SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTATION STUDIES (SLADS)

A RESEARCH REPORT ON

AN ASSESSMENT ON THE USE OF RECORDS STORAGE FACILITIES FOR EFFECTIVE RECORDS MANAGEMENT IN REGISTRY UNIT: A CASE STUDY OF DAR ES SALAAM CITY COUNCIL

BY

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

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CERTIFICATION

The undersigned certifies that the supervisor has read and hereby recommends for acceptance by the School of Library, Archives and Documentation Studies the research report entitled **"An Assessment on the use of Records Storage Facilities for Effective Records Management in Registry Unit: A Case Study of Dar es Salaam City Council"** in partial fulfilment of the requirements for the award of Ordinary Diploma in Records and Archives Management.

Signature: .....

Supervisor

Date: .....

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I, **Mwajuma Nassoro Sama,** declare that this Report is my own original work and that it has not been presented and will not be presented to any other institution for any other diploma award.

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DEDICATION

I dedicate this research report work to my parents and relatives who gave me financial and psychological support throughout my studies.

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ACKNOWLEDGEMENT

This research report would not have been possible without the cooperation and help of many people. Firstly, I would like to thank Almighty GOD for His creation and sustaining me in this world, and for giving me this opportunity to get education in this college.

Also, I would like to convey my sincere thanks to the School of Library, Archives and Documentation Studies (SLADS) Administration and other stakeholders for making sure that I conducted this study well.

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May the Almighty GOD bless them all.

ABBREVIATIONS AND ACRONYMS

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CMS: Case Management System

ERMS: Electronic Records Management System

ICT: Information Communication Technologies

ISO: International Organization for Standardization

IRMT: International Records Management Trust

OAIS: Open Archival Information System

SLADS: School of Library, Archive and Documentation Studies

SPSS: Statistical Package for the Social Sciences

URT: United Republic of Tanzania

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ABSTRACT

The study focuses on assessing records storage facilities for effective records management practices in the registry unit, using Dar es Salaam City Council as a case study. The study involves a sample size of 30 respondents who are selected through stratified randoma and purposive sampling techniques. Data are collected through questionnaires, interviews, and observation checklists.

The findings reveal that the registry unit relies primarily on basic storage facilities such as metal filing cabinets and open metal shelves, with minimal digital storage infrastructure. The adequacy of these facilities is rated as inadequate by the majority of respondents due to severe overcrowding, lack of space for future growth, and poor environmental controls.

The findings indicate that the poor condition of storage equipment and inadequate environmental controls significantly hinder records accessibility, with retrieval times often exceeding 30 minutes, and negatively impact records preservation, leading to physical deterioration. The study also finds low compliance with national and international records management standards, largely due to resource constraints. Key challenges identified include insufficient budget, lack of trained personnel, absence of a digital records management system, and poor security. The study concludes that the current storage facilities are inadequate and recommends increased funding, development of a digital system, staff training, and policy enforcement.

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CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter provides the background of the study on the assessment on the use of records storage facilities for effective records management practices in the registry unit, with a specific focus on Dar es Salaam City Council. It covers the introduction and background to the study, the statement of the problem, objectives of the study, research questions, significance of the study, scope of the study, definition of key terms as well as the limitations of the study.

1.1 Background to the Study

Globally, the discipline of records management is undergoing a profound transformation as organizations respond to the rapid growth of information within digital and hybrid work environments. The shift from traditional paper-based systems to dynamic digital ecosystems has fundamentally altered how records are created, stored, and accessed (Franks, 2021). Modern records are often dispersed across emails, cloud platforms, and collaborative tools, making them harder to capture within formal systems (Lemieux, 2020). With the widespread adoption of hybrid working models, organizations are now required to ensure secure and seamless access to both physical and digital records (ARMA International, 2023). Ineffective storage practices such as poor classification, weak metadata structures, and misfiling continue to undermine accessibility, compliance, and organizational accountability (Shepherd & Yeo, 2021). The International Organization for Standardization (ISO 15489-1:2016) emphasizes that proper storage facilities are essential for maintaining the integrity and authenticity of records throughout their lifecycle.

Across Africa, the need for efficient records storage facilities remains critical as institutions manage both physical records and ongoing digitization processes. Many

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organizations face the dual burden of handling historical paper archives while adopting modern electronic systems (Asogwa, 2020; Katuu, 2021). Notable progress has been observed in countries such as Kenya, where large-scale digitization initiatives have significantly improved service delivery and reduced processing times (Wamukoya & Mutula, 2022). These successes highlight the importance of well-designed storage facilities, including secure repositories, climate-controlled environments, and reliable tracking systems (IRMT, 2020). Furthermore, the emergence of professional records management service providers and ISO-certified facilities across the continent reflects a growing commitment to international standards (ISO, 2022). Such developments demonstrate that effective storage infrastructure is essential not only for operational efficiency but also for transparency, accountability, and public trust (Ngoepe, 2020).

In Tanzania, records management practices reflect both progress and persistent challenges, particularly within public sector institutions. While private companies offer advanced archiving solutions, including digital systems and secure physical storage, many government organizations continue to experience limitations in storage capacity, infrastructure, and records tracking mechanisms (Mnjama & Wamukoya, 2021). Studies conducted in public agencies have revealed issues such as congestion in registries, inadequate shelving, and frequent misplacement of files (Ngulube, 2020; Maseh, 2022). The contrast between available modern solutions and existing institutional weaknesses underscores the importance of assessing current storage facilities. The Registry Unit plays a vital role in managing and storing records that support administrative functions and decision-making processes at the Dar es Salaam City Council. However, like many public institutions, it faces challenges related to inadequate record storage facilities, which can hinder efficient records management practices (Kumar & Ramesh, 2018). Therefore, this study focuses on evaluating the adequacy and effectiveness of records storage facilities in the registry unit of Dar es Salaam City Council.

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1.2 Statement of the Problem

Despite the recognized importance of records management, the registry unit at the Dar es Salaam City Council continues to face significant challenges related to inadequate storage facilities. The current situation is characterized by overcrowded physical storage spaces, limited digitization of records, weak classification and indexing systems, and insufficient security measures for both physical and electronic records. These conditions hinder timely retrieval of information, increase the risk of data loss, and compromise confidentiality. In response, the government and relevant authorities have introduced initiatives such as records management policies, guidelines from the National Archives, and partial adoption of electronic records systems. However, these efforts have not been fully implemented due to limited resources, inadequate infrastructure, and lack of technical capacity (Ogunleye, 2021).

Nevertheless, critical gaps remain in ensuring effective records management practices within the registry unit. There is still a lack of modern storage facilities, fully integrated digital systems, and comprehensive staff training to support efficient records handling (Lee & Liew, 2021). While the problems are apparent, there is a lack of specific, empirical data on the exact state of the storage facilities, their compliance with set standards, and the precise challenges that impede their effectiveness. The problem is that while it is widely acknowledged that storage facilities support records management, there is limited empirical evidence specifically examining how the condition and adequacy of these facilities directly impact the accessibility and preservation of records at the district council level. This study therefore seeks to fill this gap by systematically assessing the existing records storage facilities at the Dar es Salaam City Council.

1.3 Objectives of the Study

1.3.1 General Objective

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The general objective of the study is to assess on the use of records storage facilities for effective records management practices in the registry unit of Dar es Salaam City Council.

1.3.2 Specific Objectives

i. To assess the adequacy of records storage facilities in supporting effective records management practices in the registry unit.
ii. To examine the types and conditions of records storage facilities available.
iii. To identify the challenges associated with records storage facilities.

1.4 Research Questions

i. How adequate are the current records storage facilities in supporting effective records management practices at the Dar es Salaam City Council's registry unit?
ii. What are the existing types and conditions of records storage facilities, and how do these factors influence the accessibility and preservation of records?
iii. What are the key challenges related to records storage facilities that hinder effective records management practices in the registry unit?

1.5 Significance of the Study

To Dar es Salaam City Council Management:

The findings provide council administrators with a clear assessment of how storage facilities affect records management operations. This evidence is intended to guide targeted improvements in storage infrastructure, resource allocation, and strategic planning.

To the Tanzania National Archives and Records Management Professionals:

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The study contributes insights into the operational challenges at the local government level, informing policy reviews and the development of practical guidelines for records storage in similar public institutions.

To the Academic Community:

This research adds to the body of knowledge on records storage and management in developing countries, serving as a reference for students in records management, public administration, and information science.

