SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTANTION STUDIES (SLADS) -BAGAMOYO

RESEARCH REPORT ON:

ASSESSMENT OF THE INFLUENCE OF STAFFS AWARENESS OF RECORDS MANAGEMENT POLICIES AND PROCEDURES ON EFFECTIVE RECORDS MANAGEMENT IN ORGANIZATIONS. A CASE STUDY AT BAGAMOYO DISTRICT COUNCIL.

BY:

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

August, 2026

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CERTIFICATION

The undersigned certify that she has read and hereby recommend for acceptance by the School of Library, Archives and Documentation Studies (SLADS) Bagamoyo. A Research Report entitled "***Assessment of the Influence of Staff Awareness of Records Management Policies and Procedures on Effective Records Management in Organizations".*** A case study at Bagamoyo District Council**.** (BDC), in Fulfillment of the Requirements for award of Ordinary Diploma in Record and Achieves Management.

Signature _____

MADAM IRENE MALEWA.

(Supervisor)

Date_____

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DECLARATION AND COPYRIGHT

I, **Christina H. Matondo** declare that this research report is my own original work and that it has not been presented and was not be presented to any other college for a similar or any diploma award.

Signature_____

Date_____

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ACKNOWLEDGEMENT

This work would not have been possible without the help of God and the people created by him. It's possibly not easy to mention them all but God knows how thankful I am for what they did. The Holy Spirit that he has granted for my study at the SLADS

I am gratefully for inspiration and wisdom from man and women of God all around the world. Their good teachings and counseling have qualified me to be who I am today. My special thanks go to my lovely parents **MR. & MRS. HERMAN** for their loyalty.

I would like thanks to my research supervisor, **MADAM IRENE MALEWA**, for his invaluable guidance, constructive feedback, and continuous support during the conceptualization and completion of this research report.

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DEDICATION

I dedicate this research report to my family and who encouragement and enthusiasm during this period while providing all necessary support to my studies.

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LIST OF ABBREVIATIONS

BDC - Bagamoyo District Council

ERM - Electronic Records Management

ICT - Information and Communication Technology

ISO - International Standard Organization

MoHA - Ministry of Home Affairs

NAOT - National Audit Office of Tanzania.

PO-RALG - President's Office – Regional Administration and Local Government

RAMD - Records and Archives Management Department

RM - Records Management

RMP - Records Management Policy

RMS - Records Management System

TRA - Tanzania Revenue Authority

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ABSTRACT

This study assessed the influence of staff awareness of records management policies and procedures on effective records management in organizations: A Case Study of Bagamoyo District Council**.** The study was conducted to determine the level of staff awareness regarding records management policies and procedures, assess the current records management practices, and examine the influence of staff awareness on effective records management within the council. Effective records management is essential for ensuring accountability, transparency and efficient service delivery,

The study employed a case study research design and adopted a quantitative research approach. Data were collected from 25 respondents using questionnaires and interviews. The collected data were analyzed using frequencies and percentages with the aid of Microsoft Excel and presented in tables for easy interpretation.

The findings revealed that most staff members were aware of records management policies and procedures, although the level of awareness varied among employees. The study further found that records management practices such as records creation; filing, storage, and retrieval were generally implemented within the council. Though, some challenges related to inadequate training, limited awareness programs, and insufficient records management resources affected the effectiveness of records management practices.

The study also established that staff awareness significantly influences effective records management. Employees who were knowledgeable about records management policies and procedures were more likely to comply with established records management requirements, resulting in improved records organization, accessibility, and preservation.

The study concludes that staff awareness of records management policies and procedures plays a vital role in promoting effective records management at Bagamoyo District Council. The study recommends that the council should strengthen staff training programs, enhance awareness campaigns, and ensure the regular dissemination of records management policies and procedures to all employees in order to improve records management practices and organizational performance.

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CHAPTER ONE

INTRODUCTION AND BACKGROUND OF THE STUDY

1.0 Introduction

This section comprises of the following aspects; background to the study, statement of the problem, objectives of the study, research questions, significance of the study, scope of the study and limitations of the study as well as definitions of key terms.

