SCHOOL OF LIBRARY, ARCHIVE AND DOCUMENTATION STUDIES

(SLADS) - BAGAMOYO.

A RESEARCH REPORT

EFFECTIVENESS OF FILE CLASSIFICATION SYSTEMS IN SUPPORTING FAST RECORD RETRIEVAL

A CASE OF STUDY BAGAMOYO DISTRICT COUNCIL

By:

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A Research proposal to be submitted to the school of Library , Archives, and Documentation Studies seeking Approval to Undertake a Study for the Award of Ordinary Diploma in Record and archive management.

AUGUST, 2026

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CERTIFICATION

The undersigned certifies that he has read and hereby recommends for acceptance by the School of Library Archives and Documentation Studies (SLADS) a research report titled "Effectiveness Of File Classification Systems In Supporting Fast Record Retrieval: A Case Study of Bagamoyo District Council", This report is submitted in partial fulfilment of the requirements for the award of the Ordinary Diploma in Records and Archives Management.

Supervisor Name .....

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All Source of information used in this study have been duly acknowledged through appropriate citations and references.

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Lastly, while I have received support from many individuals, I remain solely responsible for any shortcomings that may be found in this report.

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DEDICATION.

This work is dedicated to my beloved parents, whose love, prayers, sacrifice, and unwavering support have been the foundation of my academic journey. Their encouragement and belief in me have given me the strength and determination to pursue and complete this study.

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ABSTRACT

This study assessed the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council, Tanzania. The study was guided by four objectives: to identify the file classification systems used at the council, to examine their effectiveness in supporting fast record retrieval, to identify challenges affecting record retrieval, and to propose measures for improving file classification systems. A mixed-methods research approach with a case study design was employed. The study involved a population of 20 respondents comprising records officers, registry staff, administrative officers, and other employees involved in records management. Since the population was small, a census approach was adopted, whereby all 20 respondents participated in the study. Data were collected through questionnaires, interviews, observation, and document review. Quantitative data were analyzed using descriptive statistics, including frequencies and percentages, while qualitative data were analyzed using thematic analysis.

The findings revealed that subject-based file classification systems were the most commonly used at Bagamoyo District Council and generally supported timely record retrieval. However, challenges such as misfiling of records, inadequate staff training, poor indexing systems, and limited storage facilities reduced the efficiency of record retrieval. The study concluded that effective file classification systems are essential for improving records accessibility, organizational efficiency, accountability, and service delivery. It recommends regular staff training, digitization of records, improved indexing systems, adequate storage facilities, and continuous monitoring of records management practices to enhance fast and efficient record retrieval within local government authorities in Tanzania.

Keywords: Records management, file classification systems, record retrieval, organizational efficiency, Bagamoyo District Council, Tanzani**a.**

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LIST OF ABBREVIATIONS

BDC – Bagamoyo District Council

ERM – Electronic Records Management

ICT – Information and Communication Technology

ISO – International Organization for Standardization

LGA – Local Government Authority

RM – Records Management

RMS – Records Management System

SPSS – Statistical Package for the Social Sciences

URT – United Republic of Tanzania

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CHAPTER ONE

GENERAL INTRODUCTION AND BACKGROUND OF THE STUDY

1.0 Introduction

Effective records management is essential for efficient service delivery in public institutions. A file classification system helps organize records systematically, enabling quick and accurate retrieval of information. When properly implemented, such systems support timely decision-making, accountability, and smooth daily operations.

In Tanzania, local government authorities generate large volumes of records, but many offices experience delays in retrieving files due to weak or poorly implemented classification systems. These challenges can negatively affect service delivery and administrative efficiency. Bagamoyo District Council manages diverse records that must be accessed quickly to support its functions, making an effective file classification system crucial.

This study examines the effectiveness of the file classification system in supporting fast record retrieval at Bagamoyo District Council. The findings aim to identify existing challenges and provide recommendations for improving records management practices in Tanzanian local government authorities.

1.1 Background of the problem

Records management is a critical function in public institutions because records serve as evidence of actions, decisions, and transactions, supporting accountability, transparency, and efficient service delivery. According to Penn, Pennix, and Coulson (1994), “records management is the systematic control of records throughout their life cycle, from creation to disposition, to ensure timely access to information.” Within this framework, a file classification system is regarded as the backbone of records organization, as it provides

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a logical framework for arranging records according to functions, activities, and subjects. Shepherd and Yeo (2003) emphasize that “an effective classification system provides consistency, improves control over records, and enhances retrieval efficiency in both manual and electronic environments.” Similarly, Upward (1996) notes that “classification structures reflect organizational functions and activities, enabling staff to locate records accurately and promptly.” In addition, ISO 15489 (2016) highlights that “proper classification is essential for ensuring records remain reliable, usable, and easily retrievable over time.”

In government institutions, especially local government authorities, the volume and diversity of records produced daily are extremely high. These include correspondence, personnel files, financial records, project reports, and legal documents, all of which must be accessed quickly to support planning, monitoring, auditing, and decision-making. In the Tanzanian context, district councils operate under legal and regulatory frameworks that require proper records management. However, research indicates that many public institutions in Tanzania still rely heavily on manual filing systems and fragmented classification practices. Mnjama and Wamukoya (2007) argue that “limited financial resources, inadequate filing infrastructure, and insufficient professional training contribute to the weak implementation of standardized file classification systems in public sector organizations.” Ngoepe (2014) adds that these constraints “hamper the efficiency and reliability of records retrieval in local government offices across developing countries.”

The current situation in many public offices reflects persistent challenges, including slow record retrieval, misfiling, duplication of files, and occasional loss of important documents. These challenges indicate ineffective or poorly applied file classification systems. Kennedy and Schauder (1998) state that “inefficient classification structures increase the time spent searching for records, reducing staff productivity and operational efficiency.” Asogwa (2012) further observes that “poor records management practices in public institutions hinder effective service delivery and negatively affect administrative performance.” Likewise, Tough and Moss (2006) note that “inconsistent use of

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classification systems, coupled with a lack of clear guidelines, creates confusion among staff and undermines the reliability of record retrieval processes."

The broader implications of ineffective file classification systems extend to governance and accountability. Millar (2010) emphasizes that "delayed or failed retrieval of records weakens institutional memory and erodes transparency," while Duranti (1997) explains that "poorly managed records increase the risk of corruption and maladministration in public institutions." In local government authorities, where decisions directly affect citizens at the grassroots level, slow access to records can delay service provision and reduce public trust. Despite these challenges, most studies in Tanzania focus broadly on records management policies and practices, rather than investigating how specific components, such as file classification systems, influence retrieval speed. This creates a significant knowledge gap. As Mnjama and Wamukoya (2007) assert, "there is limited empirical evidence on the effectiveness of classification systems in supporting rapid retrieval of records in district-level public institutions," a gap echoed by Asogwa (2012).