1.6 Scope of the Study

The scope of this study focuses on the evaluation of records storage facilities and their impact on effective records management practices within the Registry Unit of the Dar es Salaam City Council. The scope encompasses the examination of physical infrastructure (space, environmental controls, security), types and conditions of storage equipment (shelves, cabinets, servers), compliance with standards (ISO 15489, National Archives guidelines), and the impact on records accessibility and preservation. The study involves registry staff who manage or use records storage facilities, including the records manager, registry supervisors, and registry clerks. The geographical and institutional scope is limited to the Dar es Salaam City Council.

1.7 Limitations of the Study (Revised)

In conducting this study, the researcher encountered a number of limitations that evolved from what had been anticipated at the proposal stage to what was actually experienced during the process of data collection in the field.

Limited Time Frame: During actual data collection, the researcher found that the time available was further reduced by the unavailability of some respondents at the scheduled times, as most registry staff were occupied with their daily administrative duties. This

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meant that appointments had to be rescheduled on several occasions, consuming more time than had been planned. To overcome this challenge, the researcher developed a strict fieldwork timetable with clear milestones, made prior arrangements with respondents, including booking appointments in advance, and conducted data collection during less busy hours of the working day.

Sensitivity of Records Storage Areas: The researcher anticipated that access to some storage areas would be restricted due to confidentiality and security protocols. This was confirmed during actual data collection, when the researcher was denied direct access to certain strong rooms and archival stores containing classified or confidential council records, and in some instances was only permitted to observe from outside the storage rooms or was accompanied at all times by a registry officer. To manage this limitation, the researcher obtained an official introduction letter from the School of Library, Archives and Documentation Studies (SLADS), sought further written and verbal clearance from the registry supervisor before every observation session, and relied on guided tours conducted by authorized staff to gather the required information.

Financial Constraints; During actual data collection the researcher incurred additional and unplanned costs, particularly repeated transport expenses resulting from multiple visits made necessary when respondents were unavailable or interviews had to be postponed. To mitigate this, the researcher adopted cost-effective strategies such as combining several data collection activities into a single visit, using open-source and low-cost analysis tools, and minimizing printing costs by administering some questionnaires in digital form where possible.

Potential Reluctance of Respondents:, the actual data collection process revealed a deeper reluctance among some respondents, who feared that their responses might be used against them or reported to their superiors, particularly on questions relating to the poor condition of storage facilities. A few respondents also withheld information they considered sensitive. To address this, the researcher took additional time to build rapport

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with respondents before administering instruments, gave repeated verbal assurances of anonymity and confidentiality, explained the strictly academic purpose of the study, and allowed respondents to complete questionnaires privately rather than in the presence of their supervisors.

1.8 Definition of Key Terms (Revised)

Records Management: The systematic and administrative control of records throughout their lifecycle, from creation or receipt, through processing, distribution, organization, storage, retrieval, and ultimate disposition (ISO 15489-1:2016). In this study, records management refers specifically to how the Registry Unit of the Dar es Salaam City Council organizes, stores, and controls both current and semi-current records generated in the course of council administration.

Registry Unit: A designated department or section within an organization responsible for the centralized control, maintenance, and management of official records and documents, both current and semi-current (ISO 15489-1:2016). In the context of this study, the Registry Unit is the specific section of the Dar es Salaam City Council under investigation, responsible for receiving, filing, storing, and retrieving council records on behalf of other departments.

Records Storage Facilities: The physical and digital infrastructure, equipment, and spaces used for the secure and systematic housing of records, including filing cabinets, mobile shelving, strongrooms, servers, and cloud-based storage systems (Shepherd & Yeo, 2021). This study uses the term to refer specifically to the storage equipment and spaces, such as metal filing cabinets, wooden shelves, open metal shelves, and any available digital storage, found within the Registry Unit of the Dar es Salaam City Council, which are assessed in terms of their adequacy, type, and condition.

Preservation: The processes and activities involved in ensuring the long-term physical and technical survival of records, protecting them from damage, deterioration, or loss

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(Kombo & Tromp, 2017). In the context of this study, preservation refers to how the existing storage facilities and conditions within the Registry Unit of the Dar es Salaam City Council protect records from physical damage such as pests, dust, humidity, and general wear.

CHAPTER TWO

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LITERATURE REVIEW

2.0 Introduction

This chapter reviews existing scholarly works and publications related to records storage facilities and their role in effective records management, with a focus on registry units in public institutions. The review is structured according to the specific objectives of the study, covering the adequacy of storage facilities, types and conditions, compliance with standards, and challenges.

2.1 Adequacy of Records Storage Facilities

The concept of adequacy in records storage extends far beyond mere square footage. Foundational studies, such as that by Abubakar and Kankara (2020) in Nigerian public institutions, establish that adequacy is intrinsically linked to the physical environment's ability to preserve records. Their work demonstrates that environmental factors like humidity and temperature control are not optional features but critical components of a facility's adequacy. Without such controls, the longevity and physical integrity of records are severely compromised, directly threatening their usability.

Furthermore, adequacy must be viewed through a strategic lens that considers both present needs and future growth. Ojo (2020) argues that a facility is only truly adequate if it can accommodate the current volume of records while also providing capacity for expansion without leading to overcrowding. This forward-looking perspective prevents the gradual decline of a functional system into a state of chaos. When facilities become congested, the efficiency of the entire records management program suffers. Research by Mnjama and Wamukoya (2021) within Tanzanian registries directly links congested and poorly designed storage areas to increased instances of misfiling and slowed retrieval times. An inadequate facility, therefore, creates a bottleneck that hinders access to information, demonstrating that the adequacy of storage is a tangible factor with direct implications for organizational efficiency.

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2.2 Types and Conditions of Storage Facilities

Records storage facilities vary considerably in type, ranging from simple manual equipment to advanced mechanized and digital systems, and each type functions differently in supporting the safekeeping and retrieval of records. Metal filing cabinets, one of the most common storage facilities in public institutions, function by organizing records vertically or horizontally in lockable drawers, offering a measure of security and protection from dust and minor water damage (Shepherd & Yeo, 2021). Wooden shelves and cabinets, though widely used because of their low cost and availability, are more vulnerable to termite infestation, warping due to humidity, and fire damage, and therefore require regular inspection and treatment to remain functional (Ngoepe, 2020). Open metal shelves function as economical, high-capacity storage that allows quick visual access to files, but because they are open, they expose records directly to dust, light, and pests, and consequently demand more frequent cleaning and monitoring than enclosed cabinets (Maseh, 2022). Mobile compactus shelving, a more advanced facility, functions on tracks that allow shelving units to be compressed together and moved apart only when access is needed, thereby maximizing the use of limited floor space; however, its effective functioning depends on consistent maintenance of the mechanical or electronic gliding system (Alhassan & Osei, 2021). Cardboard and plastic boxes are typically used for the temporary or semi-current storage of bulk records, and while plastic boxes offer better resistance to moisture than cardboard, both require proper labelling and periodic review to prevent the accumulation of obsolete records (Kombo & Tromp, 2017). Finally, computers and servers function as digital storage facilities, holding electronic records or digitized versions of paper records; their effective operation depends on adequate storage capacity, routine data back-up, and protection against hardware failure (Asogwa, 2020).

Beyond the type of facility, the manner in which these facilities are maintained within an organization strongly determines their continued functionality and their contribution to records preservation. Maintenance practices commonly cited in the literature include regular cleaning and dusting of shelves and cabinets, periodic pest control and fumigation,

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prompt repair or replacement of damaged equipment, and control of humidity and temperature within storage rooms (Ngoepe, 2020). Alhassan and Osei (2021) further note that digital storage facilities require their own maintenance regime, encompassing routine system updates, scheduled data backups, and the timely replacement of aging hardware before failure occurs. Where such maintenance is neglected, as Maseh (2022) found in an assessment of Kenyan public institutions, storage equipment deteriorates rapidly, shelves become overloaded or broken, and the resultant poor condition directly compromises both the accessibility and the physical preservation of records. Similarly, Mnjama and Wamukoya (2021) observe that within Tanzanian registries, poorly maintained and congested storage facilities are strongly associated with increased misfiling and slower retrieval, while Ngulube (2020) notes that across Southern Africa the absence of documented maintenance routines for storage facilities is a recurring factor behind the accumulation of damaged and unusable records. These findings collectively suggest that facility type alone does not guarantee good records management outcomes; rather, it is the consistency of maintenance and monitoring that ultimately determines whether a given storage facility, regardless of its type, will support or undermine effective records accessibility and preservation.

