' offices.

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1.3.2 Specific objectives

i. To examine the types and adequacy of records storage facilities used in the Bagamoyo district registry office.
ii. To assess the effectiveness of storage systems in facilitating accessibility to administrative records in the Bagamoyo district registry office.
iii. To identify challenges affecting records accessibility, and propose strategies for improvement in the Bagamoyo district registry office.

1.4 Research questions

i. What the types and adequate of records storage facilities are used in the Bagamoyo district registry office?
ii. How the effectiveness of storage systems is facilitating accessibility to administrative records in the Bagamoyo district registry office?
iii. What challenges affecting records accessibility and, what strategies can be implemented to improve them?

1.5 Significance of the study

This study was significant because it provided a clear understanding of how records storage facilities influenced the accessibility of public records in Tanzania local government authorities, specifically at Bagamoyo District Council. Public records were important for ensuring transparency, accountability, and effective service delivery in government institutions.

The findings of this study benefited policymakers, records officers, and administrators by identifying gaps in existing storage facilities and showing how these gaps affected access to information. It also contributed to academic knowledge in the field of records and archives management by providing local evidence from Bagamoyo District Council.

The study guided improvements in records storage practices to ensure that public records remained safe, organized, and easily accessible to both government officials and citizens. In this way, the research supported good governance and improved public service delivery within Tanzania local government authorities.

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1.6 Scope of the study

The study focused on assessing the physical and, where applicable, records storage facilities (archival storage, cabinets, shelving units) and their effectiveness in enabling the accessibility of public records. This study was limited to conducting at Bagamoyo District Council in the Coast Region (Pwani) of Tanzania, targeting registry offices and the central records unit. The reason to choose this area, was simple to reach by researcher and were reliable data and information concerning to this study. The time for conducting this study was four months.

1.7 Limitations of the study

1.7.1 Inadequate of experience

Researcher was the face challenge of inadequate of experience, during the conducting this study, because it was first time to undertake the research study. Main challenge was inadequate of experience, knowledge and to follow all instructions and guidelines, given approach on conducts the research study, in order to gather the reliable data by applied them. Researcher by using the supervisor, student cooperation and other people who had experience in research study could enable to overcome this challenge by providing knowledge, guidelines and cooperation to conduct this study.

1.7.2 Time Limitations

This study was conducted while the researcher was also required to attend classes and fulfill academic responsibilities. Balancing coursework, assignments, and research activities limited the time available for data collection that were given four months. The study involved an institution such as Bagamoyo District Council, the researcher also had to follow official working hours, which sometimes conflicted with class schedules. This situation reduced the amount of time spent in the field and affected the speed of completing the study. To overcome this, researcher prepared a clear and realistic timetable that balanced class attendance and research activities to ensure research were completed and submitted on time.

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1.7.3 Financial Limitations

Financial constraints also affected the study. The researcher needs funds for stationery (printing questionnaires, photocopying documents, purchasing files and notebooks), transportation from the research site, communication costs, binding and printing the final research report. Limited financial resources restricted frequent visits to the field or reduced the number of respondents involved in the study. To overcome this challenge, researcher prepared a simple and realistic research budget before starting data collection and sought financial support from family members.

1.8 Definition of key terms

1.8.1 Records Storage facilities

A secure, specialized location designed for the only purpose of preserving and protecting business documents and important information for the duration of their lifecycle. These facilities were distinct from general warehouses or self-storage units due to their specific infrastructure, which included robust security, climate controls, and professional management, ensuring the long-term integrity and legal compliance of stored records (Blue pencil, 2025). In this study, the records storage facilities were used in office storage or registry that could be using locked filing cabinets, drawers, or shelves, for records that required frequent, ongoing access by authorized staff or personnel in Bagamoyo district council.

1.8.2 Accessibility

Was the practice of designing products, services, or environments so that all people, including those with disabilities, could fully access and engage with them. In the context of records management, accessibility ensured that individuals could find, retrieve, understand, and use records in an equally effective and equally integrated manner, with ease of use, regardless of their abilities (Recordkeeper, 2025). In this study, this meant that the records manager could set the proper environment for authorized access to retrieve the records information on time within the government office or records keeping system.

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1.8.3 Public records

In records and information management, a public record was recorded information, regardless of physical form or characteristics (paper, email, video, or database entries), that was made or received by a government agency in connection with the transaction of public business and was accessible to the public by law, such as the Records and Archives Management Act No. 3 of 2002 in Tanzania (Kemoni, 2009). In this study, public records were essential for ensuring governmental transparency and accountability. This was core principle in public, a right to access and review information about government operations and activities.

1.8.4 Local government authorities' offices

Referred to any department, agency, or committee responsible for creating, receiving, maintaining, using, and ensuring the appropriate disposition of public records in connection with the transaction of public business in local area (Luyira, 2014). In this study the local government authorities' offices were legally obligated to manage their records systematically to ensure accountability, transparency, continuity of operations, and compliance with relevant legislation like the Records and Archives Management Act No. 3 of 2002 in Tanzania. The recorded information, regardless of format (paper or electronic), served as official evidence of the government's functions, policies, decisions, and activities.

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CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter reviewed literature related to records storage facilities and accessibility of public records in government offices. The chapter focused on the theoretical or conceptual framework, types and adequacy of records storage facilities used in the Bagamoyo district registry office, effectiveness of storage systems in facilitating accessibility to administrative records in the Bagamoyo district registry office and challenges affecting records accessibility, and propose strategies for improvement in the Bagamoyo district registry office.

2.1 Theoretical Framework

2.1.1 Records Life Cycle Theory.

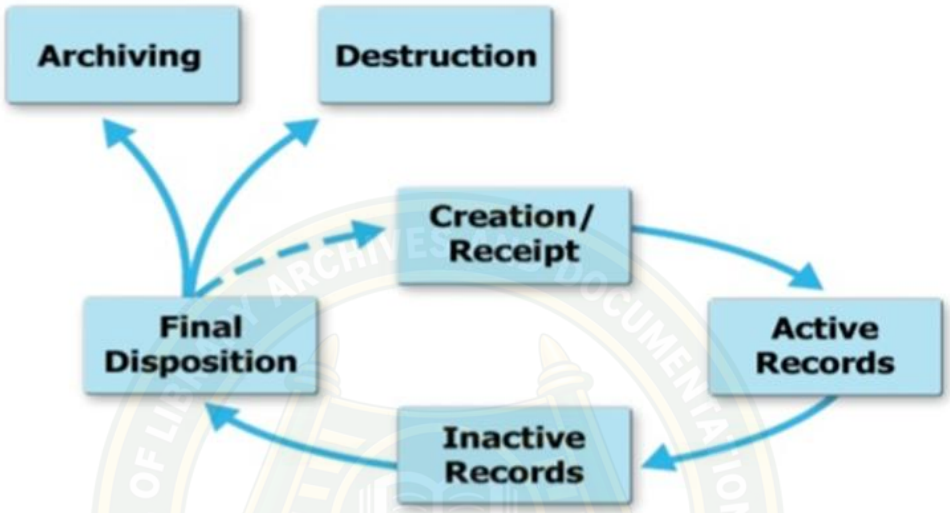
This theory explained how records moved through different stages from creation to final disposal (Yusof and Chell, 2020). Records Life Cycle Theory, included stages that records passed such as creation, use, storage, maintenance, and final disposal or archival preservation (Maseko and Hare, 2021). According to this theory, proper storage of records was very important in records life cycle, because records had to be stored in appropriate records storage facilities during their active, semi-active and non-active stages so that they could be easily accessed and protected from damage or loss (Ndenje-Sichalwe, 2019). Records storage facilities such as filing cabinets, shelves, registries, records centers, electronic databases and archives repositories should be well organized and secure in order to support easy retrieval and protection of records (Ambira and Kemoni, 2020).

In public institutions such as local government authorities, effective storage systems helped organizations to maintain records safely and ensure quick retrieval when required (Luthuli, 2022). Poor storage facilities could lead to problems such as misplacement of files, loss of information, and delays in service delivery (Marutha, 2021). This theory was relevant to this study because it helped to explain the

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relationship between records storage facilities in facilitate accessibility of public records in Bagamoyo District Council registry office for Life time span of the records.

Figure 2.1: The phase of records life cycle theory.



Source: New York State Archives, 2021.

2.2 Conceptual Framework

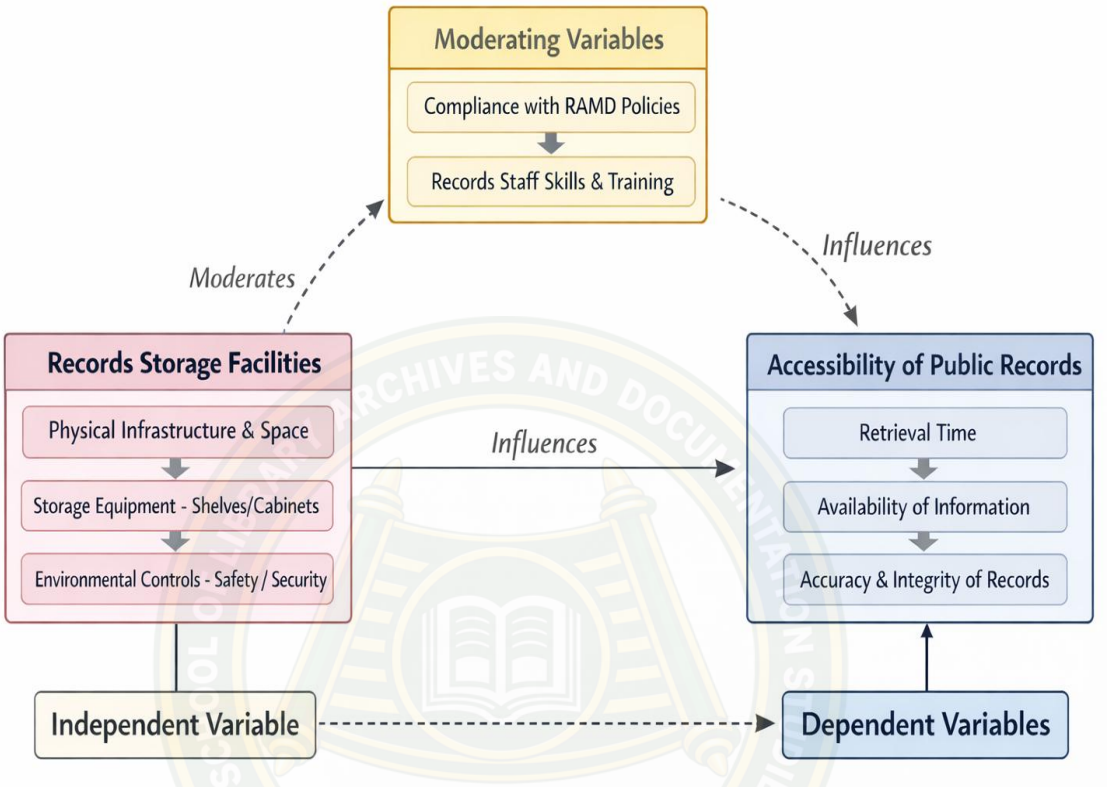
A conceptual framework referred to a system of concepts, variables, and their relationships that guided a research study. It provided a structured way of understanding how different factors interacted to influence a particular phenomenon. According to Maxwell (2016), a conceptual framework explained the key variables of a study and the relationships among them. Describe it as a tool that helped researchers connect theory with practice by illustrating how the study variables were related (Ravitch and Riggan, 2017).