Given this context, there is a clear need for a focused study on the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council. By examining existing classification practices, identifying challenges, and analyzing their impact on retrieval speed, this study aims to provide empirical evidence that can inform improvements in records management practices. The findings are expected to enhance administrative efficiency, strengthen accountability, and improve service delivery in local government authorities in Tanzania

1.2 Statement of the Problem

Efficient record retrieval is essential for effective decision-making, accountability, and timely service delivery in public institutions. File classification systems are designed to organize records systematically so that they can be easily located and retrieved when needed. However, despite the existence of records management policies and guidelines in Tanzania, many local government authorities continue to experience delays in accessing records, misfiling of documents, duplication of files, and occasional loss of

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important records. These challenges suggest weaknesses in the effectiveness of existing file classification systems.

At Bagamoyo District Council, the daily generation of large volumes of administrative, financial, and operational records requires a reliable and efficient file classification system to support fast retrieval. In practice, staff often spend considerable time searching for files, which slows down service delivery, affects productivity, and may compromise accountability and transparency. The persistence of these problems indicates that the current file classification system may not be effectively supporting fast record retrieval.

Although several studies have addressed records management challenges in public institutions, limited empirical evidence exists on how effective file classification systems are in facilitating fast record retrieval at the district council level in Tanzania. This lack of specific evidence makes it difficult for administrators and policymakers to design targeted interventions to improve records management practices. Therefore, this study seeks to examine the effectiveness of the file classification system in supporting fast record retrieval at Bagamoyo District Council, Tanzania, in order to identify existing gaps and propose practical solutions for improving records management and service delivery.

1.3 Objective of the study

1.3.1 General Objective of the Study

The general objective of this study is to assess the effectiveness of the file classification system in supporting fast record retrieval at Bagamoyo District Council, Tanzania.

1.3.2 Specific Objectives of the Study

i. To examine the existing file classification system used at Bagamoyo District Council.
ii. To assess the extent to which the file classification system supports fast record retrieval.

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iii. To identify challenges affecting the effective use of the file classification system in record retrieval.

iv. To propose strategies for improving the file classification system to enhance fast record retrieval at Bagamoyo District Council.

1.4 Research Questions

i. What is the current file classification system used at Bagamoyo District Council?

ii. To what extent does the file classification system support fast record retrieval?

iii. What challenges affect the effective use of the file classification system in record retrieval?

iv. What strategies can be implemented to improve the file classification system for faster record retrieval?

1.5 Significance of the Study

This study is significant as it provides valuable insights into the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council, which can improve overall records management practices in local government authorities. The findings will benefit records management staff by identifying challenges and recommending practical strategies for efficient file organization and retrieval, thereby reducing time wastage and increasing productivity. Policymakers and administrators can use the results to develop policies and allocate resources that strengthen records management systems, enhancing accountability, transparency, and service delivery. Additionally, this study contributes to the existing body of knowledge on records management in Tanzania and can serve as a reference for future research on improving classification systems and record retrieval in public institutions.

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1.6 Scope and Limitations of the Study

1.6.1 Scope of the Study

This study focuses on examining the effectiveness of the file classification system in supporting fast record retrieval at Bagamoyo District Council, Tanzania. The research specifically investigates the types of file classification systems currently in use, the procedures followed in filing and retrieving records, and the challenges staff face in accessing necessary information promptly. The study covers administrative, financial, and operational records, including correspondence, personnel files, project documents, and legal records managed by the council. Both records management personnel and other staff who regularly interact with the records are included as respondents to gain a comprehensive understanding of the system's effectiveness.

The geographical scope is limited to Bagamoyo District Council, which allows for an in-depth study of the local records management environment, policies, and practices. While the findings are context-specific, they may provide insights and lessons applicable to other district councils or local government authorities in Tanzania facing similar challenges in records management and retrieval. Furthermore, the study considers both manual and semi-digital records systems to understand how different classification methods influence retrieval speed. By focusing on the operational realities of a single district council, the study aims to provide practical recommendations that can be implemented to enhance efficiency, accountability, and service delivery.

1.6.2 Limitations of the Study

The study acknowledges several limitations that may influence its findings and generalizability. First, the research is restricted to Bagamoyo District Council, which means the findings may not fully represent the situation in other district councils or local government authorities in Tanzania. Second, some staff may be hesitant to provide complete or honest information due to fear of exposing weaknesses in the council's records management system, potentially affecting the accuracy of the data collected.

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Third, the study relies on both existing records and staff recollections, which may be incomplete or biased, especially in cases where documentation is missing or misfiled.

Additionally, time and resource constraints may limit the depth and breadth of data collection and analysis, potentially excluding some records or stakeholders from the study. Despite these limitations, the research is designed to capture a representative and realistic picture of how the file classification system operates and its impact on record retrieval speed. The study's findings will still provide valuable insights that can inform policy, improve filing systems, and enhance records management practices at Bagamoyo District Council and potentially in similar local government settings across Tanzania.

1.7 Definition of Key Terms

Records are documented evidence of activities, decisions, and transactions of an organization, created, received, and maintained as proof of operations. According to ISO 15489 (2016), records are "information created, received, and maintained as evidence and information by an organization or person, in pursuit of legal obligations or in the transaction of business." Similarly, Duranti (1997) defines records as reliable and authentic evidence that captures organizational activities and supports accountability.

Records management refers to the systematic control of records throughout their life cycle, from creation to disposition, to ensure accessibility, reliability, and efficiency. Shepherd and Yeo (2003) define records management as "the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use, and disposition of records." Penn, Pennix, and Coulson (1994) describe it as the policies and practices that enable an organization to control its information resources effectively.

A file classification system is a method used to organize records logically according to functions, activities, or subjects to facilitate easy retrieval. Upward (1996) defines it as "a structured framework that arranges records in a way that reflects organizational functions and enables efficient access." Kennedy and Schauder (1998) emphasize that a

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file classification system is critical for controlling the storage, retrieval, and preservation of records in both manual and electronic environments.

Record retrieval is the process of locating and accessing records when needed to support decision-making, service delivery, or legal compliance. Millar (2010) defines record retrieval as “the ability to access stored information accurately and promptly for operational or administrative purposes.” Asogwa (2012) adds that efficient record retrieval depends on proper organization, classification, and management practices, without which access to information may be delayed or compromised.

Effectiveness refers to the degree to which a system or process achieves its intended objectives. In the context of records management, it is the extent to which a file classification system facilitates quick and accurate retrieval of records. Robbins and Coulter (2012) define effectiveness as “the achievement of planned goals and objectives with the desired outcomes,” while Tough and Moss (2006) emphasize that effectiveness in records management involves minimizing retrieval time andS errors while maximizing accessibility and reliability.