2.3 Compliance with Records Management Standards

Adherence to international and national standards provides a benchmark for reliable and legally defensible records management practices. ISO 15489 (ISO, 2022) serves as a global framework, offering guidelines for all aspects of records management, including storage and preservation. At the national level, Tanzania has enacted specific archives laws that mandate how public records must be stored and maintained. The International Records Management Trust (IRMT, 2020) reinforces this by stressing that formal policies are essential to mandate and guide the development of proper storage infrastructure.

However, the existence of robust policies does not guarantee their implementation on the ground. A significant gap between policy and practice is a recurring theme in the literature.

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Ngulube (2020) observes that across Southern Africa, many public institutions possess formal records management policies, yet compliance remains weak due to factors like inadequate enforcement, chronic underfunding, and a lack of awareness among staff. This disconnect renders well-intentioned policies ineffective. This compliance deficit is particularly acute in the complex area of digital preservation. Katuu (2021) notes that in many African public sector organizations, adherence to specialized standards for digital preservation, such as the Open Archival Information System (OAIS) model, is exceptionally rare, primarily due to the high cost of implementation and a lack of specialized technical expertise.

2.4 Challenges Affecting Effective Records Management

A pervasive and foundational challenge affecting records storage is the chronic lack of adequate resources. Ogunleye (2021) identifies that insufficient funding directly prevents organizations from investing in essential modern storage equipment, climate control systems, and robust digital infrastructure. This financial shortfall creates a cascade of negative effects, inevitably leading to overcrowded repositories, poor physical storage conditions, and an inability to implement secure digital preservation systems.

Compounding the issue of inadequate resources is a critical human element: the lack of trained personnel. Wamukoya and Mutula (2022) point out that even when basic facilities exist, staff may lack the specialized knowledge to handle fragile documents, operate file tracking systems, or properly maintain digital storage media. This skills gap is often exacerbated by a general lack of awareness among organizational leadership about the strategic importance of records management, leading to its low prioritization in budget allocations (Mnjama & Wamukoya, 2021).

Finally, organizations are challenged by the dual pressures of technological change and persistent security threats. Lemieux (2020) discusses the difficulty of managing a fragmented hybrid system, where legacy paper records and new digital records must be

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managed cohesively but often exist in separate, inefficient silos. Simultaneously, as Franks (2021) notes, storage facilities must contend with evolving security threats, including physical risks like fire and pests, as well as digital dangers such as cyber-attacks and data breaches.

2.5 Research Gap

While existing literature provides valuable insights into records management and the importance of storage facilities, there is a notable research gap regarding the specific and interconnected challenges faced by local government registry units in Tanzania, such as the Dar es Salaam City Council. Most studies address records management practices in broader organizational contexts (e.g., national ministries or universities), neglecting the unique operational realities, resource constraints, and administrative pressures that local councils encounter. This lack of targeted research limits the development of effective, context-specific strategies. Additionally, there is insufficient empirical data that simultaneously evaluates the adequacy, types/conditions, and compliance levels of storage solutions within a single local government entity. This study aims to fill this gap by providing a comprehensive investigation of the records storage facilities at the Dar es Salaam City Council.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

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This chapter presents the approaches that are used to undertake the problems of the study. It focuses on research design, area of study, population of the study, sample size, sampling techniques, data collection methods, research ethics, and data analysis plan.

3.1 Research Design

According to Yin (2018), research design is the logical structure of a study that ensures the evidence collected adequately addresses the research questions. The study adopts a descriptive case study design. This design is chosen as it allows for an in-depth, holistic exploration of the unique processes and challenges at the Dar es Salaam City Council's registry unit. The descriptive case study design is appropriate for investigating a contemporary phenomenon (records storage for effective management) within its real-life context.

3.2 Area of the Study (Revised)

According to Shenton (2014), area of the study refers to the actual place within which the research is conducted. This study is conducted at the Dar es Salaam City Council, the case study organization under investigation.

3.2.1 Location of the Study Area

The Dar es Salaam City Council is located in Dar es Salaam Region, on the eastern coast of Tanzania, between latitudes 6.36 and 7.0 degrees south of the Equator and longitudes 39.0 and 33.33 degrees east of Greenwich (Dar es Salaam City Council, 2024). Popularly known as the “Harbour of Peace,” Dar es Salaam is Tanzania's largest city and its principal commercial and port centre, and although it ceased to be the national capital in the 1970s, it remains the hub of the country's economic activity (Dar es Salaam City Council, 2024). Administratively, the City Council oversees an area covering five municipal councils, namely Kinondoni, Ilala, Temeke, Ubungo, and Kigamboni, and is governed by a City Council comprising elected councillors under the leadership of the Mayor of Dar es Salaam, with day-to-day administration run by the City Director (Dar es Salaam City

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Council, 2024). This location was considered suitable for the study because it hosts the Registry Unit whose records storage facilities are the subject of assessment and its accessibility enabled the researcher to collect the necessary data effectively within the available time and resources.

3.2.2 Functions of Dar es Salaam City Council

As the overarching local government authority for the city, the Dar es Salaam City Council performs a number of functions that are directly relevant to understanding the context of this study. These include coordinating the powers and functions of the urban authorities within the Dar es Salaam region in matters of infrastructure development and land use planning, and preparing a coherent city-wide framework for sustainable development (Dar es Salaam City Council, 2024). The Council also supports and facilitates the overall performance of the five municipal councils under its jurisdiction, and provides city-wide peace, security, and emergency services, including fire prevention and control, ambulance services, and auxiliary police (Dar es Salaam City Council, 2024). In carrying out these administrative, developmental, and regulatory functions, the Council generates and relies on large volumes of records, ranging from land and business licensing files to correspondence, personnel, and policy documents. The Registry Unit is central to this process, as it receives, files, stores, and retrieves these records on behalf of the Council's various departments, which makes the adequacy, type, and condition of its storage facilities directly consequential to the Council's overall effectiveness and accountability.

3.3 Population of the Study

The entire group of people or objects to which the researcher wishes to generalize the study findings (Vaismoradi, Turunen, & Bondas, 2013). The target population for this

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study comprises all staff members directly involved in records management within the registry unit of the Dar es Salaam City Council, including the records manager, registry supervisors, and registry clerks/officers. The estimated total size of the population is approximately 100 staff members and targeted population was 33.

3.4 Sample Size

The sample size is the number (n) of observations taken from a population through which statistical inferences for the whole population are made (Vaismoradi, Turunen, & Bondas, 2013). Given the relatively small target population, a census approach is used, where 30 members of the target population are included in the sample. This approach ensures that data is collected from every individual who has direct knowledge and experience with the records storage facilities.

Yamane formula,

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

Where:

n = sample size

N = population size = 33

e = margin of error (0.05 for 95% confidence level)

Therefore, substituting the values:

$$n = \frac{33}{}$$

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$$= \frac{1+33(0.05)^2}{1+33(0.0025)}$$

$$= \frac{33}{1+0.0825}$$

n= 30

The population sample is 30

3.5 Sampling Techniques

Sampling techniques refer to the procedures used to select a part of an aggregate or totality of what the population is made of (Atakan, Atilgan, & Arslantekin, 2018). This study employed two sampling techniques, each suited to a different category of respondent and data need.

3.5.1 Simple Random Sampling

Simple random sampling is a probability sampling technique in which every member of the target population has an equal and independent chance of being selected into the sample (Kothari, 2017). In this study, simple random sampling was used to select the 33 targeted respondents from the total population of 100 registry staff members across the different registries at the Dar es Salaam City Council, using a lottery method based on the staff nominal roll. This technique functioned to ensure that the questionnaire respondents were drawn fairly from across the registry cadre, without the researcher's personal judgement influencing who was included. Its main advantage to this study is that it minimized selection bias and increased the likelihood that the responses obtained reasonably represent the views of the wider registry staff population, thereby

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strengthening the reliability and generalizability of the findings on the adequacy, types, and conditions of storage facilities.

3.5.2 Purposive Sampling

Purposive sampling is a non-probability technique in which the researcher deliberately selects respondents believed to possess particular knowledge, experience, or characteristics relevant to the study (Atakan, Atilgan, & Arslantekin, 2018). In this study, purposive sampling was used to select five key informants for in-depth interviews, namely the head of the registry unit and senior records officers, on the basis of their supervisory roles and their in-depth knowledge of storage practices, policy compliance, and the underlying causes of the challenges facing the registry. This technique functioned to give the researcher deliberate access to the most knowledgeable individuals rather than relying on chance selection

3.6 Data Collection Methods

Vaismoradi, Turunen, and Bondas (2013) assert that a data collection method refers to all the procedures a researcher uses to gather data for a study. In this study, both primary and secondary data are collected from the registries of different units at the Dar es Salaam City Council, including the Primary Education Registry, the Land Registry, the Secondary Education Registry, and the Registration Registry.