In this study, the conceptual framework was used to explain how records storage facilities (Independent Variable) influenced or hindered the accessibility of public records (Dependent Variable), with consideration of how staff skills and adherence to guidelines (Intervening Variables) moderated this relationship, within Local Government Authorities (LGAs), specifically in the Bagamoyo District Council registry office.

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2.2.1 Conceptual Framework diagram

Figure 2.2: Conceptual framework diagram.



Source: *Mgwasa, 2022 and Researcher Construct, 2026.*

2.3 Review of Related Literature

2.3.1 Types and adequacy of records storage facilities used in the Bagamoyo district registry office.

Records storage facilities were tools and physical structures used to store and protect records so that they remained safe and accessible. According to Wato (2022), records storage facilities in public sectors generally categorized into two types: traditional or physical repositories that utilizing open shelves, lockable cabinets, and specialized vaults and modern digital repositories, which were on-premise servers or cloud-based infrastructure. In Local Government Authorities (LGAs) in East Africa, (Ndenje-Sichalwe and Ngulube, 2015) described the adequacy of these facilities was not measured by the presence of space, but by their adherence to international standards such as ISO 15489. This included the provision of fire-resistant cabinets, climate control mechanisms to prevent deterioration, and shelving that allowed for rapid

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retrieval. These facilities helped organizations arrange records in an organized manner to support easy retrieval.

In public institutions, adequate storage facilities were very important for proper records management. According to Wamukoya and Mutula (2015), well-designed storage facilities protected records from damage caused by dust, insects, humidity, or fire. If records were not stored properly, they could be lost or damaged, which could affect institutional memory. In Tanzania, several studies showed that many public institutions faced challenges related to inadequate storage facilities. For example (Dotto, 2015), found that, many government offices in developing countries experienced shortages of proper storage equipment, which led to poor organization of records. Similarly, a study conducted by Chaterera (2016) in East Africa reported that, some government registries still relied on old storage systems that did not support effective records management. These challenges made it difficult for staff to retrieve records quickly when needed.

2.3.2 Effectiveness of storage systems in facilitating accessibility to administrative records in the Bagamoyo district registry office.

The effectiveness of storage systems was facilitating accessibility to administrative records in provision of public service efficiency. According to Luyombya and Sennabulya (2015) records should be stored in systems, that allowed authorized users to access them whenever they were required. According to Vimal and Sridhar (2015), good storage systems included proper classification, indexing, labeling, and arrangement of records. These systems made it easier for staff to locate records without wasting time. In Tanzania, (Kavishe, 2015) observed that effective storage systems contributed to better service delivery in government offices because employees could access important information quickly for decision making. However, poor storage systems often led to delays in retrieving records and inefficiency in administrative work. Another study conducted in East African public institutions by Marutha (2016) showed that, weak records storage systems caused difficulties in accessing information, which negatively affected government accountability and transparency. Furthermore, research by Lupuwana (2016) indicated that, despite high file creation

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rates, up to 85% storage facilities and systems were often poor, which severely limited accessibility and retrieval speed.

2.3.3 Challenges affecting records accessibility, and propose strategies for improvement in the Bagamoyo district registry office.

Accessibility of public records within Local Government Authorities could be affected by several challenges related to storage facilities and management practices. According to Maseko and Huruma (2015), common challenges included inadequate storage space, lack of modern equipment, poor organization of records, and shortage of trained records management personnel. In many public institutions, records were stored in inadequate rooms or damaged cabinets. According to Ndenje-Sichalwe (2015), such conditions made it difficult to retrieve records and could also lead to loss of important documents. In Tanzania, a study conducted by Ambira (2016) found that, poor records storage conditions in some government offices affected accessibility of public records and reduced efficiency in public service delivery. Similarly study by Komba (2015) identified the lack of clear records management policies and insufficient financial resources also contributed to poor records accessibility in government institutions. Although these studies identified several challenges affecting records management not accessibility of public records.

To mitigate these challenges, there had to be shift toward Integrated Records Management Systems (IRMS). According to Lowry and Wamukoya (2022) suggested that, the first step for improvement involved the clear implementation of Records Retention and Disposal Schedules, ensuring that, storage facilities were not poor or stored obsolete documents. According to Tanzania's Records and Archives Management Department (2024), recommended the professionalization of registry staff through continuous technical training in metadata tagging and electronic document management to facilitating accessibility of public records cross all format. Additionally, Ndenje-Sichalwe (2025) emphasized the adoption of "hybrid systems," where high-frequency records were digitized for instant access while legal originals to maximize floor space. The literature suggested that improving accessibility required a systematic approach that combined infrastructure investment with a robust policy,

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guidelines that mandated accountability for record-keeping at every level of the district council to facilitating accessibility of records in public institutions.

2.4 Research Gap

The reviewed literature showed that, records storage facilities and systems played an important role in facilitating accessibility of public records in government institutions. Previous studies showed that public offices in Tanzania used different storage facilities such as filing cabinets, shelves, and electronic systems to manage records. Studies also showed that ineffective storage systems, inadequate space, lack of skilled staff, and insufficient resources affected accessibility of records.

However, most previous studies focused on general records management practices, electronic records management, or records management challenges in public institutions. Few studies specifically assessed the adequacy of records storage facilities and their role in facilitating accessibility of administrative records in district council registry offices. Therefore, there was still limited information on how records storage facilities influenced accessibility of records in local government registry offices in Bagamoyo District Council. This study aimed to fill this gap by assessing records storage facilities and their role in facilitating accessibility of public records in Bagamoyo District Council registry office. Also, the future research could examine strategies for integrating electronic and physical storage systems to improve accessibility and preservation of public records in government institutions.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter described the research design, research approach, study area, target population, sample size and sampling techniques, types of data, methods of data collection, data collection instruments, data analysis producers, research ethical considerations and conclusion.

3.1 Research Design

Research design referred to the overall plan or blueprint that guided the researcher in collecting, measuring and analyzing data in a systematic way to answer research questions (Saunders et al, 2019). A research design helped the researcher organize the study logically so that valid and reliable results could be obtained. It determined how data was collected, from whom it was collected, and how it was analyzed. In this study, a descriptive research design was used. Descriptive research design focused on describing the characteristics of a particular phenomenon, group or situation without manipulating variables (Kothari and Garg, 2019). This design was appropriate because the study aimed to assess the existing records storage facilities and how they facilitated accessibility of public records in Bagamoyo District Council.

3.2 Research Approach

Research approach referred to the general strategy used by the researcher to integrate different components of the study in a coherent way (Creswell and Creswell, 2018). Research approaches were mainly categorized into qualitative, quantitative and mixed approaches. Quantitative research focused on numerical data and statistical analysis, while qualitative research focused on understanding experiences, opinions and behaviors (Bryman, 2016). This study employed a mixed research approach, combining both qualitative and quantitative methods. The quantitative approach helped to collect measurable data through questionnaires, while the qualitative approach allowed the researcher to obtain detailed information through interviews with staff responsible for records management in Bagamoyo District Council.

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3.3 Study Area

The study area referred to the geographical location where the research was conducted and where the target population was found (Kumar, 2019). The study was conducted at Bagamoyo District Council, located in the Coast Region of Tanzania (Pwani). The reason behind to choose this area, was simple to reach by researcher and were reliable data and information concerning to this study.

3.4 Target Population

Target population referred to the entire group of individuals, objects or events that shared common characteristics and from which the researcher intended to collect information (Taherdoost, 2016). The target population of this study included staff working at Bagamoyo District Council who were directly or indirectly involved in records management and administration, such as registry officers, Human resources officers, Heads of Departments, and IT staff at Bagamoyo District Council who used or managed public records. These participants were selected because they had experience and knowledge about records storage facilities and accessibility of public records within the Bagamoyo District Council. The target population was [45] staff members who interacted with the registry system daily.

3.5 Sample Size

Sample size referred to the number of participants selected from the total population to represent the entire population in a research study (Kothari and Garg, 2019). Selecting an appropriate sample size was important because it ensured that the findings of the study accurately represented the population. In this study, a sample of staff members from different departments of Bagamoyo District Council was selected to provide information about records storage facilities and accessibility of public records.

The Formula Used to Find Sample Size of Population that included: -

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A sample size formula, was a statistical method used to determine the number of respondents required to represent the population (Taherdoost, 2016). This study used Yamane's formula (1967) for determining sample size, that outlined below:

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

Where:

n = Sample size (?)