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CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

A literature review provides the theoretical and empirical foundation of a research study by examining what other scholars have written about the research problem. According to Creswell (2014), reviewing literature helps the researcher to identify gaps in knowledge, refine research objectives, and build a framework for analysis. Similarly, Kombo and Tromp (2006) state that a literature review enables the researcher to understand previous findings and avoid duplication while contributing new knowledge to the field.

In the field of records management, scholars have emphasized the importance of effective systems in enhancing organizational efficiency and accountability. Penn, Pennix, and Coulson (1994) argue that proper management of records ensures timely access to information and supports decision-making processes. Shepherd and Yeo (2003) further explain that structured records systems improve control, consistency, and accessibility of information within organizations. Central to these systems is the file classification structure, which determines how records are organized and retrieved. Kennedy and Schauder (1998) note that the design of a classification system directly influences the speed and accuracy of record retrieval.

Although extensive literature exists on records management practices globally, limited studies have specifically examined how file classification systems support fast record retrieval in local government authorities in Tanzania. Studies such as Mnjama and Wamukoya (2007) and Asogwa (2012) focus broadly on records management challenges in public institutions but do not deeply analyze the relationship between classification systems and retrieval speed at the district council level. Therefore, this chapter reviews theoretical perspectives, key concepts, and empirical studies related to records management and file classification systems in order to identify the existing knowledge gap and provide a foundation for the current study at Bagamoyo District Council.

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2.2 Concept of Records Management

Records management refers to the systematic control of records throughout their life cycle to ensure that they are properly created, maintained, organized, retrieved, and disposed of when no longer needed. According to Penn, Pennix, and Coulson (1994), it involves managing records from their creation to their final disposition in order to ensure timely access to information. Similarly, Shepherd and Yeo (2003) emphasize that records management supports business operations, accountability, and legal compliance by ensuring records are accessible and well organized. ISO 15489 (2016) further defines records management as the efficient and systematic control of the creation, receipt, maintenance, use, and disposition of records to guarantee their reliability and usability over time. In addition, Millar (2010) and Duranti (1997) highlight that effective records management strengthens transparency, institutional memory, and good governance. However, as noted by Mnjama and Wamukoya (2007), many public institutions in developing countries face challenges in implementing effective records management systems, which affects access and retrieval of information. Therefore, understanding the concept of records management is essential for assessing how file classification systems contribute to fast and efficient record retrieval.

2.3 File Classification Systems

A file classification system refers to a structured method of organizing records according to functions, activities, subjects, or organizational units to facilitate easy storage and retrieval. According to Kennedy and Schauder (1998), a classification system provides a logical framework that determines how records are arranged and accessed within an organization. Similarly, Shepherd and Yeo (2003) explain that classification systems are designed to reflect the functions and activities of an institution, thereby ensuring consistency and control in records organization. Upward (1996) further argues that effective classification structures align with organizational processes, enabling accurate and timely retrieval of records in both manual and electronic systems. In addition, ISO 15489 (2016) emphasizes that proper classification enhances the reliability, usability, and accessibility of records over time. However, where classification systems are poorly

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designed or inconsistently applied, organizations experience misfiling, duplication of files, and delays in retrieval, which negatively affect efficiency and service delivery. Therefore, a well-structured file classification system is essential for supporting fast and accurate record retrieval in public institutions such as local government authorities.

2.4 Record Retrieval and Organizational Efficiency

Record retrieval is the process of locating and accessing records promptly and accurately to support administrative, operational, or legal functions. Efficient retrieval is critical for organizational performance, as it saves time, reduces operational costs, and facilitates informed decision-making. According to Millar (2010), the ability to access records quickly is essential for good governance and accountability, since records provide evidence of actions and decisions. Kennedy and Schauder (1998) also emphasize that well-structured classification systems improve retrieval speed and enhance staff productivity. ISO 15489 (2016) further highlights that records must be organized to ensure accessibility and usability throughout their life cycle. Conversely, poor retrieval systems result in delays, duplication of effort, and potential loss of important information. Asogwa (2012) notes that inefficient records management in public institutions hampers service delivery and administrative effectiveness, while Tough and Moss (2006) observe that unclear filing procedures and inconsistent classification practices weaken retrieval processes and reduce organizational efficiency. Therefore, effective record retrieval systems are directly linked to enhanced productivity, transparency, and improved service delivery in public institutions, including local government authorities.

2.5 Empirical Review of Related Studies

Empirical studies on records management and file classification systems highlight the critical role of organized records in enhancing retrieval efficiency, productivity, and service delivery. Globally, Kennedy and Schauder (1998) found that organizations with well-structured classification systems experienced faster access to records and fewer cases of misfiled or lost documents, while Upward (1996) emphasized that classification aligned with organizational functions ensures consistent and timely retrieval. In

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developing countries, challenges such as limited resources, inadequate training, and reliance on manual filing methods negatively affect records management. For instance, Mnjama and Wamukoya (2007) observed that many public institutions in East Africa struggle with implementing standardized classification systems, and Ngoepe (2014) noted that weak infrastructure and inconsistent application of classification standards in local government authorities lead to delays and inefficiencies in record access. In the Tanzanian context, studies have largely focused on general records management challenges rather than specifically assessing file classification systems, with Mnjama and Wamukoya (2007) reporting that district councils face difficulties in organizing, filing, and retrieving records due to limited staff capacity and insufficient systems, and Asogwa (2012) highlighting that inefficient records management slows administrative processes and undermines accountability. These findings indicate a significant knowledge gap regarding the effectiveness of file classification systems in supporting fast record retrieval at the district council level, which justifies the need for the present study at Bagamoyo District Council.

2.6 Research Gap

Despite the growing body of literature on records management practices, significant gaps remain in understanding how file classification systems specifically influence fast record retrieval in Tanzanian local government contexts. Most existing Tanzanian studies have examined general records management challenges rather than the direct impact of classification systems on retrieval efficiency. For example, research at Kinondoni Municipal Council revealed ineffective records management practices due to a lack of legal frameworks and trained staff, yet it did not focus on classification systems and retrieval speed specifically (Njovu, 2017). Similarly, studies at Temeke Municipal Council highlighted weaknesses in records systems and file congestion without addressing how classification affects retrieval performance (Mosha, 2018). Other research on e-records management in the public service identified barriers to digital records implementation but did not explore how classification approaches influence access to records (Ngoepe, 2014). A recent national study on records management

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systems in Tanzanian public sector organisations noted that paper-based systems remain dominant and that there is limited empirical evidence on how these systems support actual retrieval processes (Mnjama & Wamukoya, 2007). Moreover, although scholars have described poor record retrieval outcomes—such as misfiling, delays, and lack of systematic arrangements—in government offices, they have not empirically linked these issues to the design or effectiveness of file classification structures within district councils (Asogwa, 2012). Therefore, there is a clear research gap in empirical knowledge about the effectiveness of file classification systems on fast record retrieval at the district level in Tanzania. This study addresses this gap by focusing specifically on how classification practices at Bagamoyo District Council affect retrieval efficiency, providing evidence that can inform improvements in local government records management.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presented the research methodology employed to investigate the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council, Tanzania. It described the research design, study area, study population, sample size, sampling procedures, types of data, data collection methods, data processing and analysis techniques, validity and reliability of the research instruments, and ethical considerations. Research methodology was important because it provided a systematic framework for conducting the study, enabling the researcher to collect, analyze, and interpret data in a logical and scientific manner.