1.1 Background of the Study

Records management is widely recognized as a fundamental component of organizational governance, accountability, and operational efficiency in both public and private sectors worldwide. Globally, organizations generate and use vast amounts of records in their daily activities, including administrative, financial, legal, and operational documents. According to ISO 15489 (2016), records management involves the systematic and efficient control of records throughout their lifecycle, from creation, use, storage, retrieval, to final disposition. This standard highlights that for records management systems to function effectively, organizations must have well-defined policies, procedures, and trained personnel who understand their roles in managing records. However, despite the existence of international standards, many organizations still face significant challenges in implementing effective records management due to low levels of staff awareness and inadequate training (Shepherd & Yeo, 2003).

Globally, studies have shown that staff awareness of records management policies and procedures plays a critical role in ensuring compliance with legal, regulatory, and institutional requirements. According to Smallwood (2013), when employees are well-informed about records management policies, they are more likely to create, maintain, and manage records appropriately, reducing risks such as loss of information, data breaches, and non-compliance. Conversely, low awareness among staff often results in poor record-keeping practices, including improper filing, unauthorized disposal of records, and failure to follow retention schedules (Wasiams, 2006). This situation is

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particularly evident in organizations that have transitioned from paper-based to electronic records management systems without providing adequate training to their staff.

In the African context, records management remains a significant challenge in many public and private organizations due to a combination of historical, infrastructural, and human resource factors. Many African countries inherited weak records management systems from the colonial era, which were often poorly maintained and inadequately modernized after independence (Ngoepe, 2014). As a result, several institutions continue to struggle with disorganized records, inadequate storage facilities, and limited awareness among staff regarding records management policies and procedures. This has negatively affected service delivery, accountability, and institutional performance across the continent.

Several studies in Africa indicate that staff awareness is a major determinant of effective records management. For instance, Kemoni and Ngulube (2008) found that in many African public institutions, records management policies exist on paper but are not effectively implemented due to lack of staff training and awareness. Many employees view records management as a low-priority administrative task rather than a strategic organizational function. This perception has led to poor record-keeping practices, including misfiling, loss of important documents, and failure to follow retention and disposal schedules (Ngulube, 2003).

In Tanzania, records management has received increasing attention over the past two decades, particularly within public institutions. The government has established legal and policy frameworks to guide records management practices, including the Records and Archives Management Act No. 3 of 2002 and the National Records and Archives Management Policy of 2011. These frameworks aim to promote proper creation, maintenance, preservation, and disposal of records in government institutions (URT, 2011).

Several studies conducted in Tanzania have highlighted the gap between policy and practice in records management. According to Lyimo (2014), many records management staff and other employees in public institutions are either unaware of existing records management policies or have limited understanding of their content. This lack of awareness has resulted in inconsistent record-keeping practices, poor documentation, and loss of vital information needed for decision-

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making and accountability. In some cases, records are stored in inappropriate conditions, leading to physical deterioration and loss of important documents (Munyau & Mnjama, 2011).

1.2 Statement of the Problem

Effective records management is essential for organizational efficiency, accountability, transparency, and decision-making. Though, in many organizations, records management practices remain inadequate due to low levels of staff awareness of records management policies and procedures. Despite the existence of legal frameworks, institutional policies, and professional standards guiding records management, improper handling of records continues to be a major challenge in both public and private organizations.

In many organizations, records are often poorly created, stored, classified, retrieved, and disposed of due to limited understanding among staff of their roles and responsibilities in records management. This has resulted in problems such as loss of important records, misfiling, delays in accessing information, unauthorized disposal of records, and non-compliance with records management regulations. These challenges undermine organizational performance, accountability, and service delivery.

Although records management policies and procedures are designed to ensure proper management of records, their effectiveness largely depends on the level of staff awareness and adherence. However, many employees, especially those outside the records department, are either unaware of these policies or do not fully understand them. This gap in awareness has contributed to ineffective records management practices, even in organizations that have established formal records management systems.