N = Total population (45)

e = Margin of error (0.05)

The target population was [45] staff members:

$$n = \frac{45}{1 + 45(0.05)^2}$$

$$n = \frac{45}{1 + 45\ x\ 0.0025}$$

$$n = \frac{45}{1 + \ 0.1125}$$

$$n = \frac{45}{1.1125} = 40$$

n = 40

Therefore, the study involved 40 respondents selected from the total population.

Table 3.5: Distribution of sample size.

S/N	Staff Members	Sampling Techniques	Simple Size
1.	Human Resources Officers	Purposive Sampling	12
2.	Heads of Departments	Random Sampling	13
3.	Registry Officers	Purposive Sampling	5
4.	IT Staff	Random Sampling	10
	Total		**40**

Source: *Researcher Construct, 2026.*

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3.6 Sampling Techniques

Sampling technique referred to the method used to select a subset of individuals from the population to participate in the study (Etikan and Bala, 2017). Sampling techniques helped researchers obtain representative data while reducing time and cost of studying the entire population. In this study, both probability and non-probability sampling techniques were used to select respondents from Bagamoyo District Council.

3.7 Types of Sampling Techniques

3.7.1 Probability Sampling

Probability sampling was a sampling method where each member of the population had an equal and known chance of being selected (Taherdoost, 2016). Examples included simple random sampling*, systematic sampling and stratified sampling*. In this study, simple random sampling was used to select some employees so that each staff member had an equal opportunity to participate in the study.

3.7.2 Non-Probability Sampling

Non-probability sampling was a sampling technique in which some members of the population had a higher chance of being selected than others (Etikan and Bala, 2017). Examples included purposive sampling, convenience sampling and quota sampling. In this study, purposive sampling was used to select key informants such as registry officers and records management staff because they possessed specific knowledge about records storage facilities and accessibility of public records.

3.8 Data Collection

Data collection referred to the systematic process of gathering information from respondents or other sources in order to answer research questions (Creswell and Creswell, 2018). Data collection was an important stage in research because it ensured that accurate and relevant information was obtained. In this study, data was collected from staff members of Bagamoyo District Council through interviews and questionnaires.

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3.9 Types of Data Collection

3.9.1 Primary Data

Primary data referred to original information collected directly from respondents for the first time by the researcher (Kumar, 2019). Primary data in this study was collected through interviews and questionnaires from employees of Bagamoyo District Council.

3.9.2 Secondary Data

Secondary data referred to information that had already been collected and documented by other researchers or institutions (Saunders et al., 2019). In this study, secondary data was obtained from documents reviews such as reports, books, journals and government publications related to records management and storage facilities.

3.10 Methods of Data Collection

3.10.1 Interview Method

An interview was a method of collecting data through direct verbal communication between the researcher and respondents (Bryman, 2016). Interviews allowed researchers to obtain detailed explanations and opinions from participants. In this study, interviews were conducted with key staff members responsible for managing records at Bagamoyo District Council. The types of interviews used in this study included:

Structured interviews referred to interviews where the researcher asked respondents a set of predetermined questions in the same order (Saunders et al., 2019). This type of interview ensured consistency and comparability of responses. In this study, the structured interview was used to interview Bagamoyo district council staff who dealt with records storage facilities. And Unstructured interviews were flexible interviews where the researcher allowed respondents to express their views freely without strict questions (Kumar, 2019). In this study, unstructured interviews helped obtain deeper insights into the challenges related to records storage facilities.

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3.10.2 Questionnaire Method

A questionnaire was a research instrument consisting of a set of written questions used to collect information from respondents (Taherdoost, 2016). Questionnaires were useful because they allowed researchers to collect data from many respondents within a short period. In this study, questionnaires were distributed to staff members of Bagamoyo District Council to collect information about records storage facilities and accessibility of public records. The types of questionnaires used in this study included:

Closed-ended questions were questions that provided respondents with predetermined answer options (Bryman, 2016). These questions helped simplify data analysis and allowed easy comparison of responses. In this study, Closed-ended questions were used to collect reliable data from respondent concerning to records storage facilities.

Open-ended questions allowed respondents to express their opinions in their own words without restrictions (Kumar, 2019). These questions provided deeper understanding of respondents' experiences and views. In this study, Open-ended questions were used to collect reliable data from respondent concerning to records storage facilities. By using interview guide and questionnaire guide as instrument to collecting data.

3.11 Data Analysis

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

3.12 Validity and Reliability of Research Instruments

3.12.1 Validity

Validity referred to the extent to which a research instrument measured, what it was intended to measure (Kothari, 2014). In this study validity, the research instruments

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were reviewed by the research supervisor and other experts in records management before data collection.

3.12.2 Reliability

Reliability referred to the consistency of research instruments in producing similar results when used repeatedly (Bryman, 2016). In this study, a pilot test was conducted with a small number of respondents to ensure that the questionnaire was clear and understandable before the actual data collection process.

3.13 Research Ethics

Research ethics referred to the moral principles that guided researchers in conducting studies responsibly and protecting the rights of participants or those who became the subject of their work (Resnik, 2020). Ethical considerations ensured that research was conducted honestly, fairly and respectfully. In this study, ethical principles were observed by researcher to obtain a research clearance letter from the School of Library, Archives and Documentation Studies (SLADS) as college authorities and permission from Bagamoyo District Council before collecting data. Participants were informed about the purpose of the study and their participation was voluntary. Participation was strictly voluntary, and respondents provided informed consent. To ensure anonymity and confidentiality, no names were recorded, data was stored securely and used only for academic purposes and complying with data privacy standards in Tanzanian government institutions.

3.14 Conclusion

This chapter presented the research methodology used in conducting the study. It described the research design, research approach, study area, target population, sample size, sampling techniques, data collection methods, data collection instruments, data analysis procedures and ethical considerations. These methodological procedures ensured that reliable and valid data were collected to assess records storage facilities in facilitating accessibility of public records in Bagamoyo District Council.

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CHAPTER FOUR

DATA ANALYSIS, DISCUSSION AND PRESENTATIONS

4.0 Introduction

This chapter presents the analysis of data collected from the field of study concerning the assessment of Records Storage Facilities in Facilitating the Accessibility of Public Records within Tanzania's Local Government Authorities, on Bagamoyo District Council Offices. The chapter involve, discussing the findings according to the study objectives, used various data presentation techniques including figures, frequencies, tables, and percentages to enhance clarity and understanding of findings. The primary instruments used for data collection were interview guides and questionnaires, while the analysis tools used were the Statistical Package for Social Sciences (SPSS) and Microsoft Excel. These methods ensured quality data analysis and reliable findings that address the research questions and objectives.

4.1 Respondent Rate

The study successfully engaged a total of 40 respondents who participated in the research through online questionnaires via Google Forms. The researcher implemented a controlled data collection process by limiting each respondent to a single submission without post-submission editing capabilities. This method leads to a 100% response rate, which is important to the reliability and validity of the findings.

The achievement of this response rate can be influenced by two factors. Firstly, globally in the modern age depend on internet-based communication, which facilitated quick and efficient responses from participants. Secondly, the researcher maintained consistent follow-up procedures to ensure all proposed respondents completed the questionnaire. According to Babbie (2016) argued that a response rate exceeding 80% significantly reduced sampling bias and increased the generalization of findings. This high response rate minimizes non-response bias and enhances the study findings.

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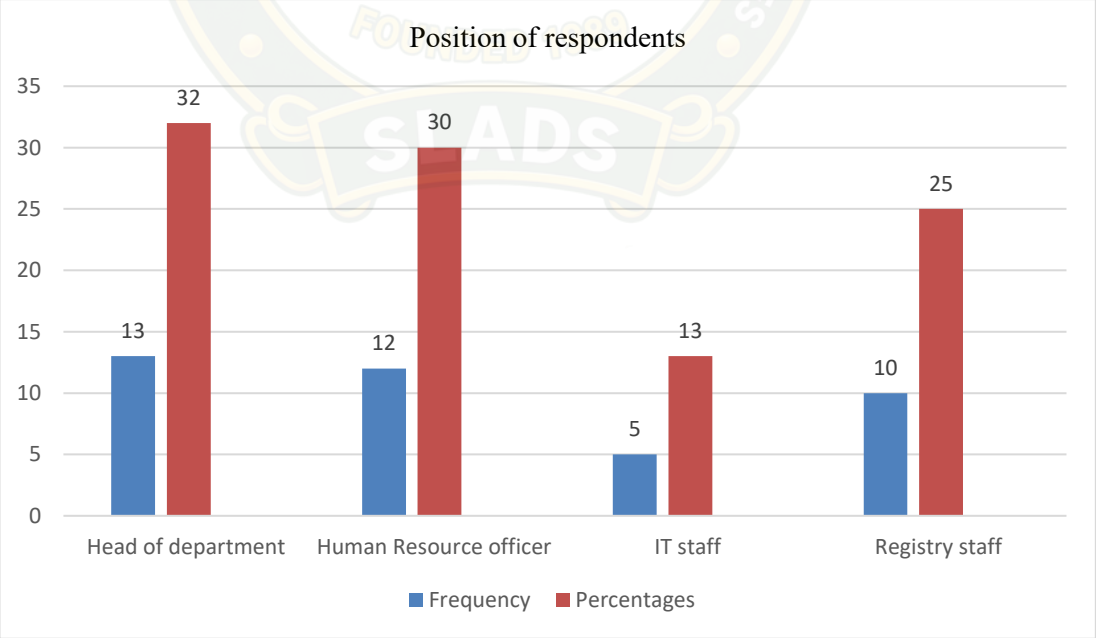
4.2 Demographic information of respondents

Demographic information refers to the social and personal attributes of respondents that enable researchers to understand the background information of the study population and determine whether respondents have relevant experience regarding the study topic (Creswell, 2018). In this study, demographic information of respondents was explained in this area of study by showing the background information and characteristics of respondents. Such as position, education level, and working experience that enable to understand the respondent that presented below: -

4.2.1 Distribution of respondents by Position

The study collected and analyzed respondents based on their specific positions, which individuals held in the Bagamoyo District council for each, providing unique insights into records management practices. This includes both managerial and operational staff, enabling a wide understanding of the challenges and practices in records accessibility and storage facilities. The responses were presented in Figure 4.1 below:

Figure 4.1: Distribution of respondents by position (N- 40)



Source: *Field Data, 2026.*

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The findings from Figure 4.1 above showed that the majority of respondents are the Heads of Department, which was 32%. Followed by Human Resource Officers with 30% of respondents, Registry Staff represented with 25% of respondents, and IT Staff with 13% of respondents.