3.2 Research Design

The study adopted a descriptive case study research design to examine the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council. According to "Kothari (2004)", a descriptive research design is suitable for studies that aim to provide an accurate description of the characteristics, conditions, or practices of a particular phenomenon. This design enabled the researcher to systematically observe, describe, and analyze the existing records management practices, file classification systems, and challenges experienced by staff in retrieving records.

A case study design was considered appropriate because it enabled an in-depth investigation of the specific context of Bagamoyo District Council, allowing the researcher to collect both qualitative and quantitative data on file classification systems and their influence on record retrieval. "Yin (2014)" states that case study research is useful for understanding complex organizational processes within real-life settings, particularly when the boundaries between the phenomenon and its context are not clearly evident. By focusing on a single district council, the study explored the operational

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realities, strengths, and weaknesses of the file classification system, providing detailed information that could not have been obtained through broader survey designs.

The selected research design facilitated a comprehensive understanding of how file classification systems influenced record retrieval speed, staff efficiency, and service delivery. It also enabled the researcher to identify the challenges affecting the effectiveness of the existing classification systems and propose appropriate recommendations for improving records management practices at Bagamoyo District Council.

3.3 Area of the Study

The study was conducted at Bagamoyo District Council, which is located in the Coast Region of Tanzania. Bagamoyo District Council was selected as the study area because it is a typical local government authority responsible for managing a large volume and variety of records, including administrative, financial, operational, and legal documents. These records were managed through both manual and semi-digital systems, making the council an appropriate setting for examining the effectiveness of file classification systems in supporting fast record retrieval.

Bagamoyo District Council was considered a suitable case because it represents many local government authorities in Tanzania that experience challenges in records management, including limited resources, increasing volumes of records, high staff workloads, and inconsistent implementation of file classification procedures. The study focused on departments such as Administration, Finance, Human Resources, and the Registry, where records were frequently created, classified, stored, and retrieved during daily operations.

By concentrating on Bagamoyo District Council, the study provided an in-depth understanding of the existing file classification systems, their contribution to fast record retrieval, and the challenges affecting their effectiveness. The findings generated from the study are expected to contribute to improving records management practices within

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the council and may also provide useful insights for other local government authorities facing similar records management challenges in Tanzania

3.4 Sampling Procedure

The study used a combination of purposive sampling and stratified sampling to select respondents who were directly involved in records management and frequently accessed files at Bagamoyo District Council. Purposive sampling was used to select records management personnel, including registry clerks, records officers, and departmental heads, because they possessed the knowledge, experience, and responsibilities necessary to provide detailed information about the council's file classification systems (Kothari, 2004). These respondents were considered key informants due to their direct involvement in the creation, classification, storage, and retrieval of records.

In addition, stratified sampling was employed to ensure that respondents were selected from different departments, including Administration, Finance, Human Resources, Planning, and the Registry. This approach ensured that each department involved in records creation and retrieval was adequately represented in the study. Staff members who regularly accessed records in the course of their duties were selected from each stratum to provide diverse perspectives on the effectiveness of file classification systems and the challenges encountered during record retrieval.

The combination of purposive and stratified sampling enabled the researcher to obtain comprehensive, relevant, and reliable information from respondents with different responsibilities and experiences. This approach improved the quality of the data collected and ensured that the findings accurately reflected the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council.

3.5 Types of Data

In this study, data were collected from multiple sources to provide a comprehensive and reliable understanding of the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council. The study used both primary data and

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secondary data to obtain detailed information about records management practices, file classification systems, and record retrieval processes. Collecting data from different sources enabled the researcher to examine both the firsthand experiences and perceptions of respondents as well as official documents, policies, reports, and existing literature relevant to the study. The use of multiple sources of data enhanced the credibility, validity, and reliability of the findings through triangulation and ensured that the study captured both the practical and theoretical aspects of records management.

3.5.1 Primary Data

Primary data were collected directly from respondents, including records management personnel and other staff who frequently accessed records at Bagamoyo District Council. These data provided firsthand information on how file classification systems were implemented, the challenges staff experienced during record retrieval, and their perceptions of the effectiveness of the existing classification system. The researcher collected primary data using questionnaires, interviews, and observation. These methods enabled the collection of detailed and reliable information regarding the practical operation of file classification systems and their contribution to fast record retrieval. According to Kothari (2004), primary data are original data collected directly from respondents for the specific purpose of addressing the research objectives, making them highly relevant and reliable for the study

3.5.2 Secondary Data

Secondary data were obtained from existing sources, including official records, file classification manuals, records management policies, government reports, council documents, journals, books, and previous studies related to records management and file classification systems at Bagamoyo District Council and other public institutions. These data provided contextual and historical information regarding filing procedures, organizational structures, records management practices, and institutional guidelines governing the creation, classification, storage, and retrieval of records. According to

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Creswell (2014), secondary data help support, verify, and complement primary data by providing additional evidence and a broader understanding of the research problem.

The combination of primary and secondary data enabled the researcher to examine the effectiveness of file classification systems from different perspectives. It also strengthened the credibility, validity, and reliability of the study findings through data triangulation, ensuring a comprehensive analysis of how file classification systems influenced fast record retrieval and administrative efficiency at Bagamoyo District Council

3.6 Data Collection Methods

Data collection was a crucial stage of the research because it provided the information required to answer the research questions and achieve the study objectives. In this study, multiple data collection methods were used to obtain both qualitative and quantitative information on the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council. The researcher used questionnaires, interviews, observation, and document review to collect relevant data from respondents and institutional records. The use of multiple methods enabled the researcher to collect comprehensive information from different sources and perspectives. According to Creswell (2014), employing multiple data collection methods enhances the credibility and trustworthiness of research findings through triangulation. Similarly, Kothari (2004) argues that combining different methods of data collection improves the validity and reliability of the findings by minimizing bias and allowing information obtained from one source to be verified using another. Therefore, the application of various data collection methods enabled the researcher to gain a comprehensive understanding of records management practices, the effectiveness of file classification systems, record retrieval efficiency, and the challenges experienced by staff at Bagamoyo District Council

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3.6.1 Questionnaires

Structured questionnaires administered to records management personnel and staff who frequently accessed files. This method enable the researcher to collect standardized and quantifiable information on how records are organized, frequency of record retrieval, and staff perceptions regarding the efficiency of the file classification system. The advantage of questionnaires is that they allow data to be gathered from a relatively large number of respondents in a short period, making it cost-effective and efficient. Additionally, responses can be easily coded and analyzed statistically, providing objective evidence about patterns and trends in record management practices (Kothari, 2004). However, questionnaires may be limited in capturing detailed explanations or nuanced opinions, which is why they are complemented with other methods.