3.6.1 Primary Data

Primary data are original sources which the researcher directly collects and which have not been previously collected by others (Atakan, Atilgan, & Arslantekin, 2018). Primary data for this study are collected through questionnaires, interviews, and observation.

3.6.1.1 Questionnaire Method: Structured questionnaires with closed-ended (Likert-scale) and a few open-ended questions are administered to registry staff members. This method efficiently gathers data on the types of facilities, perceived challenges, and ratings

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of adequacy. It is cheap to prepare and distribute especially when many respondents are involved, it gives respondent enough time to go through and answer the question

3.6.1.2 Interview Method: Semi-structured interviews are conducted with key informants (senior registry staff, including the head of the registry unit). This method allows for probing and gaining detailed insights into compliance, policy implementation, and the underlying causes of challenge. It provides the opportunity to clarify questions, It enables researchers to get a deep understanding of the subject matter

3.6.1.3 Observation Method: Observation is a data collection method in which the researcher systematically watches, listens to, and records phenomena as they occur in their natural setting, rather than relying solely on what respondent's report (Kothari, 2017). Observation is commonly classified into participant observation, where the researcher becomes directly involved in the activities being observed, and non-participant (structured) observation, where the researcher observes and records events without taking part in them (Kombo & Tromp, 2017). This study applied non-participant, structured observation, guided by a pre-prepared observation checklist, to directly inspect the registry unit's storage facilities. Specifically, the researcher used the checklist to record the actual types of storage equipment present (such as metal filing cabinets, wooden shelves, open metal shelves, and any computers or servers), their physical condition, and the environmental conditions of the storage area, including cleanliness, lighting, humidity, and evidence of pests. It provides direct insight into actual records management activities.

3.6.2 Secondary Data

Secondary data are sources of records which contain data that have been collected and compiled for another purpose (Vaismoradi, Turunen, & Bondas, 2013). Secondary data are collected through documentary review, including the council's records management policy, storage procedures manual, file movement registers, and any previous internal audit reports.

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3.7 Data Processing and Analysis

Data from the field survey are coded and analyzed through descriptive analysis such as frequencies and percentages. Quantitative data from questionnaires are cleaned, coded, and entered into Microsoft Excel and the Statistical Package for the Social Sciences (SPSS) version 28. Analysis involves descriptive statistics (frequencies, percentages) presented in tables and charts. Qualitative data from interviews and open-ended questions are transcribed and analyzed using thematic analysis, identifying recurring patterns and themes related to the research objectives.

3.8 Research Ethics

Ethical consideration goes beyond the design of the study. Any piece of research that involves human subjects must protect the rights, dignity, and welfare of the participants (Shenton, 2014). The research involves respondents who are council staff. During data collection, the researcher ensures confidentiality and privacy are maintained. The researcher seeks formal approval from the Dar es Salaam District Council. Prior to data collection, all participants are asked for their informed consent, having been clearly explained the purpose of the study, its voluntary nature, and their right to withdraw at any time. Confidentiality and anonymity are strictly maintained.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1 Introduction

This chapter focuses on the analysis and presentation of data obtained from the study dealing with the assessment of records storage facilities for effective records management practices in the registry unit, with a case study of Dar es Salaam City Council. The results are presented in tables and figures whereby frequencies and percentages are being shown. The presentation, analysis, and discussion of the findings are being based on the research objectives and questions.

4.2 Demographic Information of Respondents

Questionnaires were answered by 25 registry staff, and interviews were conducted with 5 key informants (senior registry staff), making a total of 30 respondents.

4.2.1 Gender of Respondents

This section aims to determine the gender composition of respondents who participated in the study. Understanding respondents' gender helps assess whether views were collected from both males and females, thereby enhancing the representativeness of the findings where findings are as being presented below:

Table 4. 1: Distribution of respondents by gender

Gender	**Frequency**	**Percentage %**
Male	12	40
Female	18	60
Total	**30**	**100**

Source: Field data (2026)

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The findings show that 12 (40%) respondents are male while 18 (60%) are female. Therefore, the study reveals that both males and females participated in the research, although female respondents are more represented. This gender distribution implies that the registry unit at Dar es Salaam City Council employs more females than males in records management positions, which reflects the broader trend in many public sector administrative roles where women predominantly occupy clerical and records management positions. This participation from both genders enriches the data collected as it incorporates diverse perspectives on the state of records storage facilities and their influence on effective records management practices.

4.2.2 Respondents' Age

This section seeks to establish the age distribution of respondents involved in the study. The intention is to ensure that information was collected from individuals belonging to different age categories, thereby providing diverse perspectives on the study topic where findings are as being presented below:

Table 4.2: Distribution of respondents by age.

Age Group	Frequency	Percentage %
20-25	5	17
26-35	12	40
36-45	8	27
46-55	4	13
56 and above	1	3
Total	**30**	**100**

Source: Field data (2026)

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The findings show that the majority of respondents (12, 40%) are aged between 26-35 years, followed by those aged 36-45 years (8, 27%), while only 1 respondent (3%) is aged 56 years and above. This age distribution implies that the registry unit at Dar es Salaam City Council is predominantly staffed by relatively young and middle-aged professionals who are likely to be energetic and adaptable to new technologies and practices. The presence of respondents across different age groups means that the study captures both the perspectives of younger staff who might be more open to digital transformation and older staff who possess institutional memory and experience with traditional records management systems. This diversity in age among respondents enhances the reliability of the findings regarding the current state of records storage facilities and the challenges being faced in managing records effectively at the council.

4.2.3 Level of Education/Position of Respondents

This section aims to identify the educational qualifications of respondents who participated in the study. The intention is to assess whether respondents possess varying levels of education, which could influence the quality and reliability of information provided where findings are as being presented below:

Table 4. 3: Distribution of respondents by position/education level.

Position/Education Level	**Frequency**	**Percentage %**
Certificate	8	27
Diploma	14	47
Bachelor's Degree	6	20
Master's Degree or higher	2	6
Total	**30**	**100**

Source: Field data (2026)

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The findings show that the majority of respondents (14, 47%) hold diplomas, followed by those with certificates (8, 27%), while only 2 respondents (6%) possess master's degrees or higher qualifications. This educational distribution implies that most staff members in the registry unit have attained post-secondary education, which means they possess foundational knowledge that could enable them to understand and implement proper records management practices. However, the relatively low number of degree and master's degree holders suggests that advanced professional training in records and archives management might be limited among registry staff at Dar es Salaam District Council. This situation implies that continuous professional development and specialized training in modern records storage and preservation techniques are necessary to equip staff with the competencies required for managing records effectively in line with national and international standards.

4.3 Adequacy of Records Storage Facilities in Supporting Effective Records Management in the Registry Unit

This was the first objective where the researcher intends to assess the adequacy of records storage facilities available at the registry including Primary Education Registry, the Land Registry, the Secondary Education Registry, and the Registration Registry so as to determine whether these facilities are capable of supporting effective records management practices and findings are as being presented below:

4.3.1: Adequacy of Physical Space

The purpose of this analysis is to assess respondents' perceptions regarding the adequacy of physical space available for records storage. Adequate storage space is essential for proper organization, accessibility, and long-term preservation of records where findings are as being presented below:

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Table 4. 4 Adequacy of physical space for records storage.

Response	Frequency	Percentage %
Very Adequate	2	7
Adequate	5	17
Inadequate	14	46
Very Inadequate	9	30
Total	**30**	**100**

Source: Field data (2026)

The findings show that the majority of respondents (14, 46%) rate the physical space as inadequate, while 9 (30%) rate it as very inadequate. Only 2 respondents (7%) rate it as very adequate, and 5 (17%) consider it adequate. This indicates a significant deficiency in storage space capacity at Dar es Salaam City Council's registry units. These findings imply that the physical infrastructure for records storage is severely constrained, meaning that records are likely being stored in congested conditions that compromise their organization, accessibility, and preservation. In the real situation at Dar es Salaam City Council, inadequate storage space means that new records are being placed on floors, stacked haphazardly, or squeezed into already overcrowded shelves and cabinets, making it difficult for registry staff to locate and retrieve files when needed. This situation hinders the efficient delivery of public services because council officers and citizens requiring information from records experience delays while staff struggle to locate documents. Furthermore, overcrowding increases the risk of records being damaged, lost, or misfiled, which undermines the council's accountability and transparency obligations.