The findings showed majority of respondents was Heads of Department indicated their role in policy implementation and oversight of records. The participation Registry Staff showed that, the information on storage and retrieval was collected. The inclusion of Human Resource Officers and IT staff provided insights on budget and technology issues. These findings showed that, the data was collected from respondents in different position that, provide reliable data on records storage facilities in facilitating accessibility of public records in Bagamoyo District offices.

This finding was supported by Kemoni (2020), who stated that involving different categories of records stakeholders provided a comprehensive view of records management challenges in public organizations. Management participation was critical in identifying resource gaps in records management (Katuu, 2020).

4.2.2 Education level of respondents

The study intends to know the level of education of respondents to ensure a response balance of all levels of educations in the study. To understanding the level of education, enable to collected accurate data in the study. Respondents were provided questionnaire to indicate their education level, presented in Table 4.1 below: -

Table 4.1: Respondents by level of education (N- 40)

Education level	Frequency	Percentage
Certificate	3	8%
Diploma	10	25%
Bachelor degree	23	57%
Master degree	4	10%
Total	**40**	**100%**

Source: *Field Data, 2026.*

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The findings from Table 4.1 above showed that the majority of respondents 23 (57%) held Bachelor's degrees. Followed by Diploma holders 10 (25%) of the respondents. Master's degree holders 4 (10%) of the respondents, while only 3 (8%) respondents, held Certificates.

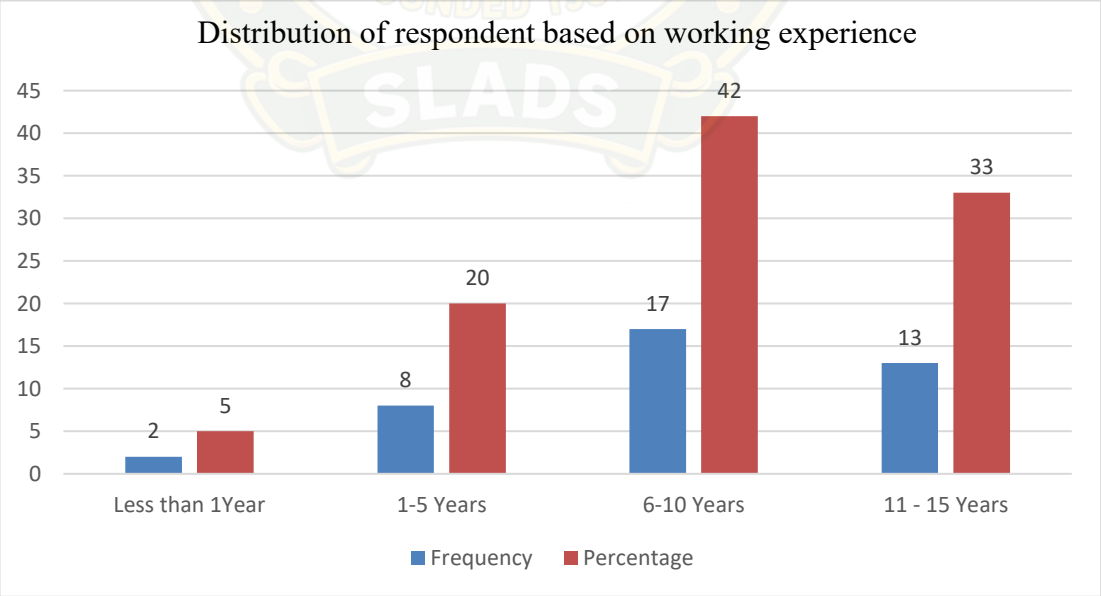
The findings showed that, study involved all level of educations. The majority of respondents which participation in the study was professional qualifications that makes the findings of the study to be more accurate and reliable since they come from people with variety levels of education rather than relay on one level of education.

This finding supported by Ndenje-Sichalwe (2007), who argued that, including respondents with different levels of education in the study, would help the study by providing accurate data and credibility of the data collected in this study.

4.2.3 Working experience of respondents

The study intends to know the Work experience of the respondents to understand its relation to the study. The responses were as presented in Figure 4.2 below: -

Figure 4.2: Working experience of respondents (N- 40)



Source: *Field Data, 2026.*

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The findings from Figure 4.2 above indicate that, the majority of respondents (42%) had between 6 and 10 years of working experience. Followed by those with 11 to 15 years of experience, who constituted (33%) of the respondents. Respondents with 1 to 5 years of experience were 20%, while only 2 respondents (5%) had less than 1 year of experience.

This experience profile indicated that 75% of respondents had of 6 to 15 years of service. The majority of respondents with more than 6 years of working experience, enable study to get responses from people who had good institutional knowledge and practical understanding of records storage facilities and accessibility challenges to retrieval public records within offices of Bagamoyo District Council.

This finding supported by Saffady (2010) stated that working time was increase experience on learning knowledge and lessons that staff had get during working time. The built through long service, enable preservation and accessibility of public records.

4.3 Types and Adequacy of Records Storage Facilities Used in the Bagamoyo District Registry Office.

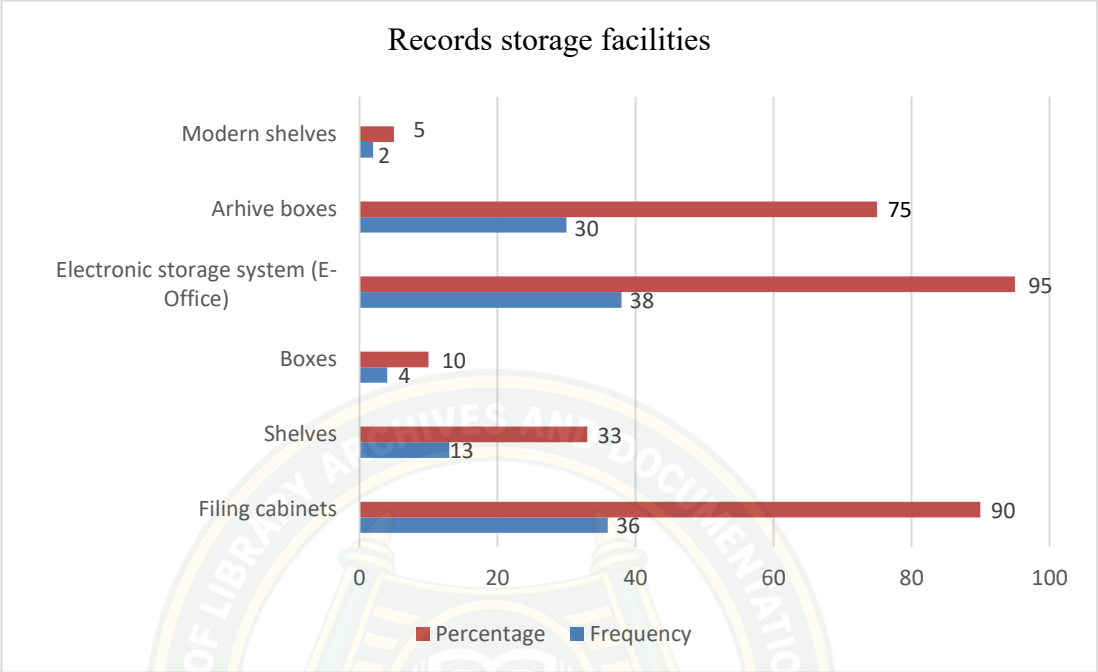
The first objective of this study was to examine the types of records storage facilities used in registry and other offices within Bagamoyo District Council in facilitating accessibility of records. Researcher was prepared the questions to understand and collected information on this objective that involved the several questions were asked respondents such as, what are the available records storage facilities used, adequacy of the storage facilities, the volume of public records created, the rate of condition, and the budget for purchasing and maintaining storage facilities within Bagamoyo District Council to provide pure and fair service to citizens.

4.3.1 Types of Storage facilities available

The study intended to know the types of storage facilities used by Bagamoyo District Council in their offices and its departments in managing records. The responses on types of storage facilities used were as presented in Figure 4.3 below: -

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Figure 4.3: Types of storage facilities used in Bagamoyo District council (N=40)



Source: *Field Data, 2026.*

The findings from Figure 4.3 above showed that the Electronic Storage System (E-Office) was the most available facility, used by 38 (95%) of respondents. It was followed by Filing Cabinets used, with 36 (90%) of respondents, Archive Boxes with 30 (75%) of respondents, Shelves were used by 13 (33%) of respondents, Boxes were used by 4 (10%) and Modern Shelves used, with 2 (5%) of respondents.

This finding indicated that Bagamoyo District Council used a hybrid system combining electronic and physical storage. However, the low use of modern shelves, 5%, showed limited investment in modern physical infrastructure.

This finding supported by Ngulube (2016) observes that many African public institutions operate hybrid records systems where electronic and paper-based records. According to Wamukoya (2015), who stated that, Tanzanian government institutions increasingly adopt digital systems while maintaining physical records due to historical practices and legal requirements.

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The adoption of E-Office systems at Bagamoyo District Council reflects Tanzania's broader commitment to e-government initiatives as stated in the National ICT Policy (Ministry of Communication, Science and Technology, 2016).

4.3.2 Adequacy of storage facilities in the Bagamoyo District Council

The study intended to know the adequacy of storage facilities in records storage systems at Bagamoyo district council and its relation to facilitate fast and easily accessibility of records. The response was presented in Table 4.2 Below: -

Table 4.2: Adequacy of storage facilities in the Bagamoyo District Council (N- 40)

Adequacy of storage facilities	Frequency	Percentage
Very adequate	4	10%
Adequate	3	8%
Moderately adequate	5	12%
Inadequate	28	70%
Total	**40**	**100%**

Source: *Field Data, 2026.*

The findings revealed that the majority of respondent 28 (70%), rated storage facilities as inadequate. They were followed by 5 (12%) of respondents who rated them moderately adequate, 4 (10%) respondents as very adequate, and only 3 (8%) respondents as adequate.