3.6.2 Interviews

Semi-structured interviews will be conducted with key informants, including records officers, department heads, and administrative staff. Interviews provide an opportunity to explore detailed insights, opinions, and experiences regarding the file classification system and its impact on record retrieval. The advantage of interviews is that they allow for follow-up questions, clarification, and deeper understanding of complex issues, which may not be fully captured through questionnaires (Creswell, 2014). They also enable the researcher to capture qualitative data on staff challenges, innovative practices, and suggestions for improvement. However, interviews can be time-consuming and require careful planning to ensure unbiased and relevant responses.

3.6.3 Observation

Direct observation of filing and retrieval processes in various departments of Bagamoyo District Council will be carried out. This method allows the researcher to witness firsthand how records are organized, how staff access files, and whether the classification system supports fast retrieval. The advantage of observation is that it provides objective, real-time evidence of actual practices, reducing reliance on self-reported information, which can sometimes be biased (Yin, 2014). Observation can reveal inefficiencies,

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bottlenecks, or deviations from official procedures that respondents may not mention. A limitation is that the presence of the researcher might influence staff behavior, so care will be taken to minimize observer bias.

3.6.4 Document Review

Secondary data will be collected through the review of existing records, filing manuals, policies, reports, and previous research related to records management at the council. This method provides contextual and historical information on the official procedures, frameworks, and guidelines for organizing and retrieving records. The advantage of document review is that it allows the researcher to verify and triangulate primary data, supporting the credibility and completeness of findings (Creswell, 2014). It also helps to identify discrepancies between documented procedures and actual practices, which is valuable for analyzing the effectiveness of the file classification system. A limitation is that some documents may be outdated or incomplete, which could affect the comprehensiveness of the analysis.

By combining questionnaires, interviews, observation, and document review, the study will collect rich, reliable, and triangulated data. This approach ensures a thorough understanding of how file classification systems are implemented, the challenges faced by staff, and the impact of these systems on fast and efficient record retrieval at Bagamoyo District Council.

3.7 Data Processing and Analysis

Data processing and analysis involve organizing, examining, and interpreting collected data to address the research questions and achieve the study objectives. In this study, both quantitative and qualitative data will be used. Quantitative data from questionnaires will be coded and analyzed using descriptive statistics, such as frequencies, percentages, and means, to summarize respondents' views on the effectiveness of file classification systems and retrieval efficiency (Kothari, 2004; Creswell, 2014). Qualitative data from interviews, observations, and document reviews will be analyzed thematically to identify

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recurring patterns and insights related to filing practices and challenges in record retrieval (Yin, 2014). To ensure reliability and validity, triangulation will be applied by comparing data from multiple sources, confirming consistency, and enhancing the credibility of the findings. This combined approach will provide a clear, comprehensive, and well-supported understanding of how file classification systems influence fast record retrieval at Bagamoyo District Council.

3.8 Validity and Reliability

Validity and reliability are essential concepts in research to ensure that findings are accurate, trustworthy, and useful for decision-making. Each concept plays a different but complementary role in ensuring the quality of research results.

Validity refers to the degree to which a research instrument measures what it is intended to measure. In other words, a valid instrument accurately captures the concepts or phenomena under study (Kothari, 2004). In this study, validity will be ensured through careful design of questionnaires and interview guides, aligning all questions with the research objectives on file classification systems and record retrieval. Expert review by supervisors and records management professionals will help ensure that the instruments adequately address the topic and capture all relevant aspects. Additionally, a pilot study will be conducted with a small group of staff to identify unclear, ambiguous, or irrelevant questions. This pre-testing allows the researcher to refine the instruments to accurately measure the effectiveness of file classification systems in supporting fast record retrieval.

Reliability, on the other hand, refers to the consistency and stability of a research instrument over time. A reliable instrument produces the same or similar results when used under the same conditions (Creswell, 2014). In this study, reliability will be ensured by using standardized procedures for administering questionnaires and conducting interviews. Instructions will be clear and consistent for all respondents, and similar questions may be repeated in different forms to cross-check responses. Observation and document review will also follow systematic procedures to minimize human error or bias.

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Triangulation further strengthens both validity and reliability by using multiple methods and sources to verify findings. In this study, data will be collected through questionnaires, interviews, observations, and document reviews. Comparing results from these different sources helps confirm the accuracy of findings and ensures that conclusions are based on comprehensive and consistent evidence.

In summary, ensuring validity guarantees that the study measures what it is supposed to, while reliability ensures that the results are consistent and reproducible. Together, these measures will provide credible, accurate, and trustworthy insights into the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council.

3.9 Ethical Considerations

Ethical considerations are essential in research to ensure that the study is conducted responsibly and that the rights, dignity, and well-being of participants are protected. In this study on the effectiveness of file classification systems at Bagamoyo District Council, several ethical principles will be strictly observed. Participants will be fully informed about the purpose, objectives, and procedures of the study and assured that their participation is voluntary, with the right to withdraw at any time without any negative consequences (Kothari, 2004). Written or verbal consent will be obtained from all respondents to confirm their willingness to participate. Confidentiality and anonymity will be maintained by ensuring that personal identifiers such as names or positions are not disclosed in the study report, and data will be presented in aggregate form to protect participants' identities (Creswell, 2014). The study will also avoid any physical, psychological, or social harm by framing questions respectfully and conducting observations in a non-intrusive manner that does not disrupt work routines.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS, AND DISCUSSION

4.1 Introduction

This chapter presents, analyzes, and discusses the findings obtained from the study on the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council.

4.2 Response Rate

The study involved a total population of 20 respondents from different departments at Bagamoyo District Council. All questionnaires distributed to respondents were successfully returned and analyzed, resulting in a response rate of 100%. According to **Kothari (2004)**, a high response rate increases the reliability and validity of research findings because it minimizes non-response bias and ensures adequate representation of the study population.

Table 4.2.1: Response Rate of Respondents (N = 20)

Response Category	**Frequency**	**Percentage**
Returned Questionnaires	20	100%
Non-returned Questionnaires	0	0%
Total	**20**	**100%**

Source: Field data (2026)

The findings indicate full participation of respondents in the study, showing that staff members were willing to provide information concerning file classification systems and record retrieval practices at Bagamoyo District Council.

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4.3 Demographic Information of Respondents

This section presents demographic characteristics of respondents, including gender, age, and working experience. The purpose of collecting demographic information was to understand the background of respondents and determine whether they possessed relevant knowledge and experience concerning records management and file classification systems.