Still there several studies have highlighted challenges in records management; limited attention has been given to examining how staff awareness of records management policies and procedures specifically influences effective records management in organizations. As a result, there is insufficient empirical evidence to demonstrate the extent to which staff awareness affects records management practices and organizational performance.

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Hence, this study seeks to assess the influence of staff awareness of records management policies and procedures on effective records management in organizations, with the aim of identifying gaps and recommending strategies to improve records management practices.

1.3 General Objective

The general objective of this study was to assess the influence of staff awareness of records management policies and procedures on effective records management in organizations.

1.3.1 Specific Objectives

The study was guided by the following specific objectives:

i. To examine the level of staff's awareness of records management policies and procedures in organizations.
ii. To assess the current records management practices in the selected organization.
iii. To determine the influence of staff's awareness of records management policies and procedures on effective records management.

1.4 Research Questions

The study was guided by the following research questions:

1. What is the level of staff's awareness of records management policies and procedures in the organization?
2. What are the current records management practices in the selected organization?
3. To what extent does staff's awareness of records management policies and procedures influence effective records management?

1.5 Significance of the Study

The study contributed to the body of knowledge in records management by providing empirical evidence on the relationship between staff awareness of records management policies and procedures and effective records management. Also serve as a reference for future researchers who

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may conduct related studies in records management, information management, or organizational management. Also, the findings of this study were help organizations understand the importance of staff awareness in implementing records management policies and procedures effectively. This was assisting management in designing appropriate training programs, awareness initiatives, and capacity-building strategies to improve records management practices.

The study was providing insights that can help records officers and information managers improve records management systems, ensure better compliance with policies, and enhance overall records handling in their institutions.

1.6 Scope of the Study

This study was conducted at Bagamoyo District Council in Tanzania. The council was selected because it is a public institution that creates, receives, uses, and manages various types of records in carrying out its administrative and service delivery functions. The study focused on departments and staff involved in the creation, management, maintenance, and use of records within the council. The study specifically examined staff awareness of records management policies and procedures, the existing records management practices, and the influence of staff awareness on effective records management.

1.7 Limitations of the Study

One of the limitations of this study is **inadequate funding**. The budget allocated for the research was not sufficient to cover all necessary costs, such as data collection materials and transportation. To address this limitation, the researcher carefully planned and utilized a sustainable budget to ensure that the study objectives were achieved within the available resources.

Time constraints also limited the study. The time allocated for conducting the research was relatively short, which restricted the depth of investigation into all aspects of staff awareness and records handling practices. As a result, the study focused on the most relevant variables to ensure meaningful findings within the available timeframe.

Lack of research experience on the part of the researcher, as this is the first time conducting a formal research study. This limitation was minimized through regular consultation with the

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supervisor and guidance from experienced researchers, which helped to improve the quality and reliability of the study.

Technological constraints posed a challenge during data collection. Variations in internet connectivity, digital infrastructure, and access to technological devices among respondents may have influenced participation and responses. This could have introduced some level of bias, as respondents with better access to technology may have been more able to participate fully in the study. Efforts were made to reduce this limitation by using alternative data collection methods where possible.

1.8 Definition of Key Terms

Records

Records refer to information created, received, and maintained as evidence and information by an organization or person in the course of business or legal obligations. In the context of this study, records include documents such as files, reports, letters, and other official information generated and used in the daily operations of Bagamoyo District Council (ISO 15489, 2016).

Records Management

Records management is the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use, and disposition of records, including processes for capturing and maintaining evidence of business activities. In this study, records management focuses on how records are handled within the organization to ensure that information is properly organized, accessible, and preserved for administrative and decision-making purposes (Shepherd & Yeo, 2003).

Records Management Policies

Records management policies are formal statements approved by an organization that define principles, responsibilities, and rules governing the creation, use, storage, and disposal of records. In this study, these policies provide the framework that guides staff at Bagamoyo District Council in managing records effectively and ensuring compliance with proper records management procedures (Ngoepe, 2014).

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Records Management Procedures

Records management procedures are detailed step-by-step instructions that guide staff on how to implement records management policies in daily organizational activities, including filing, retrieval, retention, and disposal of records. In this study, these procedures help staff at Bagamoyo District Council manage records in a consistent and systematic manner (Smallwood, 2013).