This response was also mentioned during the interview where by one of the respondents saying that:

"The storage space for storing physical files at Bagamoyo District Council is very small. This leads to overcrowding of files and some files not being stored properly. There were also no file covers for storing and open physical files……"

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This finding indicates that, Bagamoyo District council was inadequacy of significant storage facilities and tools, that challenges preservation, storage and retrieval of public records. This led to delayed accessibility of public records and customers complain. The inadequate facilities may have resulted from insufficient space, outdated equipment, or limited resources for maintenance and improvement.

This finding support by Mnjama and Wamukoya (2014) documented similar challenges across East African public institutions, that was inadequate storage facilities lead to records deterioration, misplacement, and delayed retrieval. Insufficient storage infrastructure undermines the principles of records accessibility, if storage spaces cannot accommodate them properly (Hare and McLeod, 2017).

4.3.3 Rate condition of records storage facilities

The study intended to know the physical condition of storage facilities in records storage systems at Bagamoyo district council and its relation to facilitate fast and easily accessibility of records. The response was presented in Table 4.3 Below: -

Table 4.3: Rate condition of records storage facilities (N- 40)

Storage condition	***Frequency***	***Percentage***
Very good	12	30%
Good	24	60%
Fair	3	7%
Poor	1	3%
Total	**40**	**100%**

Source: *Field Data, 2026.*

The findings showed that majority of respondents 24 (60%) rated facilities as good and 12 (30%) of respondents as very good. Only 3 (7%) respondents, rated condition as fair and 1 (3%) of respondents the reported the rate condition as poor.

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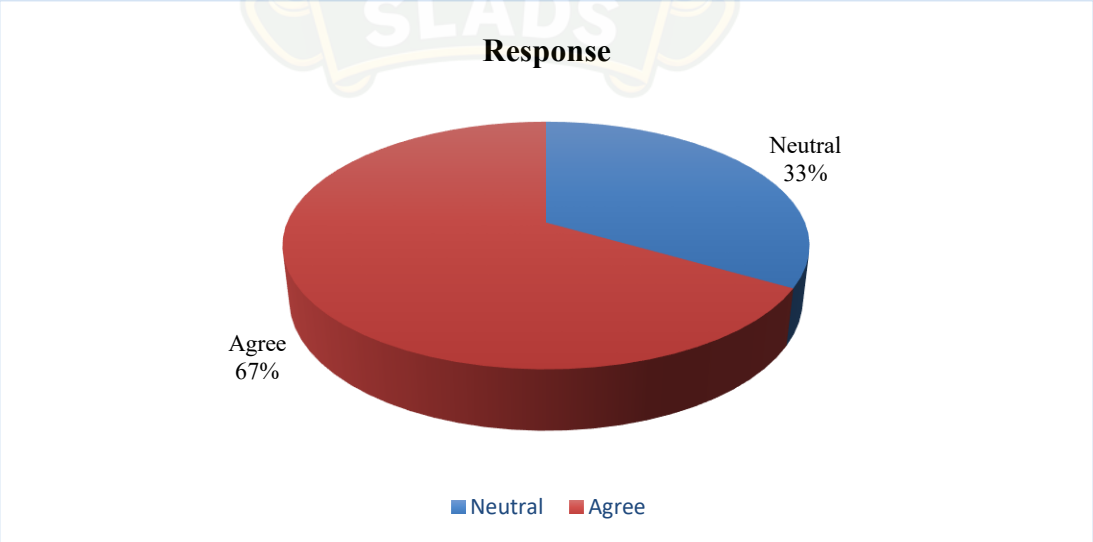
The condition assessment showed a generally, with 90% of respondents rating storage facilities as good, indicating that Bagamoyo District council was implemented regular cleaning and maintain storage facility that enable to ensure their condition was good. This finding suggests that while the available facilities may be in good condition, their quantity and capacity remain insufficient to meet the growing records management needs (as shown in Table 4.2). The 7% rating facilities as fair and 3% as poor indicates that some deterioration exists, due to old infrastructure or inadequate maintenance.

This finding supported by Roberts (2018) argues that condition assessments should consider both physical state and environmental factors such as temperature, humidity, and light exposure, which affect records longevity.

4.3.4 Adequacy of annual Budget for records storage facilities

The study intended to know the adequacy of annual Budget for records storage facilities at Bagamoyo district council to maintaining, improving storage facilities and its relation to facilitate fast and easily accessibility of records. The study asked only respondents from Human Resource department (N=12) and the response were presented in figure 4.4 Below: -

Figure 4.4: Adequacy of annual budget for records storage facilities (N=12)



Source: *Field Data, 2026.*

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The findings in Figure 4.4 above showed, majority of respondents indicated 8 (67%) of Human Resource Officers agreed that the annual budget for storage facilities was adequate, while 4 (33%) of respondents were neutral.

The earlier finding showed that, 70% of respondents considered storage facilities inadequate (as shown in Table 4.2). This finding showed different suggestions, while budget allocations may be adequate, other factors such as procurement procedures, infrastructure limitations, or competing priorities may delay the effective utilization of allocated funds for improving storage facilities in Bagamoyo District Council offices.

This finding supported by Badham (2017) notes that sustainable records management programs require dedicated funding for infrastructure, equipment, and capacity building. The budget limitations identified at Bagamoyo District Council could explain the inadequacy of storage facilities noted earlier, showed the need for support to increased resource allocation for great improvements.

4.4 Effectiveness of storage systems in facilitating accessibility to administrative records in the Bagamoyo district registry office.

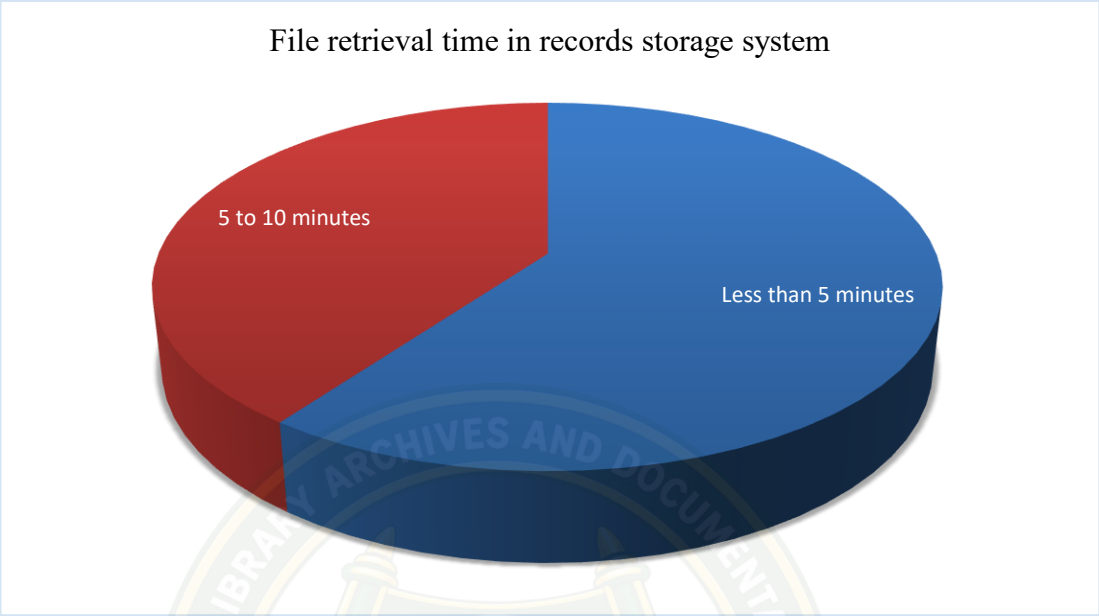
The second objective of this study was to evaluate how well the current records management system supports the retrieval and use of administrative records in the Bagamoyo District Registry Office. The assessment will focus on indicators such as speed of retrieval, time taken for restoring the storage system if failures or crashes, and ease of access to public and administrative records for authorized users within Bagamoyo District offices, as shown below in findings that were collected in the field of study by different respondents: -

4.4.1 File retrieval time in records storage system

The study intended to know the file retrieval time in records storage systems at Bagamoyo district council and its relation to facilitate fast and easily accessibility of records. The study asked only respondents from registry department (N=10) and the response were as presented in Figure 4.5 below: -

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Figure 4.5: File retrieval time in records storage system (N- 10)



Source: *Field Data, 2026.*

The findings from figure 4.5 above showed efficient file retrieval in Bagamoyo District Council. Majority of respondents (60%) reporting retrieval times of records was less than 5 minutes and 4 (40%) of respondents, reporting 5 to 10 minutes.

This response was also mentioned during the interview where by one of the respondents saying that:

> *File retrieval process was started in Manual System, when searching for a response letter, staff first check the content register, then search in E-Office System, makes work faster because files can be retrieved quickly using the search bar. For example, if someone needs information on sand mining, they search under LA (Keywords system) - Environment to get the information.*

This suggested that despite inadequacies in storage facilities, retrieval processes maintained. The efficient retrieval may have been attributed to systematic filing practices, staff competency, or the integration of electronic systems. However, there was room for improvement to achieve consistent retrieval times of less than 5 minutes for all records.

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This finding supported by McLeod and Childs (2013) argue that retrieval time is a key indicator of records accessibility, with efficient retrieval systems contributing to organizational productivity. This ensured the service was delivered quickly to citizens.