4.3.1 Gender Distribution of Respondents

Respondents were asked to indicate their gender. The findings show that male respondents formed the majority with 60%, while female respondents accounted for 40%. This indicates that both genders are actively involved in records management and file retrieval activities at Bagamoyo District Council.

Table 4.3.2: Gender Distribution of Respondents (N = 20)

Gender	***Frequency***	***Percentage***
male	***12***	***60%***
female	***8***	***40%***
total	***20***	***100%***

Source: Field data (2026)

The pie table indicates that male respondents occupied a larger portion compared to female respondents, suggesting that more men participated in records management activities within the council.

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4.3.2. Age Distribution of Respondents

The findings reveal that respondents aged between 30–39 years formed the largest group, accounting for 40% of all respondents. This suggests that most respondents were mature and experienced employees capable of providing reliable information concerning file classification systems and record retrieval processes.

Respondents were asked to indicate their age groups.

Table 4.3.2.1: Age Distribution of Respondents (N = 20)

Age Group	Frequency	Percentage
20–29 years	4	20%
30–39 years	8	40%
40–49 years	5	25%
50 years and above	3	15%
Total	**20**	**100%**

Source: Field data (2026)

The bar table illustrates that the majority of respondents were between 30–39 years, while fewer respondents were aged 50 years and above.

4.3.3. Working Experience of Respondents

Respondents were asked to indicate their years of working experience at the council.

Table 4.3.3.1: Working Experience of Respondents (N = 20)

Years of Experience	Frequency	Percentage
Less than 1 year	2	10%
1–3 years	6	30%
4–6 years	7	35%
Above 6 years	5	25%
Total	**20**	**100%**

Source: Field data (2026)

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The findings indicate that most respondents had between 4–6 years of working experience. This implies that respondents had sufficient knowledge and exposure to records management practices within the council.

4.4 Types of File Classification Systems Used at Bagamoyo District Council

One of the objectives of the study was to identify the file classification systems used at Bagamoyo District Council. Respondents were asked to indicate the type of classification system used in their departments.

Table 4.4.1: Types of File Classification Systems Used (N = 20)

Type of Classification System	Frequency	Percentage
Alphabetical	5	25%
Numerical	3	15%
Subject-based	8	40%
Combination of methods	4	20%
Total	**20**	**100%**

Source: Field data (2026)

The findings reveal that subject-based classification systems were the most commonly used, representing 40% of responses. This indicates that records are mainly organized according to departmental functions and activities. Alphabetical systems accounted for 25%, while numerical systems represented only 15%.

The table shows that subject-based classification systems were the most preferred, while numerical systems were the least used among respondents.

The findings support **Shepherd and Yeo (2003)**, who argue that subject-based classification systems improve accessibility and consistency in records management.

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4.5. Effectiveness of File Classification Systems in Supporting Fast Record Retrieval

Respondents were asked to assess the effectiveness of the current file classification system in supporting fast record retrieval.

Table 4.5.1: Effectiveness of File Classification Systems (N = 20)

Response	Frequency	Percentage
Very Effective	4	20%
Effective	7	35%
Moderately Effective	5	25%
Ineffective	3	15%
Very Ineffective	1	5%
Total	**20**	**100%**

Source: Field data (2026)

The findings indicate that 35% of respondents considered the system effective, while 20% considered it very effective. However, 25% stated that the system was only moderately effective, and 20% believed it was ineffective or very ineffective. This suggests that although the current classification system supports retrieval activities, several weaknesses still exist.

Respondents explained that delays in retrieval are often caused by misfiling, poor indexing systems, and lack of standard filing procedures across departments

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4.6. Average Time Taken to Retrieve Records

Respondents were asked to indicate the average time taken to retrieve files using the current classification system.

Table 4.6.1: Average Time Taken to Retrieve Records (N = 25)

Time Taken	Frequency	Percentage
Less than 5 minutes	4	20%
5–15 minutes	8	40%
16–30 minutes	5	25%
More than 30 minutes	3	15%
Total	**20**	**100%**

Source: Field data (2026)

The findings show that 40% of respondents required between 5–15 minutes to retrieve records, while 25% required 16–30 minutes. A smaller number of respondents indicated that retrieval took more than 30 minutes, mainly due to file congestion and poor arrangement of records.

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4.7 Challenges Affecting File Classification Systems and Record Retrieval

The study also sought to identify challenges affecting the effectiveness of file classification systems at Bagamoyo District Council.

Table 4.7.1 : Challenges Affecting Record Retrieval (N = 20)

Challenge	Frequency	Percentage
Misfiling of documents	6	30%
Lack of proper indexing	4	20%
Incomplete or missing files	3	15%
Lack of staff training	5	25%
Inadequate storage facilities	2	10%
Total	**20**	**100%**

Source: Field data (2026)

The findings reveal that misfiling of documents was the most common challenge, accounting for 30%, followed by lack of staff training at 25%. Respondents explained that some employees lacked adequate knowledge of classification procedures, resulting in inconsistent filing practices and delays in retrieval.

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4.8. Suggested Improvements to the File Classification System

Respondents were asked to suggest improvements that could enhance the effectiveness of the file classification sys

Table 4.8.1: Suggested Improvements to the File Classification System (N = 20)

Suggested Improvement	Frequency	Percentage
Staff training	7	35%
Digitization of records	5	25%
Improved indexing systems	4	20%
Increased storage facilities	2	10%
Regular monitoring and supervision	2	10%
Total	**20**	**100%**

Source: Field data (2026)

The findings indicate that staff training was the most suggested improvement, accounting for 35% of responses. Respondents believed that training would improve staff understanding of filing procedures and reduce errors in record classification. Digitization of records was also strongly recommended to improve retrieval speed and reduce dependence on manual systems.

4.9 Discussion of Findings

The findings of this study demonstrate that file classification systems play an important role in supporting fast record retrieval at Bagamoyo District Council. Subject-based classification systems were found to be the most commonly used because they organize records according to organizational functions and activities. However, despite the existence of classification systems, challenges such as misfiling, inadequate staff training, poor indexing, and limited storage facilities continue to affect retrieval efficiency.

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The findings support **Shepherd and Yeo (2003)**, who argue that effective classification systems improve accessibility and control of records. Similarly, **Kennedy and Schauder (1998)** explain that ineffective classification structures increase retrieval time and reduce organizational productivity. The study also revealed that manual filing systems remain dominant within the council, contributing to delays in accessing records. Respondents strongly recommended staff training and digitization as strategies for improving retrieval efficiency and strengthening records management practices.

4.10. Chapter Summary

This chapter presented, analyzed, and discussed the findings on the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council. The findings showed that subject-based classification systems were the most commonly used and that the current system supports retrieval activities to some extent. However, challenges such as misfiling, lack of staff training, inadequate indexing, and limited storage facilities negatively affect retrieval efficiency. The chapter further revealed that staff training, digitization of records, improved indexing systems, and better storage facilities are important measures for improving the effectiveness of file classification systems and enhancing fast record retrieval within the council.