Staff Awareness

Staff awareness refers to the level of knowledge, understanding, and consciousness that employees have regarding records management policies, procedures, and their roles in managing organizational records. In this study, staff awareness focuses on how well employees at Bagamoyo District Council understand and apply records management guidelines in their daily work activities (Kemoni & Ngulube, 2008).

Effective Records Management

Effective records management refers to the ability of an organization to create, maintain, retrieve, preserve, and dispose of records in a manner that supports operational efficiency, accountability, compliance, and decision-making (ISO 15489, 2016).

Records Officer / Records Management Staff

A records officer is a professional responsible for overseeing the management of records within an organization, including implementation of policies, procedures, and records management systems. In the context of this study, records officers at Bagamoyo District Council play an important role in implementing records management policies and guiding other staff in proper handling of records (Mnjama & Wamukoya, 2007).

Research Gap

Although several studies have been conducted on records management practices in public and private organizations, most of these studies have focused broadly on records management systems, challenges, and compliance with legal and regulatory frameworks. For instance, previous research has examined issues such as inadequate infrastructure, lack of records management policies, poor record-keeping practices, and the adoption of electronic records management systems in

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organizations. However, these studies have given limited attention to the specific role of staff awareness of records management policies and procedures in influencing effective records management.

In the Tanzanian context, although some studies have highlighted general challenges in records management within public institutions, few have specifically investigated the relationship between staff awareness of records management policies and procedures and the effectiveness of records management practices. Most available studies have been conducted at national ministries, central government institutions, or major urban organizations, leaving a gap in knowledge regarding records management practices at district-level local government authorities, such as Bagamoyo District Council.

Besides, existing research has not adequately addressed how variations in staff awareness across different departments within local government institutions influence overall records management effectiveness. There is also limited documentation on the practical strategies that can be used to improve staff awareness and subsequently enhance records management performance in district councils.

Therefore, this study seeks to fill this gap by assessing the influence of staff awareness of records management policies and procedures on effective records management at Bagamoyo District Council, thereby providing empirical evidence and practical recommendations that can inform policy, training, and records management improvement initiatives in similar local government institutions.

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CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter presents a review of literature related to the study on the influence of staff awareness of records management policies and procedures on effective records management in organizations. The chapter consists of the theoretical framework, conceptual framework, and empirical literature review based on the objectives of the study.

2.1 Theoretical Framework

This study is guided by the records life cycle theory and the records continuum model, both of which explain how records should be managed throughout their lifecycle. These two theories are directly relevant to the title of this study, which examines the influence of staff awareness of records management policies and procedures on effective records management at Bagamoyo District Council.

2.1.1 Records Life Cycle Theory

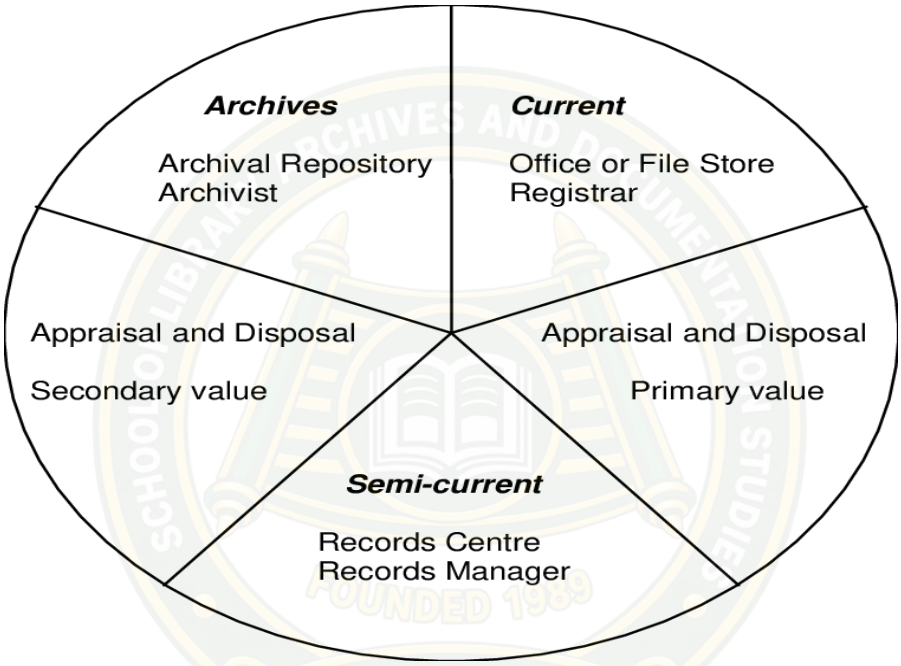
The Records Life Cycle Theory explains the different stages that records go through from their creation to their final disposal or archival preservation. According to records management scholars, records pass through stages such as creation or receipt, distribution, use, maintenance, storage, and final disposition (Shepherd & Yeo, 2003). The theory suggests that records must be properly managed at every stage of their lifecycle in order to ensure that they remain reliable, authentic, and accessible when needed.