4.4.2 Time taken to restore access after system crash

The study intended to know the time taken to restore access after system crash at Bagamoyo District council and its relation to facilitate fast and easily accessibility of records. The study asked all respondents and department but was targeted IT department, because the great responsible for electronic records systems (E-Office) when was crash or fail in working hours, were as presented in Table 4.4 below: -

Table 4.4: Time taken to restore access after a system crash (N-40)

Time to restore	Frequency	Percentage
1 Hour	16	40%
2 to 4 Hours	16	40%
5 to10 Hours	8	20%
Total	**40**	**100%**

Source: *Field Data, 2026.*

The findings from Table 4.4 above showed moderate system resilience, with 16 (40%) of respondents reporting one-hour restoration capability and another 16 (40%) requiring 2 to 4 hours. However, 8 (20%) of respondents reported needing 5 to 10 hours for system restoration.

The finding indicating the potential vulnerability in the electronic records management system (E-Office). This showed inconsistent system backup and recovery procedures, presented the high need for standardized disaster recovery protocols to minimize downtime and ensure continuous records accessibility in Bagamoyo District Council.

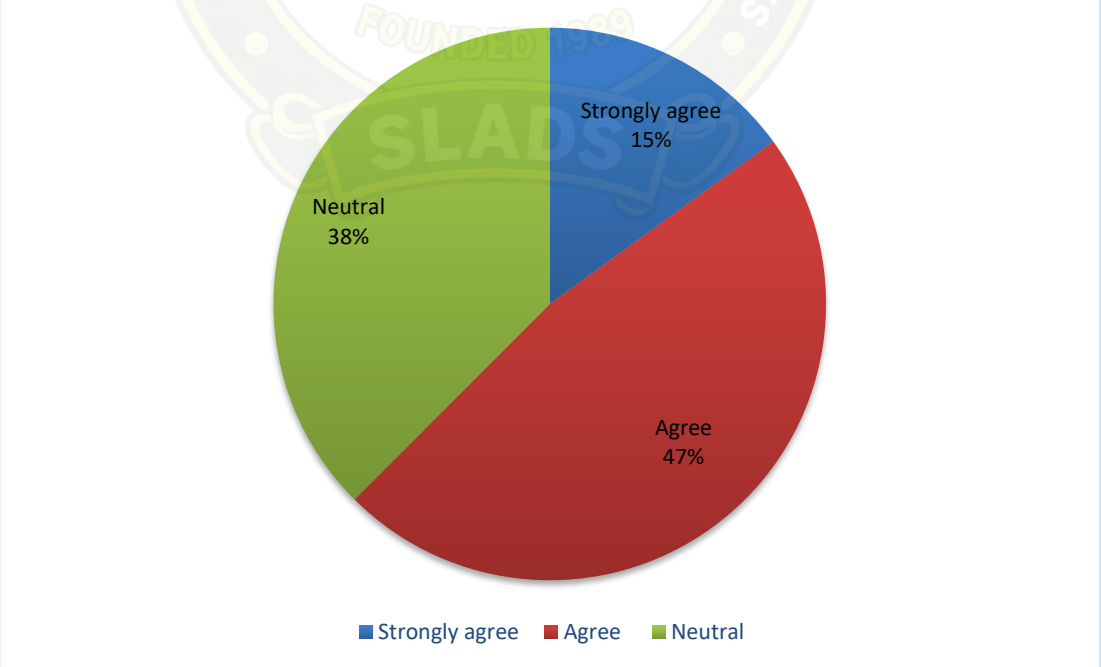
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The finding supported by Healy and Wilsdon (2016) emphasize that system resilience is critical for electronic records accessibility, as prolonged downtime can reduce the access to digital records. According to Cox (2017) notes that public institutions increasingly depend on electronic systems, making rapid recovery from system failures essential for maintaining access to records. The existence of E-Office systems at the Bagamoyo District Council (as shown in Figure 4.3) necessitates robust disaster recovery planning to ensure continuous records accessibility.

4.4.3 Contribution of the current storage system to improving accessibility of administrative records

The study intended to know the Contribution of the current storage system at Bagamoyo district council and its relation to facilitate fast and easily accessibility of administrative records. The study asked all respondents and department but was targeted Heads of Department, because the evaluate overall records accessibility when requesting public records, the response were as presented in Table 4.6 below: -

Figure 4.6: Current storage system in improve accessibility of records (N- 40)



Source: *Field Data, 2026.*

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The findings from Figure 4.6 above showed the majority of respondents 19 (47%) agreed that current storage systems contributed to improved accessibility. However, 15 (38%) of respondents remained neutral, 6 (15%) of respondents was strongly agreed.

The majority of respondents showed that despite identified challenges, existing systems provide some level of accessibility improvement. This was indicating neither clear satisfaction nor dissatisfaction with current systems in Bagamoyo District offices for the decision-making process or strategies plan in the organization.

This supported by Reed (2015) argues that leadership perspectives on records management are critical, as they influence resource allocation and policy implementation.

4.5 Challenges affecting records accessibility, and propose strategies for improvement in the Bagamoyo district registry office

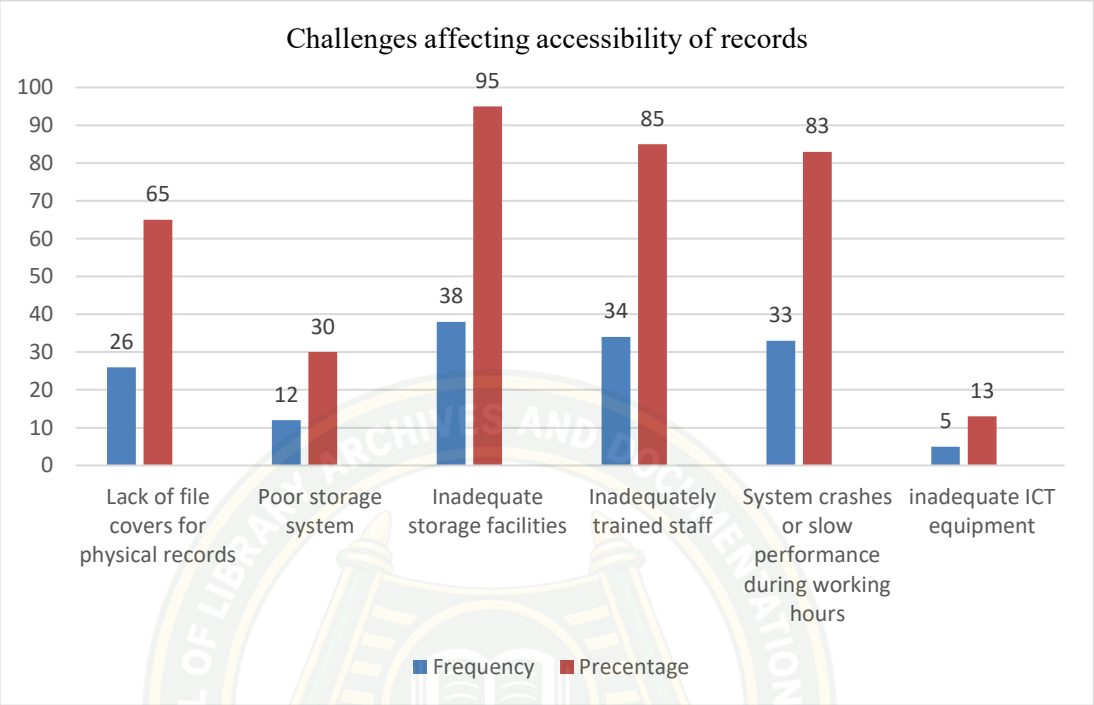
The third objective of this study was to identify the major challenges that hinder the accessibility of administrative or public records in the Bagamoyo District Registry. After identifying these barriers, the study proposed practical improvement strategies to address them. Addressing these challenges important for improving efficiency, transparency, and public service delivery in the Bagamoyo District Registry Office. The findings below show major challenges affecting accessibility of records and proposed improvement strategies: -

4.5.1 Major challenges affecting accessibility of records

The study intended to know the major challenges affecting record accessibility at Bagamoyo district council and its relation to facilitate fast and easily accessibility of records. The response was as presented in figure 4.7 below: -

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Figure 4.7: Major challenges affecting accessibility of records (N- 40)



Source: *Field Data, 2026.*

The findings from Figure 4.7 above reveal multiple challenges affecting records accessibility. Majority of respondents 38 (95%) reporting Inadequate storage facilities. Followed by 34 (85%) of respondents reporting Inadequately trained staff. While System crashes or slow performance during working hours affected 33 (83%) of respondents. Lack of file covers for physical records was reported by 26 (65%) of respondents. Poor storage system was affected by 12 (30%) of respondents, and inadequate ICT equipment was reported by 5 (13%) of the respondents.

This response was also mentioned during the interview where by one of the respondents saying that:

> *Major challenges facing was Many files do not have file covers, so they start to deteriorate due to being stacked together. There was also a problem of inadequate of knowledge on use, preserving and managing records storage facilities, especially an E-Offices system, which causes important documents to be unavailable when needed. Infrastructure was biggest challenge due to existing shelves are insufficient.*

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The majority of respondents indicate the challenges of inadequate storage facilities (95%) and inadequate trained staff (85%) mean, the Bagamoyo District Council faces both material and human resource constraints. The challenges related to system crashes and slow performance during working hours indicate that the E-Office system, while adopted, may face technical limitations that undermine accessibility of public records when needed. Lack of file covers for physical records, poor storage system and inadequate ICT equipment was reflecting challenges in physical storage and equipment for preservation public records within Bagamoyo District offices.