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4.3.2: Sufficiency of Facilities for Record Volume

This section aims to determine whether the existing storage facilities are sufficient to accommodate the volume of records generated and maintained by the institution. The assessment seeks to identify storage-related challenges affecting records management operations where findings are as being presented below:

Table 4. 5: Sufficiency of storage facilities for volume of records.

Response	**Frequency**	**Percentage %**
Yes	6	20
No	24	80
Total	**30**	**100**

Source: Field data (2026)

The findings reveal that 24 (80%) respondents indicate that the current storage facilities are not sufficient to accommodate the volume of records being generated at the council. Only 6 (20%) believe the facilities are sufficient for the existing record volume. The main issues identified include overcrowding and congestion (70%), lack of enough shelves/cabinets (65%), records stacked on floors (50%), and difficulty in retrieving files (55%). One registry clerk lamented during an interview: *"We have run out of space on our shelves. New files are often stacked on the floor or squeezed into any available gap. Finding a file from two years ago can take half a day."*

These findings imply that Dar es Salaam City Council is experiencing a records storage crisis where the volume of records being created far exceeds the available storage capacity. In the real situation at the council, the insufficiency of storage facilities means that records management has become reactive rather than proactive, with staff spending excessive time searching for files rather than providing efficient service to citizens. The practice of stacking records on floors and squeezing them into gaps creates a chaotic

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records environment where files are easily damaged, misplaced, or lost entirely. This situation has serious implications for the council's operations because it compromises the integrity and reliability of the records, making it difficult to trace decisions, verify transactions, and account for public resources. Moreover, the difficulties in retrieving files impede the council's responsiveness to public inquiries and requests for information, thereby undermining good governance and citizen trust in the institution.

4.4 Types and Conditions of Records Storage Facilities Available and How They Influence Records Accessibility and Preservation

This was the second objective where the researcher intended to examine the types and conditions of records storage facilities available at Dar es Salaam City Council so as to assess how these facilities influence the accessibility and preservation of records and findings are as being presented below:

4.4.1 Types of Storage Facilities Available

The analysis examines the various types of storage facilities being used for records management at the council. Understanding the types of facilities helps identify whether appropriate storage solutions are being employed for different record formats and volumes where findings are as being presented below:

Table 4. 6: Types of storage facilities available.

Type of Storage Facility	Frequency	Percentage %
Metal filing cabinets	25	83
Wooden shelves/cabinets	10	33
Open metal shelves	18	60
Mobile compactus shelving	0	0
Cardboard boxes	15	50
Plastic boxes	5	17

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Type of Storage Facility	Frequency	Percentage %
Computers/Servers for digital records	2	7

Source: Field data (2026)

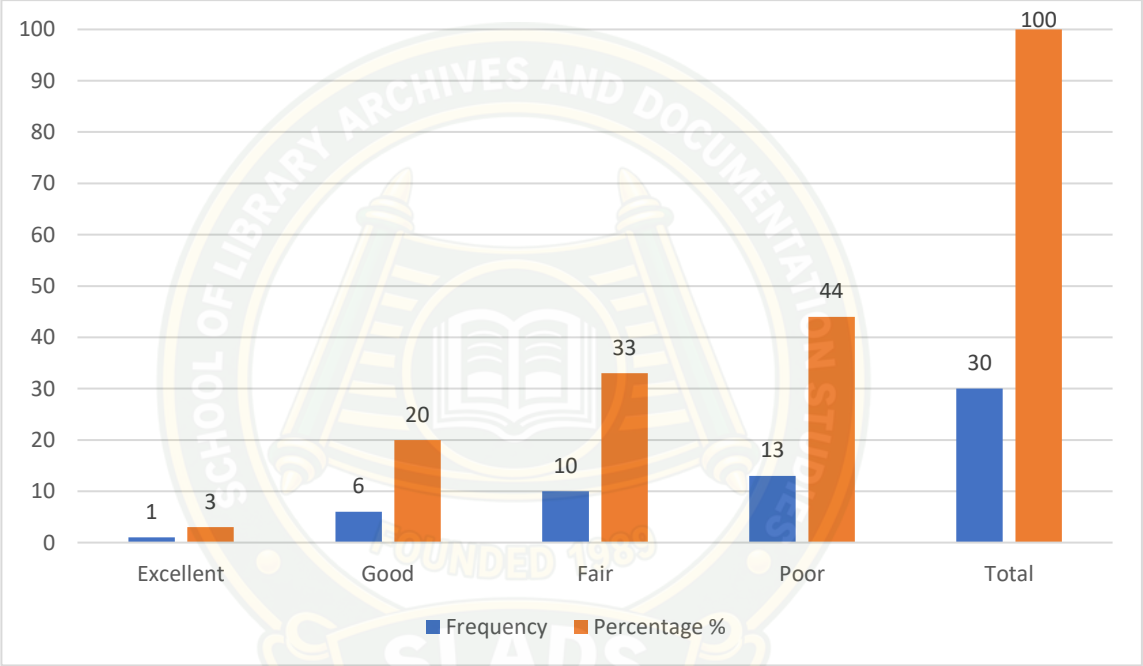
The findings show that the most common storage facilities are metal filing cabinets (83%) and open metal shelves (60%). Cardboard boxes are used by 50%, and wooden shelves/cabinets by 33%. Mobile compactus shelving is absent (0%), and digital storage is very limited, with only 2 respondents (7%) using computers or servers. This indicates a heavy reliance on basic physical storage methods with little investment in modern or digital solutions. The Dar es Salaam City Council is using outdated and insufficient infrastructure that cannot handle the increasing volume of records. Metal cabinets and open shelves make records vulnerable to dust, pests, humidity, and damage. The lack of mobile shelving wastes space, while the minimal digital infrastructure hampers electronic records management and preservation. Overall, the council remains stuck in a paper-based system that is unsustainable given the volume of records and the need for efficient access and preservation

4.4.2: Physical Condition of Storage Equipment

The intention of this analysis is to evaluate the condition of storage equipment used for records management. Well-maintained equipment is important for ensuring the safety, accessibility, and preservation of records over time where findings are as being presented below:

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Figure 4.1: Physical condition of storage equipment.



Source: Field data (2026)

The findings show that 13 respondents (44%) describe the condition of storage equipment as poor, with damaged, broken, or rusted shelves and cabinets needing replacement. Only 1 respondent (3%) rates the condition as excellent, while 8 respondents (27%) rate it as fair and 8 (27%) as good. These findings imply that a significant proportion of storage equipment at Dar es Salaam City Council is in a state of disrepair, meaning that records are being stored in unsafe and unsuitable conditions. In the real situation at the council, poor condition of storage equipment manifests as rusty metal cabinets that contaminate records, broken shelves that collapse under the weight of files, and wooden shelves that are infested with termites or weakened by moisture. These conditions directly threaten the

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physical integrity of records, leading to deterioration, loss of information, and irreversible damage to valuable documentation. For instance, rust from damaged cabinets can stain and weaken paper records, making them brittle and unreadable, while broken shelves increase the risk of records falling and getting mixed up or damaged. The implication for records management at Dar es Salaam City Council is that the council is failing in its duty to preserve its institutional memory and ensure the long-term availability of records that are essential for decision-making, accountability, and service delivery.

4.4.3: Environmental Conditions

This analysis seeks to assess the environmental conditions within records storage areas, including cleanliness, lighting, moisture levels, temperature stability, and pest control. These factors are critical for preserving records and preventing deterioration where findings are as being presented below:

Table 4. 7: Environmental conditions in storage area.

Response	Frequency	Percentage %
Good (clean, dry, good light, pest-free)	4	13
Average (some dust, variable temperature)	10	34
Poor (dusty, damp, evidence of pests, poor lighting)	16	53
Total	**30**	**100**

Source: Field data (2026)

The findings reveal that over half 16 (53%) of respondent's rate environmental conditions as poor, citing dust, dampness, evidence of pests, and poor lighting. Only 4 respondents (13%) describe the environment as good, while 10 respondents (34%) consider it average with some dust and variable temperatures. These findings imply that the storage environments at Dar es Salaam City Council are not conducive to proper records preservation, meaning that records are being exposed to conditions that accelerate their deterioration. In the real situation at the council, poor environmental conditions mean that

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records are being stored in damp basements or rooms with leaking roofs, where moisture causes paper to become moldy, stick together, and disintegrate. Dust accumulation on records and shelves creates an environment conducive to pests like silverfish, cockroaches, and rodents that feed on paper and glue, causing irreparable damage. Poor lighting makes it difficult for staff to locate and retrieve records quickly, while variable temperatures cause paper to expand and contract, leading to brittleness and cracking. These conditions have serious implications for the council's ability to preserve its records, as valuable historical, legal, and administrative documents are being lost to preventable environmental damage. The situation implies that the council is not allocating sufficient resources to maintain appropriate environmental conditions for records storage, which is a fundamental requirement of any professional records management system.