Organizations produce records continuously during their daily activities, and these records provide evidence of the organization's operations, actions, and decisions. Proper management of these records is essential because it ensures that information can be accessed easily whenever it is required for administrative purposes, accountability, and transparency (Smallwood, 2013).

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Relevance of the Records Life Cycle Theory to the Study

The Records Life Cycle Theory is relevant to this study because it explains the stages that records pass through from creation, use, maintenance, storage, and final disposal. According to Shepherd and Yeo (2003), proper management of records at each stage of the lifecycle ensures that records remain accurate, accessible, and reliable for organizational activities. In relation to this study, the theory helps explain how effective records management at Bagamoyo District Council depends on staff following appropriate policies and procedures when handling records.



Source: Shepherd and Yeo (2003).

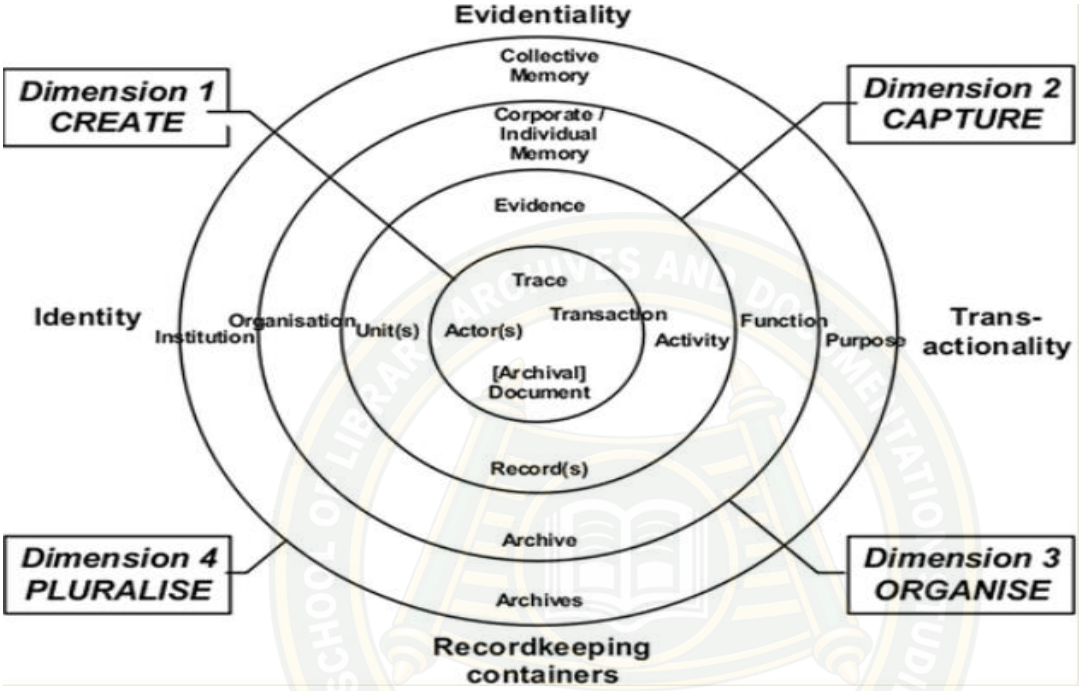
Figure 2.1: Records Life Cycle throughout their entire life

2.2 Records Continuum Model

Another model relevant to this study is the Records Continuum Model. This model was developed in Australia by records management scholars to explain how records should be managed continuously from the time they are created until they are preserved as archives (Upward, 2000).