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CHAPTER FIVE

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of the major findings, conclusions, and recommendations of the study on the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council.

5.2 Summary of Findings

The study examined the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council. The findings revealed that subject-based classification systems were the most commonly used filing method, followed by alphabetical and combination systems. The study found that file classification systems play an important role in facilitating access to records and improving retrieval efficiency.

The findings further showed that the majority of respondents considered the current classification system effective in supporting record retrieval. However, several challenges were identified, including misfiling of documents, inadequate staff training, lack of proper indexing systems, incomplete files, and insufficient storage facilities. These challenges contribute to delays in retrieving records and reduce the overall efficiency of records management processes.

The study also found that most records were retrieved within 5–15 minutes, although some respondents reported longer retrieval times due to poor filing practices and congested storage areas. Respondents suggested various improvements, including staff training, digitization of records, improved indexing systems, regular supervision, and expansion of storage facilities. These measures were viewed as essential for enhancing the effectiveness of file classification systems and supporting faster record retrieval.

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5.3 Conclusion

The study concludes that file classification systems are essential tools for organizing records and supporting fast record retrieval at Bagamoyo District Council. Effective classification systems improve accessibility, facilitate decision-making, enhance accountability, and contribute to efficient service delivery. Although the council has implemented classification systems that support retrieval activities, the study found that their effectiveness is affected by challenges such as misfiling, inadequate staff training, poor indexing practices, and limited storage facilities.

The findings indicate that improving records management practices through proper training, standardization of filing procedures, and adoption of modern records management technologies can significantly enhance retrieval efficiency. Therefore, strengthening file classification systems is necessary for improving organizational performance and ensuring that records are available when needed.

5.4 Recommendations

Based on the findings of the study, the following recommendations are proposed:

5.4.1 Staff Training

Bagamoyo District Council should provide regular training and capacity-building programs for staff involved in records management. Training will improve employees' understanding of classification procedures, filing standards, and retrieval techniques, thereby reducing errors and improving efficiency.

5.4.2 Digitization of Records

The council should gradually digitize its records management system to reduce reliance on manual filing systems. Electronic records management systems can improve retrieval speed, enhance security, and reduce the risk of document loss or misfiling.

5.4.3 Improvement of Indexing Systems

The council should establish clear and standardized indexing procedures to facilitate quick identification and retrieval of files. Proper indexing will improve record accessibility and reduce the time spent searching for information.

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5.4.4 Provision of Adequate Storage Facilities

Management should invest in sufficient filing cabinets, shelves, and records storage facilities to prevent overcrowding and ensure proper organization of records. Adequate storage space will support effective classification and preservation of records.

5.4.5 Regular Monitoring and Evaluation

The council should conduct regular audits and evaluations of records management practices to ensure compliance with established classification procedures. Continuous monitoring will help identify weaknesses and promote improvement in records management activities.

5.5 Suggestions for Further Studies

This study focused on the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council. Future studies may examine the impact of electronic records management systems on record retrieval in local government authorities. Researchers may also conduct comparative studies involving several district councils in Tanzania to determine similarities and differences in records management practices. Furthermore, studies may explore the relationship between records management practices and service delivery performance in public institutions.

5.6 Chapter Summary

This chapter presented the summary, conclusion, recommendations, and suggestions for further studies. The study established that file classification systems play a significant role in supporting fast record retrieval at Bagamoyo District Council. However, challenges such as misfiling, inadequate training, poor indexing, and insufficient storage facilities limit their effectiveness. The chapter recommends staff training, digitization of records, improved indexing systems, adequate storage facilities, and regular monitoring as key measures for enhancing records management and retrieval efficiency.

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APPENDEX I

BUDGET

The study requires money in order to achieve the goal for data collection. It includes stationary, computer typing, printing, photocopying and transport expenses as well as daily expenses for the researcher's survival. The expenditures is as following

S/N	Detailed budget	Cost per unit	Total
1	SLADS – Bagamoyo District council	6000 per week x 6 weeks	36000
2	Stationary For research report and report Ruled paper 3 reams Typing paper A4 2 ream Correction and Flash disk Stapler, Pencil, Pens, Rubber	90,000	90,000
3	Secretarial services Computer typing services 60 pages for research report and report Photocopying 3 questionnaires each 20 Binding service 6 report and research report Taxi charge	150,000	150,000
4	Grand total		276000

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APPENDEX II

TIME SCHEDULE SHOWING ACTIVITIES

The research will be conducted for the period of 6 weeks as follows

ACTIVITIES	**1st Week**	**2nd Week**	**3rd Week**	**4th week**	**5thweek**	**6th week**
Reporting to the centre observing the situation						
Typing questionnaires and distributing them to respondents						
Collection of data for the field through questionnaires						
Data processing and interpretation ready for report drafting						
Preparation of the first draft						
Submission of the report to SLADS						

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APPENDEX III

QUESTIONNAIRE FOR STAFF AT BAGAMOYO DISTRICT COUNCIL

Introduction:

Dear Respondent,

Kindly be informed that I am Rahma Abdu Hassan a student at school of library, Archives and Documentation studies (SLADS). I am conducting a research study on the effectiveness of file classification systems in supporting fast record retrieval at Bagamoyo District Council. Your responses will help in understanding filing practices, challenges, and efficiency in record retrieval. All information provided will be confidential and used only for academic purposes. Participation is voluntary.

Instructions:

Tick (✓) the appropriate answer or fill in the blank where necessary.

Answer all questions honestly and to the best of your knowledge.

Section A: Demographic Information

1. Gender:

☐ Male

☐ Female

2. Age:

☐ 20–29

☐ 30–39

☐ 40–49

☐ 50 and above

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3. Department: _____

4. Position/Job Title: _____

5. Years of experience in the council:

☐ Less than 1 year

☐ 1–3 years

☐ 4–6 years

☐ Above 6 years

Section B: Knowledge and Use of File Classification Systems

6. Are you aware of the file classification system used in your department?

☐ Yes

☐ No

7. How often do you use the classification system when retrieving records?

☐ Always

☐ Often

☐ Sometimes

☐ Rarely

8. How would you rate your knowledge of the file classification system?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

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9. Does the classification system help you retrieve records quickly?

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

10. Which type of classification system is mainly used in your department?

☐ Alphabetical

☐ Numerical

☐ Functional/Subject-based

☐ Combination of methods

☐ Other (please specify): _____

Section C: Efficiency and Challenges

11. On average, how long does it take to retrieve a file using the current system?

☐ Less than 5 minutes

☐ 5–15 minutes

☐ 16–30 minutes

☐ More than 30 minutes

12. What challenges do you face when retrieving files? (You may tick more than one)

☐ Misfiling of documents

☐ Lack of proper indexing

☐ Incomplete or missing files

☐ Staff not trained in filing system

☐ Inadequate storage facilities

☐ Other (please specify): _____

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13. How often do you experience delays in retrieving important records?