4.4.4: Influence on Accessibility and Preservation

The objective of this analysis is to examine how the condition of storage facilities influences records accessibility and preservation. Retrieval time is being used as an indicator of accessibility, while respondents' observations provide insights into preservation challenges where findings are as being presented below:

Table 4. 8: Average file retrieval time.

Indicator	Frequency	Percentage %
Retrieval time 30 minutes	15	50
Retrieval time 16-30 minutes	8	27
Retrieval time 6-15 minutes	5	17
Retrieval time 5 minutes	2	6
Total	**30**	**100**

Source: Field data (2026)

The findings show that for 15 respondents (50%), it takes more than 30 minutes to retrieve a requested file, while 8 respondents (27%) require 16-30 minutes. Only 2 respondents

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(6%) can retrieve a file within 5 minutes, and 5 respondents (17%) need 6-15 minutes. Furthermore, 22 respondents (73%) agree that current storage conditions significantly affect the physical condition of records, citing fading, tears, insect damage, and mold. One key informant stated: *"I have seen files that are almost illegible because of dampness and insects. We are losing valuable information simply because we don't have proper storage."*

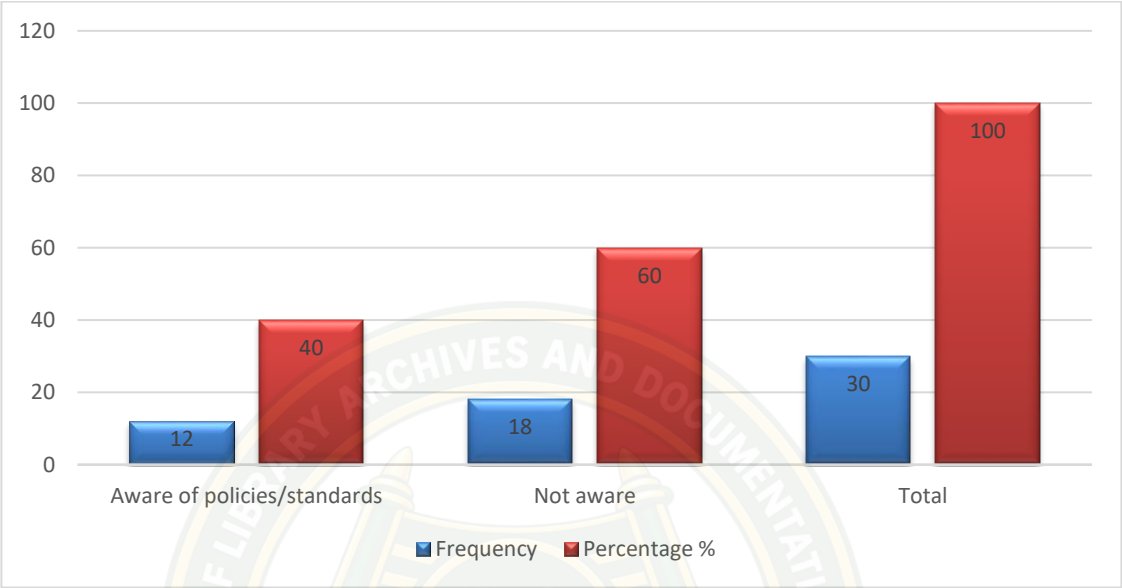
These findings imply that the existing storage facilities at Dar es Salaam City Council are severely compromising both the accessibility and preservation of records. In the real situation at the council, the prolonged retrieval times (over 30 minutes for half the respondents) mean that when citizens come to the council seeking information from records, they experience significant delays that undermine their satisfaction with public services. For council staff, delays in retrieving records slow down decision-making processes, delay responses to correspondence, and reduce overall administrative efficiency. The poor preservation conditions evidenced by fading, tears, insect damage, and mold imply that the council is systematically losing its institutional memory and evidence of its activities, decisions, and transactions. This loss has serious implications for accountability, as records that provide evidence of financial transactions, land ownership, and service delivery are being destroyed through neglect. The situation implies that the council must urgently invest in proper storage facilities and environmental controls to ensure that records remain accessible and preserved for as long as they are needed for administrative, legal, and historical purposes.

4.4.5 Awareness of Records Management Policies/Standards

The analysis examines respondents' awareness of existing records management policies and standards that govern storage and preservation practices. Understanding awareness levels helps assess whether staff are equipped with the knowledge to implement proper records management practices where findings are as being presented below:

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Figure 4. 2: Awareness of records management policies/standards.



Source: Field data (2026)

The findings show that only 12 respondents (40%) are aware of existing records management policies or standards (e.g., from the National Archives), while 18 respondents (60%) are not aware. Of those aware, when asked about the extent of compliance with these standards:

Table 4.9: Level of compliance with standards.

Compliance Level	Frequency (N=30)	Percentage (%)
Fully comply	3	10
Partially comply	8	27
Do not comply	17	57
Don't know	2	6
Total	**30**	**100**

Source: Field data (2026)

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The findings indicate a considerable compliance gap in relation to records storage standards at Dar es salaam city council. Out of 30 respondents, 17 (57%) indicate that the current storage facilities and records management practices do not comply with the required standards. Meanwhile, 8 respondents (27%) report partial compliance, suggesting that some standards are being implemented while others are not. Only 3 respondents (10%) state that the school fully complies with the established standards, whereas 2 respondents (6%) are not aware of the level of compliance. These findings imply that the school is currently facing significant challenges in meeting records storage standards, which may affect the safety, accessibility, preservation, and effective management of school records.

A senior registry officer noted during an interview: *"We have the National Archives Act and guidelines, but they are more of a dream than a reality for us. We lack the budget and infrastructure to even get close to those standards."*

These findings imply that there is a significant knowledge gap among registry staff regarding records management policies and standards, and where awareness exists, there is a substantial gap between policy requirements and actual practice. In the real situation at Dar es Salaam City Council, the low awareness of policies (only 40%) means that most staff are operating without adequate knowledge of proper records management practices, which perpetuates poor storage conditions and inadequate preservation. The compliance gap (59% non-compliance) implies that even when staff are aware of the standards, the council lacks the resources, budget, and infrastructure to implement them, creating a situation where the official policy exists but is not being operationalized. This situation has serious implications for the council's legal and regulatory compliance, as failure to adhere to national archives standards may result in legal liabilities, loss of institutional memory, and diminished accountability. The implication is that the council needs not only to raise awareness of records management standards through training but also to make a concrete financial and infrastructural commitment to implementing those standards in practice.

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4.4.6 Challenges Associated with Records Storage Facilities Affecting Effective Records Management Practices

This was the third objective where the researcher intends to identify the challenges associated with records storage facilities at Dar es Salaam City Council so as to understand the barriers to effective records management practices and findings are as being presented below:

Table 4.10: Challenges hindering effective records management.

Challenge	Frequency	Percentage %
Inadequate storage space	24	80
Outdated or broken storage equipment	22	73
Lack of a digital records management system	20	67
Insufficient budget for storage improvements	19	63
Lack of proper environmental controls	17	57
Lack of training on proper storage practices	15	50
Poor security (theft, unauthorized access)	12	40
Pest infestation	10	33

Source: Field data (2026)

The findings reveal that inadequate storage space (80%) is the most frequently cited challenge, followed by outdated or broken storage equipment (73%), lack of a digital records management system (67%), and insufficient budget for storage improvements (63%). Other challenges include lack of proper environmental controls (57%), lack of training on proper storage practices (50%), poor security (40%), and pest infestation (33%). One respondent commented: *"Without a budget for new shelves and a proper digital system, we are just managing chaos. We do our best, but our best is limited by what we have."*

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These findings imply that Dar es Salaam City Council is facing multiple, interconnected challenges that collectively undermine its capacity to manage records effectively. In the real situation at the council, inadequate storage space means that records are being stored in overcrowded conditions that make retrieval difficult and increase the risk of damage and loss. Outdated and broken equipment compounds this problem by making it impossible to store records properly even when space is available. The lack of a digital records management system means that the council remains trapped in a paper-based system that is increasingly inefficient and unsustainable, while insufficient budget allocation signals that records management is not being prioritized by decision-makers. The absence of proper environmental controls exposes records to conditions that accelerate deterioration, and the lack of training means that staff lack the skills to implement proper storage and preservation practices even when facilities are available. Poor security exposes records to risks of theft and unauthorized access, while pest infestation directly damages records.