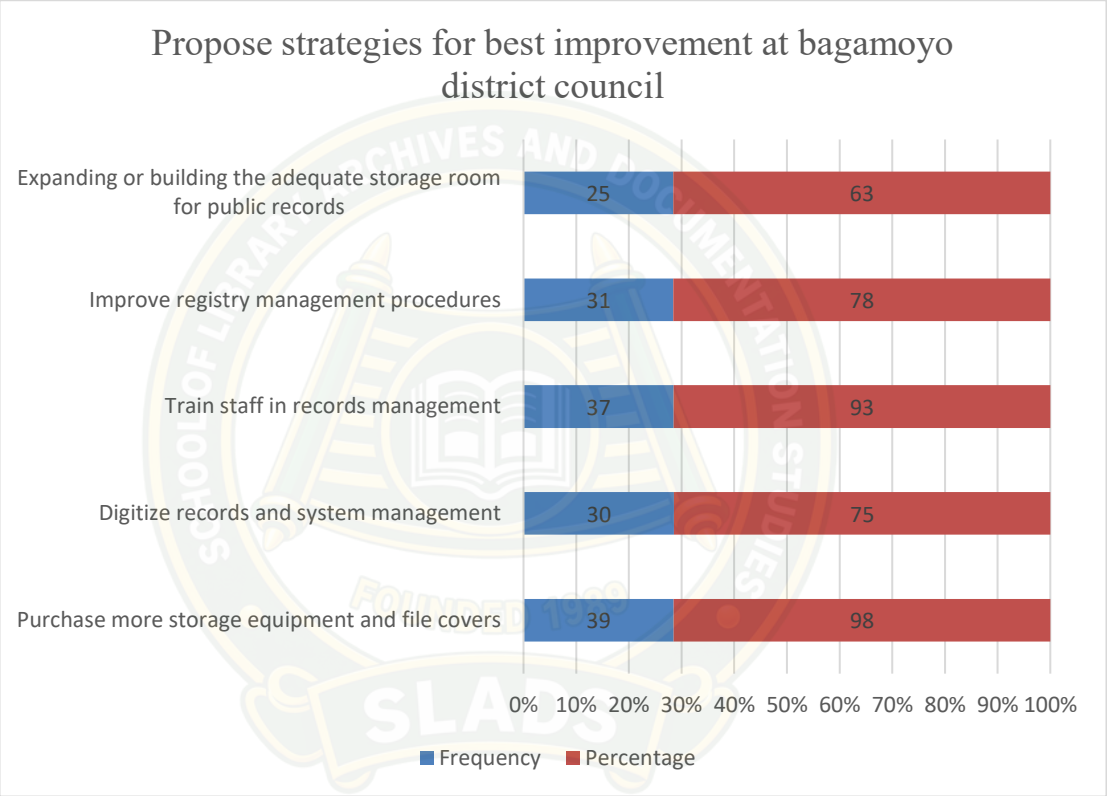
These findings supported by Maseh (2017) identified similar challenges in East African public institutions, that infrastructure, human capacity, and technology constraints often co-exist to create systemic accessibility barriers. According to Williams (2016) argues that addressing records accessibility requires comprehensive approaches to improve infrastructure, capacity, and technological challenges. Investment in both infrastructure and staff development was essential for sustainable records management practices and improvements (Knox, 2018). According to Wimmer (2015) notes that electronic records systems require ongoing maintenance, upgrades, and capacity to ensure reliable performance. The IT staff response regarding restoration times (*as* showing in Table 4.4) the must ensure the backup plan, recover system, security measures, maintenance and further supports this concern.

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4.5.2 Strategies to improve accessibility of public records

The study intended to know the propose strategies for best improvement at Bagamoyo district council and its relation to facilitate fast and easily accessibility of records. The response was as presented in figure 4.8 below: -

Figure 4.8: Strategies to improve accessibility of public records (N- 40)



Source: *Field Data, 2026.*

The findings showed that majority of respondents 39 (98%) recommended purchasing equipment, followed by 37 (93%) who recommended staff training, 31 (78%) for improved procedures, 30 (75%) for digitization, and 25 (63%) for expanding storage rooms.

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This response was also mentioned during the interview where by one of the respondents saying that:

> *Bagamoyo District council have a lot of efforts in ensure the solving of the challenges through to improve, maintained and buying the records storage facilities to facilitating accessibility of public records, the government could instruct to construct a new records storage building because the current building is too small. Also, was the technology challenge, management of Bagamoyo District council increase the use of the E-Office system and train staff on how to use the system to reduce dependence on paper. Government should provide the resources that was adequate file covers, archives box files, a proper storage area and established the proper records management and storage procedures. The monitoring, review and update was important by conduct regular inventory and checking to avoid loss of records.*

The majority of respondents was recommended firstly priority strategies was purchase of more storage equipment, file covers and staff training in records management, was crucial for creating the human capacity in managing the public records properly and equipment for storing the public records, reflects immediate practical needs in Bagamoyo District offices for quickly improve the accessibility of public and administrative records for decision making, provided citizen right and managing their services delivery. Digitization and system management improvements were supported improvement of registry management procedures on handling the public records. Few recommendations for Expanding or building adequate storage rooms because the reflecting higher resource requirements and longer implementation timelines associated with construction.

These findings supported by Adu-Sarkodie (2019) and Kemei (2017), who noted that basic equipment limitlessness are more complex records management challenges that hinder quickly accessibility of public records. The transformative potential of digital records management in Tanzanian public institutions (Ismail, 2016). The strong support of staff training aligns with Muchena (2018), who found that capacity building is foundational to records management improvement in African public institutions.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter presents the summary of findings, conclusions, and recommendations according from the study. The chapter analyze the key findings presented in Chapter Four, draws conclusions based on the study objectives, and proposes practical recommendations for improving records storage and accessibility. The chapter suggests areas for further research to deepen understanding of records management challenges in local government authorities.

5.1 Summary of the Study

The study aimed to assess records storage facilities in facilitating the accessibility of public records at Bagamoyo District Council. It was guided by three specific objectives, to examine the types and adequacy of records storage facilities, to evaluate the effectiveness of storage systems in facilitating accessibility and to identify the challenges affecting records accessibility while proposing strategies for improvement. Data were collected from 40 respondents using questionnaires and interview guides, and the findings were analyzed using SPSS and Microsoft Excel.

5.1.1 Types and Adequacy of Records Storage Facilities

The first objective examined the types, adequacy, condition, and budget for records storage facilities. The findings revealed that Bagamoyo District Council operated a hybrid records storage system. The electronic storage system (E-Office) was the most available facility, reported by 95% of the respondents, followed by filing cabinets (90%) and archive boxes (75%). Modern shelves were minimally present, support by only 5%. Despite the different types of storage, 70% of the respondents considered the facilities inadequate, suggesting that the available capacity did not match the growing volume of public records. However, 90% rated the physical condition of the existing facilities as either good or very good, indicating effective maintenance of the limited infrastructure. Regarding budget, 67% of Human Resource Officers agreed that the annual allocation for storage facilities was adequate, remained inadequacy of storage

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facilities due other to factors such as procurement procedures, infrastructure limitations, or competing priorities may delay the effective utilization of allocated funds for improving storage facilities in Bagamoyo District Council offices.

5.1.2 Effectiveness of Storage Systems in Facilitating Accessibility

The second objective evaluated how effectively the current storage systems supported the retrieval and use of administrative records. Registry staff reported that file retrieval was relatively efficient, with 60% indicating they could retrieve records in less than five minutes and the remainder within five to ten minutes. Concerning electronic system reliability, respondents from different department in Bagamoyo District offices involving IT staff indicated that after a system crash, 40% could restore access within one hour, another 40% within two to four hours, while 20% required five to ten hours. This variation pointed to inconsistent disaster recovery procedures. When respondents from different department in Bagamoyo District offices involving Heads of Department, response the contribution of current storage systems to improved accessibility, 47% agreed and 15% strongly agreed that the systems had a effective impact, though 38% remained neutral. These results demonstrated that while retrieval was generally efficient, the electronic system suffered from reliability gaps that could interrupt access.

5.1.3 Challenges Affecting Records Accessibility and Proposed Strategies

The third objective identified challenges and improvement strategies. The most prevalent challenge, supported by 95% of respondents, was inadequate storage facilities. Inadequate trained staff followed at 85%, while system crashes or slow performance affected 83%, and lack of file covers for physical records was reported by 65%. These challenges revealed a combination of infrastructure, human resource, and technological constraints. In response, the respondents proposed multiple improvement strategies. The highest priority, supported by 98%, was the purchase of more storage equipment and file covers. Staff training in records management was supported by 93%, improvement of registry management procedures by 78%, digitization and system management improvements by 75%, and expansion or construction of adequate storage rooms by 63%. This was support lower due to

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construction projects such as resource-intensive requirements and longer implementation timelines.

5.2 Conclusion

Based on the findings, the study concluded that Bagamoyo District Council had adopted a dual records storage approach combining electronic and physical facilities, reflecting a modernizing and transitional records management environment. However, the prevailing inadequacy of storage infrastructure that hinder the effective preservation and timely accessibility of public records. Although existing facilities were maintained in good condition, their limited capacity could not accommodate the increasing volume of records, thereby undermining compliance with the Records and Archives management Act No. 3 of 2002.

The effectiveness of the storage systems in facilitating accessibility was moderate. Physical file retrieval was effective, but the electronic system faced vulnerability in sometimes, with inconsistent recovery times after failures, posing a risk to continuous access. The study further concluded that the most critical barriers to records accessibility were inadequate storage infrastructure, insufficient trained personnel, and unreliable electronic systems. These challenges collective affected service delivery and decision-making processes. The strong support of infrastructure investment and staff training by respondents showed the urgent need for improvement. Without addressing these foundational issues, the Bagamoyo District council's ability to provide transparent and efficient public services would remain hindered.

5.3 Recommendations

From the Study findings and the strategies proposed by respondents, the following recommendations were made for the improvement of records storage and accessibility at Bagamoyo District Council.

5.3.1 Procurement of Storage Facilities and Infrastructure

The Bagamoyo District council should priorities the procurement of modern storage equipment, including filing cabinets, open shelves, and archive boxes, to close the gap between records volume and storage capacity. Funds should be allocated for the

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expansion or construction of a dedicated, spacious registry building with appropriate environmental controls. Immediate action must be taken to ensure an adequate supply of file covers to protect physical records from deterioration and damage.

5.3.2 Providing training for Bagamoyo District Staff

Management should institute a continuous professional development programmer in records and archives management for all registry, IT, and departmental staff. Training should cover contemporary filing, classification, retrieval techniques, and the operation of the E-Office system. The Bagamoyo District council could also consider recruiting qualified records management professionals to strengthen the existing workforce and mitigate the shortage of trained personnel.