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The Records Continuum Model differs from the Records Life Cycle Theory in that it does not view records management as separate stages but rather as a continuous process. The model emphasizes that records should be managed in an integrated manner throughout their existence. This approach ensures that records remain accessible, authentic, and reliable for both current and future use (McKemmish, 2001).



Source: Upward (2000).

Figure 2.2: Records Continuum Model

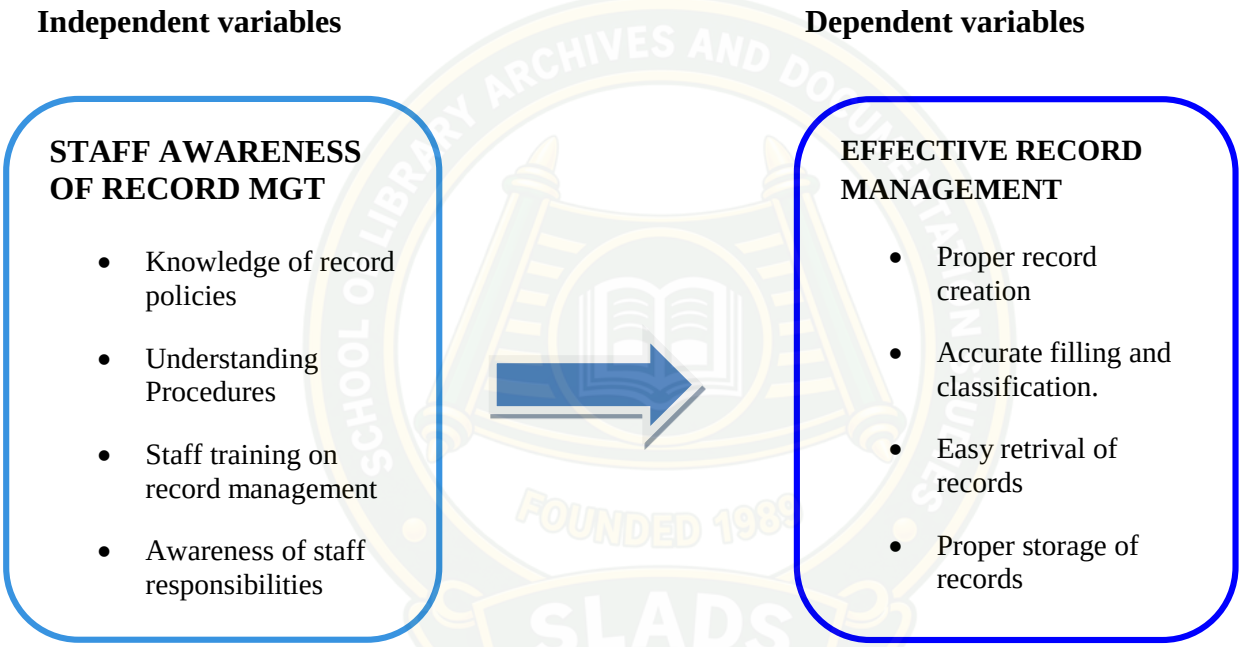
Relevance of the Records Continuum Model to the Study

In relation to this study, the Records Continuum Model highlights that effective records management is the responsibility of all staff members who create and use records in their daily work. Therefore, staff awareness of records management policies and procedures is essential for ensuring that records are properly managed at all stages. The model supports the study by showing that when staff understands records management guidelines, organizations such as Bagamoyo District Council can maintain effective records management systems that support administrative efficiency and accountability.