The implications of these challenges for the council's operations are profound. The cumulative effect of inadequate storage space, broken equipment, and poor environmental controls means that the council is losing its institutional memory and evidence of its activities, decisions, and transactions. This loss undermines accountability, transparency, and good governance because it becomes difficult or impossible to verify past actions, account for public resources, or defend decisions against legal challenges. Furthermore, the lack of digital systems and insufficient training means that the council is not preparing for the future of records management, where digital records are increasingly the norm and citizens expect rapid, efficient access to information. The implication is that without significant investment in storage infrastructure, digital systems, staff training, and budget allocation, Dar es Salaam City Council will continue to struggle with records management challenges that undermine its effectiveness and efficiency.

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4.4.7: Possible Solutions to Identified Challenges

Based on the challenges identified, respondents and key informants proposed several solutions, which are being summarized in the Table below:

Table 4.11: Proposed solutions to challenges.

Proposed Solution	Frequency	Percentage %
Increase budget allocation for storage improvements	25	83
Implement a digital records management system	23	77
Provide training for staff on storage and preservation	20	67
Acquire modern storage equipment (compactus, acid-free boxes)	18	60
Improve environmental controls (AC, dehumidifiers)	15	50
Enforce security measures and policies	14	47

Source: Field data (2026)

The findings in Table 4.4.3 show that the most prioritized solution is increasing budget allocation for storage improvements, mentioned by 25 respondents (83%), followed closely by implementing a digital records management system with 23 respondents (77%). In addition, 20 respondents (67%) emphasize the need for staff training on storage and preservation, while 18 (60%) support acquiring modern storage equipment such as compactus systems and acid-free boxes. Furthermore, 15 respondents (50%) highlight improving environmental controls like air conditioning and dehumidifiers, and 14 (47%) suggest enforcing stronger security measures and policies. Overall, the data indicate that financial investment, digital transformation, and capacity building are the core areas for addressing records management challenges. As one respondent noted, *"We need management to understand that investing in records storage is not an expense, but an investment in the council's efficiency, accountability, and institutional memory."*

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These findings imply that respondents have a clear understanding of what needs to be done to address the records storage challenges at Dar es Salaam City Council, and the proposed solutions are comprehensive and aligned with professional records management standards. In the real situation at the council, increasing budget allocation for storage improvements would enable the procurement of modern equipment, the renovation of storage areas, and the implementation of environmental controls, thereby creating conditions conducive to proper records storage and preservation. Implementing a digital records management system would allow the council to transition from a paper-based to a digital environment, improving accessibility, security, and preservation while reducing the physical space required for storage. Providing training for staff would equip registry personnel with the skills and knowledge to implement proper storage practices, use new equipment effectively, and maintain records according to professional standards.

The implications of implementing these solutions are significant for the council's operations. Modern storage equipment such as compactus shelving would maximize the use of available space and protect records from damage, while acid-free boxes would preserve records for longer periods. Improved environmental controls would prevent deterioration caused by dampness, heat, and pests, ensuring that records remain accessible and legible over time. Enforced security measures and policies would protect records from theft and unauthorized access, maintaining the integrity and confidentiality of sensitive information. Ultimately, these solutions would transform the council's records management from a reactive struggle against chaos to a proactive, professional system that supports efficient service delivery, accountability, and good governance. The implication is that the council's leadership needs to recognize records management as a strategic function deserving of investment, rather than an administrative afterthought.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary and conclusion derived from the study findings as well as recommendations.

5.2 Summary of Findings

The findings reveal that the registry unit relies primarily on basic storage facilities such as metal filing cabinets and open metal shelves, with cardboard boxes also being widely used. Notably, there are no mobile compactus shelving systems, and the digital storage infrastructure is extremely limited, with very few computers or servers for managing digital records. The majority of respondents rate the physical space for records storage as inadequate or very inadequate, with 80% indicating that current facilities are not sufficient for the volume of records generated. Overcrowding, lack of enough shelves, records stacked on floors, and difficulty in retrieving files are the main issues identified. The physical condition of storage equipment is predominantly fair or poor, with many shelves and cabinets damaged or rusted. Environmental conditions are rated as poor by over half of respondents, citing dust, dampness, pests, and poor lighting. Consequently, retrieval times are severely affected, with half of respondents taking more than 30 minutes to retrieve a file. The majority agree that poor storage conditions are causing physical deterioration of records. Only 40% of respondents are aware of existing records management policies or standards, and among those aware, most state that current practices do not comply with established standards, citing lack of budget and infrastructure as primary barriers. The main challenges hindering effective records management are inadequate storage space, outdated or broken equipment, lack of a digital

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records management system, insufficient budget, lack of environmental controls, lack of training, poor security, and pest infestation.

5.3 Conclusions

Generally, it is observed that records storage facilities at the Dar es Salaam City Council's registry unit are significantly inadequate. The heavy reliance on basic, outdated physical storage equipment, the severe shortage of space, and the near-absence of digital storage infrastructure create a critical bottleneck for effective records management. These inadequacies directly and negatively impact records accessibility, with retrieval times being unacceptably long, and records preservation, with physical deterioration actively occurring. Although there is some awareness of existing standards, compliance is exceptionally low due to chronic underfunding and lack of prioritization. The study concludes that without urgent and strategic intervention, the registry unit will continue to face challenges that compromise the council's operational efficiency, accountability, and institutional memory.

5.4 Recommendations

The following recommendations are made:

i. Increase Budgetary Allocation: The Dar es Salaam District Council management should significantly increase the budget allocated to the registry unit for the specific purpose of improving storage infrastructure, including the purchase of modern shelving (compactus systems), acid-free boxes, and environmental control equipment.

ii. Develop and Implement a Digital Records Management System: The council should prioritize the phased implementation of an Electronic Records Management System (ERMS) to reduce reliance on physical storage, improve retrieval speeds, and ensure the long-term preservation of digital records.

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iii. Provide Continuous Staff Training: The council should organize regular training programs for all registry staff on modern records storage practices, preservation techniques, digital record-keeping, and compliance with national and international standards.

iv. Improve Environmental and Security Controls: The council should invest in dehumidifiers, air conditioning, adequate lighting, and pest control measures for the storage area. Security measures, including restricted access and CCTV surveillance, should be enforced to prevent theft and unauthorized access.

v. Enforce Policy Compliance and Conduct Regular Audits: The council, in coordination with the Tanzania National Archives, should establish a mechanism for regular audits of records storage practices to ensure compliance with the National Archives Act and other relevant standards.

5.5 Areas for Further Study

The following are possible topic areas that need further study:

First, implementing electronic records management systems in local government authorities in Tanzania.

Second, a comparative study of records storage practices between urban and rural district councils in Tanzania.

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APPENDICES

APPENDIX I: TIME SCHEDULE SHOWING ACTIVITIES DURING RESEARCH WORK

ACTIVITIES	APRIL	MAY	JUN	JULAY	AUGUST
Develop questionnaires and conducting interviews					
Data collection and Interviews,					
Data analysis					
Write research report (drafts and revisions)					
Finalize and submit research report					

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APPENDIX II: BUDGET

S/NO	Item	Qty/Cost (TZS)	Amount (TZS)
1	Research Proposal Printing & Binding	4 copies @ 15,000	60,000
2	Questionnaire Printing	20 copies @ 500	10,000
3	Stationery (Pens, Papers, Files)	1 set	20,000
4	Transport to Bagamoyo (Field work)	6 trips @ 10,000	60,000
5	Internet and Data bundles	Lump sum	20,000
6	Research Assistant Fees (If any)	–	0
7	Meals and Refreshments during field work	Lump sum	20,000
8	Final Report Printing & Binding	3 copies @ 20,000	60,000
TOTAL			**250,000**

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APPENDIX III: Questionnaire for Staff Members

SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTATION STUDIES (SLADS)

Title of Study: An Assessment of Records Storage Facilities for Effective Records Management in Registry Unit: A Case Study of Dar es Salaam City Council

Dear Respondent,

I am a student at the School of Library, Archives and Documentation Studies (SLADS), conducting research titled above as partial fulfillment of my Diploma studies. You are kindly requested to assist in filling out this questionnaire. Please be assured that the information you provide will be treated with strict confidentiality and used for the purpose of this study only. Thank you for your kind cooperation.