5.3.3 Improvement for Electronic Records System (E-Office)

The IT unit, in collaboration with the relevant ministry, should develop and implement a robust disaster recovery and business continuity plan for the E-Office system. This should include regular system backups, scheduled maintenance, and upgrade of hardware and software to reduce crash incidents and recovery time. System performance monitoring mechanisms should be established to detect and resolve slow performance issues promptly, ensuring access to digital records.

5.3.4 Implementation of Policy, procedures and Budget Support

Budget was reported as adequate; the Bagamoyo District council leadership should review procurement and utilization procedures to ensure that allocated funds are fully and timely expended on storage facility improvements. The heads of department should advocate for increased budget allocations specifically for records management infrastructure. Bagamoyo District council should enforce compliance with the national Records and Archives Act No 3 0f 2002 and institution could regular audits of records management issue and policy reviews.

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5.4 Areas for Further Study

This study has provided findings on records storage facilities and accessibility challenges at Bagamoyo District Council. However, several areas needed further more investigation that was suggested for further research: -

i. Assessment of the effectiveness of electronic records systems on impact records accessibility to supporting decision-making and service delivery.

ii. An investigation of records training programmers on staff performance and service delivery outcomes in local government authorities in Tanzania country.

iii. Evaluation of contribution of e-government in facilitating digital record preservation within Tanzania public sector.

iv. An assessment of records accessibility on improves user satisfaction with public service in Government institutions. Focusing on citizens, staffs and internal decision-makers.

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APPENDEX I

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APPENDEX II

RESEARCH WORK PLAN SCHEDULE

S/N	Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
1.	Prepare of research proposal writing	■					
2.	Submission of research proposal		■				
3.	Data collection			■			
4.	Data analysis and start research report writing				■		
5.	Submission of first draft of research report					■	
6.	Final Submission of research report						■

Appendix II: This showed the work plan schedule of activities that were carried out during the research process from proposal writing up to final submission of research report.

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APPENDEX III

RESEARCH BUDGECT

S/N	Item details	Price analysis	Estimated Cost
1.	Transport costs from the Bagamoyo District Council	Dunda to Bagamoyo cost 2,000 x 10	20,000
2.	Printing, photocopying and Binding	Proposal printing 41@page x 200, Research report 50@page x 200x2, Binding proposal 1 x 2000, Research binding 2@ x 20,000, photocopying 9@200 data collection instrument 50 x 200	80,000
3.	Stationery (pens, papers, files and notebooks)	Pens 10@200, files 2@2,500 and notebooks 4,000	10,000
4.	Internet and communication costs	Internet services 10,000 and communication 10,000	20,000
5.	Data collection expenses	Data collection expenses 40,000	40,000
6.	Emergency	Emergency of unexpected event	10,000
	Total		**180,000**

Appendix III: The budget showed the estimated costs required to conduct the research activities including transport, printing, stationery, internet services, and other data collection expenses.

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APPENDEX IV

QUESTIONNAIRE GUIDE

Dear Madam/Sir

I am Mahamudu Twalibu Hussein, student of School of Library Archives and Documentation Studies (SLADS) at Bagamoyo campus, studying an Ordinary Diploma in Record and Archives Management, as a party of study programmer. Am conducting a research report that I carrying title on An Assessment of Records Storage Facilities in Facilitating Accessibility of Public Records within Tanzania Local Government Authorities Offices**.** Therefore, am request to responded honestly to these questionnaires guide which will help to collect data in your institution.

INSTRUCTIONS: This questionnaire is intended to collect information for academic purposes only. The information provided will be kept confidential. Kindly answer the following questions honestly by choosing only one correct answer for proved letter A, B, C, D, E, or put tick for answer provide, then put right answer on space provided, in section A, B and C, D in section E, provide short explanations as appropriate and writing your response to all question.

Thank you for your kind.

PART ONE: CLOSED END QUESTIONS

SECTION A: GENERAL INFORMATION (For all respondents)

1. Which position do you work in Bagamoyo district council?
   A. Registry staff
   B. IT staff
   C. Head of department ( )
   D. Human Resource officer
   E. Other (Specify) _____
2. What is your education level?
   A. Certificate

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B. Diploma

C. Bachelor Degree ( )

D. Master Degree

E. Other (Specify) _____

3. How long have you been working in this office?

A. Less than 1 year

B. 1–5 years

C. 6–10 years ( )

D. 11–15 years

E. More than 15 years

SECTION B: TYPES AND ADEQUACY OF RECORDS STORAGE FACILITIES

4. What types of storage facilities are used in your office? (Please tick all you apply)

S/N	Statement	Put tick
A.	Filing cabinets	
B.	Shelves	
C.	Boxes	
D.	Electronic storage system (E-office)	
E.	Archive boxes	
F.	Modern shelves	

5. The available records storage facilities are adequate for storing the volume of public records created in your office?

A. Very adequate

B. Adequate

C. Moderately adequate ( )

D. Inadequate

E. Very inadequate

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6. How would you rate condition of the storage facilities?

   A. Excellent
   B. Very good
   C. Good ( )
   D. Fair
   E. Poor

7. They are annual budget that are adequate for purchasing and maintaining storage facilities? (Please answered by Human resources officer only)

   A. Strongly agree
   B. Agree
   C. Neutral ( )
   D. Disagree
   E. Strongly disagree

SECTION C: EFFECTIVENESS OF STORAGE SYSTEM IN ACCESSIBILITY

8. On average, how long does it take to retrieve one file in storage system when needed? (Please answered by Registry staff only)

   A. Less than 5 minutes
   B. 5–10 minutes
   C. 10–20 minutes ( )
   D. 20–30 minutes
   E. More than 30 minutes

9. How long does it take to restore access to records after system crash? (Anyone answered that but is targeted IT Staff)

   A. 1 hour
   B. 2 – 4 hours
   C. 5 – 10 hours ( )
   D. 10 – 20 hours

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E. 24 hours

10. Does the current storage system help improve accessibility of administrative records? (Anyone answered that but is targeted Head of Department only)

A. Strongly agree

B. Agree

C. Neutral ( )

D. Disagree

E. Strongly disagree

SECTION D: CHALLENGES AFFECTING RECORDS ACCESSIBILITY AND, WHAT STRATEGIES CAN BE IMPLEMENTED TO IMPROVE THEM

11. What is the major challenge affecting accessibility of records? (please tick for all appropriate sentence)

S/N	Statement	Put tick
A.	Inadequate storage facilities	
B.	Poor storage system	
C.	Inadequate of ICT equipment	
D.	Inadequate of trained staff	
E.	System crash or slow in working hours	
F.	Lack of file cover to open physical records	

12. Which strategy would best improve accessibility of public records? (please tick for all appropriate sentence)

S/N	Statement	Put tick
A.	Purchase more storage equipment and file covers	
B.	Digitize records and system management	
C.	Train staff in records management	
D.	Improve registry management procedures	
E.	Expanding or building the adequate storage room for public records	

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PART TWO: OPEN-ENDED QUESTIONS

In this section will allow to provide the explanation, in order to provide necessary information

13. What challenges do you face in managing records storage facilities in your office?

---

14. Crash of storage system, how may affect the effectiveness of access the public records?

---

15. In your opinion, what should be done to improve records storage facilities and accessibility of public records in Bagamoyo District Council?

Thank you for your cooperation

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APPENDEX V

INTERVIEW GUIDE

Purpose of the Interview:

The purpose of this interview is to collect information about the types of records storage facilities, their effectiveness in facilitating accessibility of public records, and challenges affecting records management in Bagamoyo District Council.

Instruction: The respondent is requested to answer the following questions honestly. The information provided will be used for academic purposes only and will be kept confidential.

Thank you for your kind.

SECTION A: TYPES AND ADEQUACY OF RECORDS STORAGE FACILITIES

1. What types of storage facilities are used in the registry office? Are they adequate for all public records? Please explain. (For registry staff only)
2. Please describe, how are records arranged or organize system within the storage facilities for easy retrieval? (For registry staff only)
3. What challenges do you face in allocating budget for records storage facilities and maintenance? (For Human Resources officer)

SECTION B: EFFECTIVENESS OF STORAGE SYSTEM IN RECORD ACCESSIBILITY

4. What procedures are followed when retrieving records from the storage system?

5. In your opinion, how effective of the current storage systems help in facilitating accessibility of public records?

6. What role does the electronic records system play in improving accessibility? What are its main challenges? (For IT Staff)

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7. How do the current storage facilities affect service delivery? (For Heads of Departments)

SECTION C: CHALLENGES AFFECTING RECORDS ACCESSIBILITY AND SUGGESTIONS FOR IMPROVEMENT

8. What technological or physical challenges affect accessibility of public records?

9. What strategies or measures do you recommend to improve records storage and accessibility at Bagamoyo District Council?

10. Is there any training programs provided to staff on proper records management and storage?

Thank you for your cooperation

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APPENDEX VI

RESEARCH CLEARANCE 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.311/375/01/212 Tarehe: 18 Machi, 2026

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

Yah: **RUHUSA YA KUFANYA UTAFITI NDUGU MAHAMUDU TWALIBU HUSSEIN**

Kichwa cha habari hapo juu cha husika.

2. Ofisi ya Mkurugenzi Mtendaji Halmashauri ya Wilaya Bagamoyo inakiri kupokea barua yako yenye na Kumb Na. **DA.201/457/VOL/1/20** ya tarehe **12 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 Makurunge Bagamoyo** katika mada **"An Assessment Of Record Storage Facilities In Facilities Accessibility Of Public Course Within Tanzania Local Government Activities Officer Case Study Bagamoyo District Council"** kwa kipindi cha kuanzia tarehe **01 Aprili, 2026** hadi tarehe **01 June, 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: Mtendaji wa Kata,
Kata ya Makurunge,
Halmashauri ya Wilaya,
S.L.P. 59,
BAGAMOYO.

1- Mpokee na Umbe Mshirikiano.

AFISA MTENDAJI KATA
KATA YA MAKURUNGE
BAGAMOYO

Mahamudu Twalibu Hussein - Ripoti Kwa Mtendaji Kata ya Makurunge.

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

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