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2.3 Conceptual Framework

A conceptual framework refers to a structure that shows the relationship between variables in a study. It helps explain how one variable influences another variable (Creswell, 2014). In this study, staff awareness of records management policies and procedures is considered the independent variable, while effective records management is the dependent variable. Staff awareness includes knowledge and understanding of records management policies, procedures, and responsibilities. When staff members are aware of these policies and procedures, they are more likely to follow proper records management practices such as correct filing, classification, storage, and retrieval of records.



2.4 Empirical Literature Review

Empirical literature refers to studies conducted by other researchers on similar topics. These studies provide evidence and insights related to records management practices and staff awareness in organizations.

Kemoni and Ngulube (2008) conducted a study on records management practices in public institutions and found that lack of staff awareness was one of the major challenges affecting effective records management. The study revealed that many employees were not familiar with records management policies and procedures, which resulted in poor record keeping and

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difficulties in retrieving important information when needed. The study recommended that organizations should invest in staff training and awareness programs to improve records management practices.

Ngoepe (2014) also examined records management practices in public sector organizations and found that staff awareness plays an important role in the successful implementation of records management policies. The study showed that institutions with well-trained employees and clear communication of records management policies experienced better records management practices compared to organizations where staff lacked awareness of these policies.

Another study conducted by Mnjama and Wamukoya (2007) in East and Southern Africa revealed that many organizations face serious challenges in managing records due to lack of training and limited awareness among staff. The study found that many employees responsible for handling records had not received adequate training in records management, which led to poor filing systems and loss of important organizational information.

Similarly, Smallwood (2013) examined the role of staff training and awareness in improving records management practices. The study found that organizations that provide regular training programs for staff tend to have more effective records management systems. Employees who are aware of records management policies and procedures are more likely to follow proper documentation practices, which improves record accuracy, accessibility, and security.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter presented the research methodology that was used in conducting the study. It described the research approach, research design, area of the study, population of the study, sample size, sampling techniques, data collection methods, data collection instruments, data analysis techniques, validity and reliability of research instruments, and ethical considerations. These methodological aspects guided the researcher in collecting and analyzing data related to the influence of staff awareness of records management policies and procedures on effective records management at Bagamoyo District Council.

3.1 Research Approach

Research approach refers to the overall strategy that guides the process of collecting, analyzing, and interpreting data in a research study in order to address the research problem (Creswell, 2014). This study was employing a mixed research approach**,** which involved the use of both quantitative and qualitative methods in collecting and analyzing data. Quantitative data was be collected by using structured questionnaires in order to obtain measurable information regarding staff awareness of records management policies and procedures. Qualitative data was obtained through interviews to gain deeper understanding of records management practices and challenges experienced by staff.

The use of a mixed approach enabled the researcher to obtain comprehensive information and improve the reliability of the study findings. According to Creswell (2014), a mixed research approach allows researchers to combine the strengths of both quantitative and qualitative methods in order to gain a more complete understanding of a research problem.

3.2 Research Design

Research design refers to the overall plan or structure used by the researcher to collect, measure, and analyzes data in order to answer research questions and achieve the objectives of the study (Kothari, 2004). This study adopted a case study research design. A case study design involves an in-depth investigation of a particular institution, organization, or group in order to gain detailed

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information about a specific phenomenon. The case study design was considered appropriate because the study focused specifically on Bagamoyo District Council**.**

According to Yin (2018), a case study design enables researchers to examine real-life situations and explore complex issues within their natural settings. This design allowed the researcher to obtain detailed information about staff awareness of records management policies and procedures and how this influences effective records management practices within the council.

3.3 Area of the Study

Area of the study refers to the specific geographical location or setting where the research is conducted and where data are collected from respondents (Kothari, 2004). The study was conducted at Bagamoyo District Council, which is located in the Coast Region of Tanzania. Bagamoyo District Council is one of the local government authorities responsible for delivering public services and managing administrative activities within the district.

The council was selected as the study area because it generates and maintains a large number of administrative and operational records in the course of its daily activities. These records include personnel records, financial records, correspondence files, and other official documents that require proper management. Therefore, the council provided a suitable environment for examining staff awareness of records management policies and procedures and their influence on effective records management.