Instructions: Please tick (✓) in the appropriate box or write your answer in the space provided.

Section A: Demographic Information

1. What is your sex?

(a)Male [ ]
(b)Female [ ]

2. What is your age category?

(a)18-25 [ ]
(b)26-35 [ ]
(c)36-45 [ ]

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(d)46-55 [ ]

(e)56 and above [ ]

3. What is your highest level of education?

(a)Certificate [ ]

(b)Diploma [ ]

(c)Bachelor's Degree [ ]

(b)Master's Degree or higher [ ]

4. How long have you worked in the registry unit?

(a)Less than 1 year [ ]

(b)1-3 years [ ]

(c)4-6 years [ ]

(d)7-10 years [ ]

(e)More than 10 years [ ]

Section B: Adequacy and Types of Records Storage Facilities

5. What types of storage facilities are available in your registry unit? (You may tick more than one)

(a)Metal filing cabinets [ ]

(b)Wooden shelves/cabinets [ ]

(c)Open metal shelves [ ]

(d)Mobile compactus shelving [ ]

(e)Cardboard boxes [ ]

(f)Plastic boxes [ ]

(g)Computers/Servers for digital records [ ]

Other (please specify): _____

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6. How would you rate the adequacy of the physical space for storing current and semi-current records?

(a)Very Adequate [ ]
(b)Adequate [ ]
(c)Inadequate [ ]
(d)Very Inadequate [ ]

7. Are the current storage facilities sufficient to accommodate the volume of records generated?

(a)Yes [ ]
(b)No [ ]

8. If you answered 'No' to question 7, what are the main issues? (You may tick more than one)

(a)Overcrowding and congestion [ ]
(b)Lack of enough shelves/cabinets [ ]
(c)Records stacked on floors [ ]
(d)Difficulty in retrieving files [ ]
Other (please specify): _____

Section C: Condition of Facilities and Influence on Accessibility/Preservation

9. How would you describe the overall physical condition of the storage equipment (e.g., shelves, cabinets)?

(a)Excellent (new, well-maintained) [ ]
(b)Good (functional, minor wear and tear) [ ]
(c)Fair (some damage, but still usable) [ ]
(d)Poor (damaged, broken, needs replacement) [ ]

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10. How would you rate the environmental conditions in the main records storage area?

(a)Good (clean, dry, good light, pest-free) [ ]
(b)Average (some dust, variable temperature) [ ]
(c)Poor (dusty, damp, evidence of pests, poor lighting) [ ]

11. How long does it typically take to retrieve a requested file?

(a)Within 5 minutes [ ]
(b)6-15 minutes [ ]
(c)16-30 minutes [ ]
(d)More than 30 minutes [ ]

12. In your opinion, do the current storage conditions affect the physical condition of the records (e.g., fading, tears, insect damage)?

(a)Yes, significantly [ ]
(b)Yes, to some extent [ ]
(c)No, not at all [ ]

Section D: Compliance with Standards and Challenges

13. Are you aware of any existing records management policies, standards, or guidelines (e.g., from the National Archives) that apply to your work?

(a)Yes [ ]
(b)No [ ]

14. If 'Yes', to what extent do you think the current storage facilities and practices comply with these standards?

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(a)Fully comply [ ]

(b)Partially comply [ ]

(c)Do not comply [ ]

(d)Don't know [ ]

15. What are the main challenges you face related to records storage facilities? (You may tick more than one)

(a)Inadequate storage space [ ]

(b)Outdated or broken storage equipment [ ]

(c)Lack of proper environmental controls [ ]

(d)Poor security (theft, unauthorized access) [ ]

(e)Lack of a digital records management system [ ]

(f)Insufficient budget for storage improvements [ ]

(g)Lack of training on proper storage practices [ ]

(h)Pest infestation (insects, rodents) [ ]

Other (please specify): _____

THANK YOU FOR YOUR PARTICIPATION

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APPENDIX IV: Interview Guide for Key Informants

Title of Study: An Assessment of Records Storage Facilities for Effective Records Management in Registry Unit: A Case Study of Dar es Salaam City Council

Introduction:

Thank you for taking the time to speak with me today. As part of my research for my diploma, I am assessing the records storage facilities here. Our conversation will be confidential, and your name will not appear in the final report. I would like to ask you a few questions about your experiences and views on the storage facilities.

Questions:

1. Can you describe the types of records storage facilities you have in this registry unit? (Probe: physical vs. digital, types of shelving/cabinets, server/cloud use).
2. In your opinion, how adequate are these facilities for the volume and type of records you manage daily? (Probe: space constraints, future growth).
3. What is the current condition of these storage facilities? Are there any specific issues with equipment, environment (temperature, humidity, light), cleanliness, or security?
4. How do you feel the current storage conditions affect your ability to access records quickly and efficiently? Can you give an example?
5. From your experience, are there any signs that the current storage is affecting the long-term preservation of records? (Probe: damage from pests, moisture, handling).

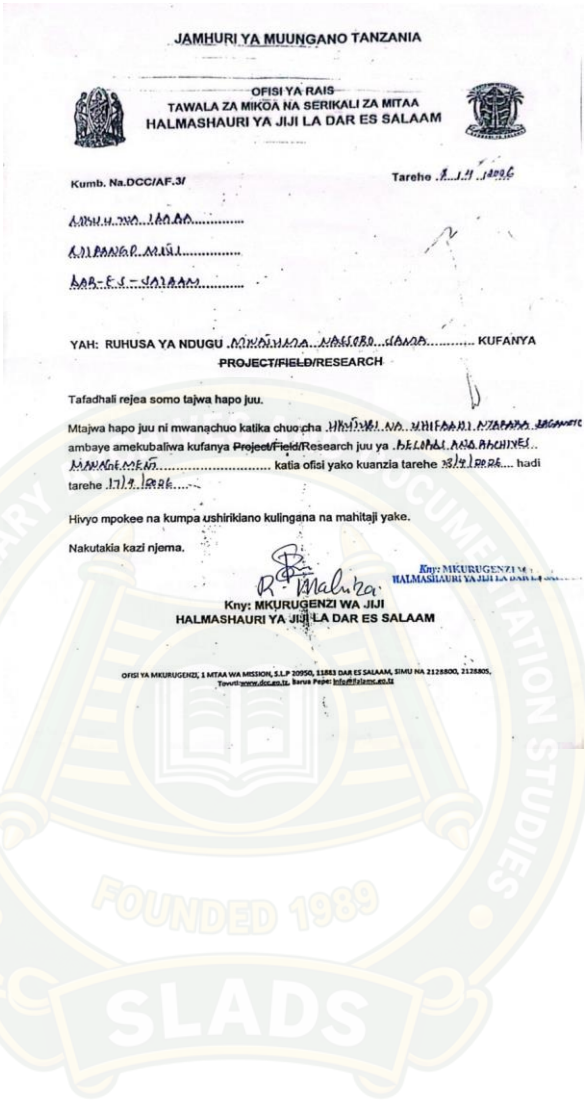
THANK YOU FOR YOUR TIME AND VALUABLE INSIGHTS

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APPENDIX V

APPROVAL LETTER

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JAMHURI YA MUUNGANO TANZANIA

OFISI YA RAIS
TAWALA ZA MIKOA NA SERIKALI ZA MITAA
HALMASHAURI YA JIJI LA DAR ES SALAAM

Kumb. Na.DCC/AF.3/ Tarehe 8.1.11.2026

MKUU WA IDARA.....

ANWANI.....

DAR-ES-SALAAM.....

YAH: RUHUSA YA NDUGU .MWONGOZO...NASSORO...SANDA..... KUFANYA ~~PROJECT/FIELD~~/RESEARCH

Tafadhali rejea somo tajwa hapo juu.

Mtajwa hapo juu ni mwanachuo katika chuo cha .UHIFADHI NA UHIFADHI NYARAKA ZA KIDIJITI ambaye amekubaliwa kufanya ~~Project/Field~~/Research juu ya .DIGITAL ARCHIVES.. MANAGEMENT..... katia ofisi yako kuanzia tarehe 12/1/2026.... hadi tarehe 17/1/2026....

Hivyo mpokee na kumpa ushirikiano kulingana na mahitaji yake.

Nakutakia kazi njema.

R. Maluza

Kny: MKURUGENZI WA JIJI
HALMASHAURI YA JIJI LA DAR ES SALAAM

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