☐ Always

☐ Often

☐ Sometimes

☐ Rarely

14. In your opinion, how effective is the current file classification system in supporting fast record retrieval?

☐ Very effective

☐ Effective

☐ Moderately effective

☐ Ineffective

☐ Very ineffective

15. What improvements would you suggest to enhance the file classification system?

Section D: General Comments

16. Any additional comments or experiences related to record retrieval at Bagamoyo District Council:

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APPENDEX IV

INTERVIEW GUIDE

Interview Questions

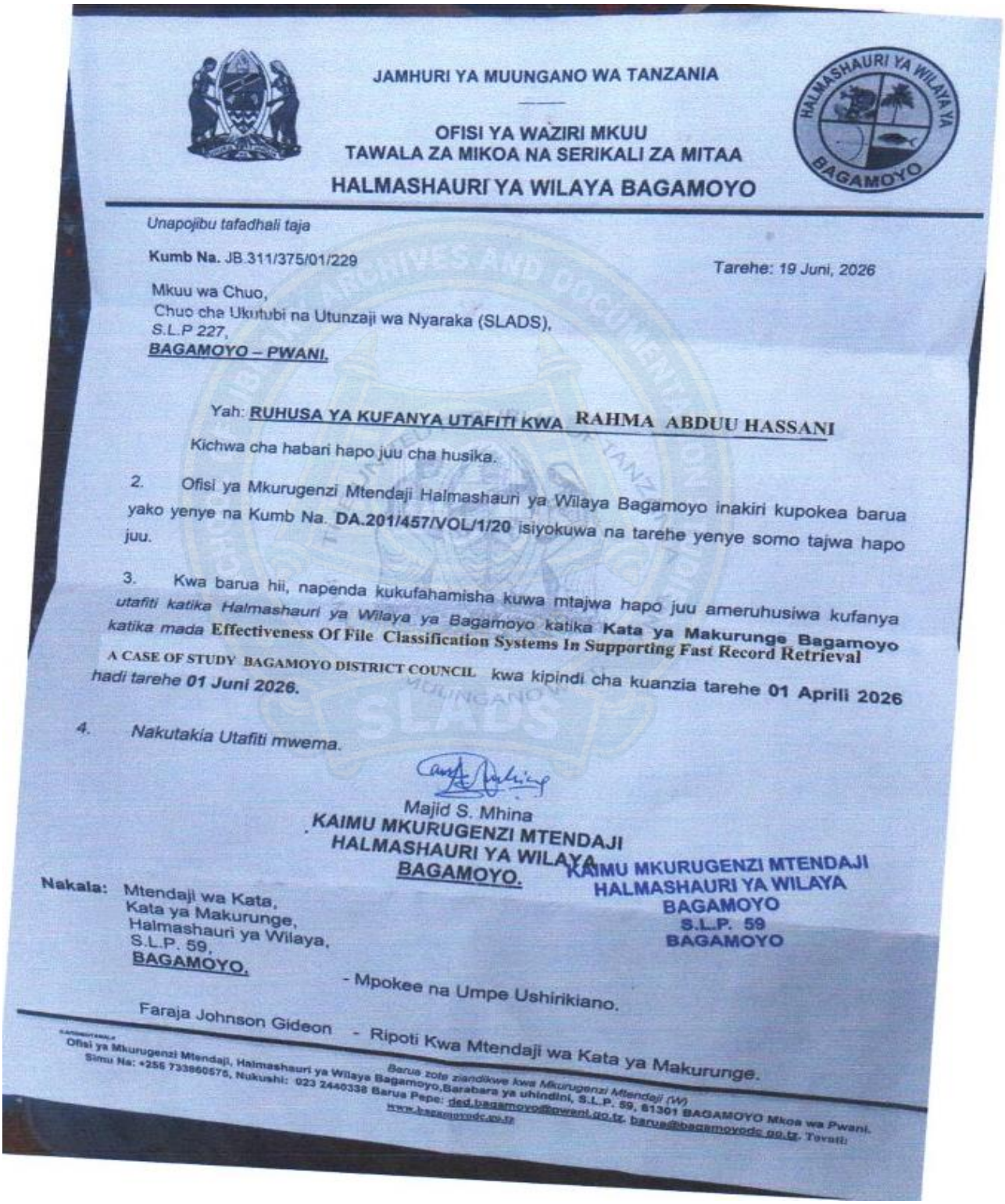
1. What file classification system is currently used in your department?
2. How does the current file classification system support fast record retrieval in your daily work?
3. In your opinion, how effective is the current file classification system? Please explain.
4. What challenges do you experience when retrieving records from the filing system?
5. How long does it normally take to retrieve a file using the current classification system?
6. Have you received any training on records management or file classification? If yes, how has it improved your work?
7. How are records classified, organized, and maintained in your department?
8. What measures are taken to ensure that files are correctly classified and easily retrievable?
9. How does the current file classification system contribute to decision-making, accountability, and service delivery within the council?
10. What improvements would you recommend to enhance the effectiveness of file classification systems and support faster record retrieval at Bagamoyo District Council?
11. Do you think introducing an electronic records management system would improve file classification and record retrieval? Please explain your answer.
12. Is there any additional information or suggestion you would like to provide regarding records management and file classification systems at Bagamoyo District Council?

THANK YOU FOR YOUR WARMLY CSOOPERATION

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APPENDEX V

DATA COLLECTION APPROVAL LETTER



JAMHURI YA MUUNGANO WA TANZANIA

OFISI YA WAZIRI MKUU
TAWALA ZA MIKOA NA SERIKALI ZA MITAA
HALMASHAURI YA WILAYA BAGAMOYO

Unapojibu tafadhali taja

Kumb Na. JB.311/375/01/229 *Tarehe: 19 Juni, 2026*

Mkuu wa Chuo,
Chuo cha Ukutubi na Utunzaji wa Nyaraka (SLADS),
S.L.P 227,
BAGAMOYO – PWANI.

Yah: **RUHUSA YA KUFANYA UTAFITI KWA RAHMA ABDUU HASSANI**

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** isiyokuwa na tarehe 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* **Effectiveness Of File Classification Systems In Supporting Fast Record Retrieval A CASE OF STUDY BAGAMOYO DISTRICT COUNCIL** kwa kipindi cha kuanzia tarehe **01 Aprili 2026** *hadi tarehe* ***01 Juni 2026.***

4. *Nakutakia 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.

- Mpokee na Umpe Ushirikiano.

Faraja Johnson Gideon - Ripoti Kwa Mtendaji wa 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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