3.4 Population of the Study

Population refers to the total number of individuals or elements that share common characteristics and from which the researcher intends to collect information (Kothari, 2004). The population of this study consisted of staff working at Bagamoyo District Council who is involved in creating, handling, and managing records in their daily activities.

The study population included records management officers, registry staff, departmental officers, and administrative staff. These groups were considered relevant because they interact with organizational records and therefore possess valuable information regarding records management practices and staff awareness of policies and procedures.

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3.5 Sample Size

Sample size refers to the number of respondents selected from the population to participate in the study. According to Creswell (2014), selecting an appropriate sample size helps the researcher obtain representative data while reducing time and costs associated with studying the entire population.

For the purpose of this study, the researcher selected a sample size of 25 respondents from Bagamoyo District Council. This sample size was considered adequate to provide relevant information regarding staff awareness of records management policies and procedures and their influence on effective records management.

The distribution of respondents was as follows:

Category of Respondents	Number of Respondents
Records Management Staff	5
Registry staff	7
Departmental Officers / HOD	8
Other staff	5
Total	**25**

3.6 Sampling Techniques

Sampling technique refers to the method used to select participants from the population. This study employed purposive sampling and simple random sampling techniques**.** Purposive sampling was used to select records management officers and registry staff because they possess specialized knowledge about records management practices within the council. According to Patton (2002), purposive sampling allows the researcher to select respondents who have relevant knowledge and experience related to the research topic.

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Simple random sampling was used to select departmental and administrative staff in order to give every member of the population an equal chance of being selected. Simple random sampling is a technique in which every member of the population has an equal and independent chance of being selected for the sample (Kothari, 2004). This technique helped reduce bias and ensured that the sample represented different departments within the council. In this way, the study combined both sampling techniques: purposive sampling was used to specifically target respondents with specialized records management knowledge, while simple random sampling was used to fairly represent the wider departmental and administrative staff.

3.7 Data Collection Methods

The study used both primary and secondary data collection methods to gather comprehensive information relevant to the study objectives. Primary data provided first-hand evidence directly from respondents, while secondary data provided background and contextual information from existing documents.

3.7.1 Primary Data

Primary data was collected directly from respondents through questionnaires and interviews. This data provided first-hand information on staff awareness of records management policies and procedures, current records management practices, and the challenges experienced within the council.

3.7.2 Secondary Data

Secondary data was obtained from documents such as books, journal articles, government reports, records management policies, institutional annual reports, previous research reports, statistical bulletins, and other relevant publications. These sources helped the researcher understand existing literature related to records management and staff awareness. These sources also provided contextual and comparative background that supported the interpretation of the study's findings.

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3.8 Data Collection Instruments

Data collection instruments refer to the specific tools used to gather data from respondents, as distinct from the sampling and data collection techniques described earlier. The study used the following instruments to collect data:

3.8.1 Questionnaires

Questionnaires were used to collect quantitative data from respondents. The questionnaires consisted of structured questions designed to gather information about staff awareness of records management policies and procedures, records management practices, and challenges experienced within the organization (Kothari, 2004).

3.8.2 Interview Guide

Interview guides were used to collect qualitative data from selected respondents such as records management officers and registry staff. Interviews enabled the researcher to obtain detailed information regarding records management practices and staff awareness within the council.

3.9 Data Analysis Techniques

Data analysis refers to the process of organizing, summarizing, and interpreting collected data in order to obtain meaningful results. Quantitative data collected through questionnaires was analyzed by using descriptive statistics such as frequencies and percentages. The analyzed data was be presented by using tables and charts to enhance clarity and understanding.

Qualitative data obtained through interviews was analyzed by using thematic analysis, where responses from respondents were organized into themes based on the research objectives. According to Creswell (2014), thematic analysis helps researchers identify patterns and themes in qualitative data.

3.10 Validity and Reliability of Research Instruments

Validity refers to the extent to which research instruments measure what they are intended to measure. To ensure validity, the research instruments were carefully designed based on the research objectives and reviewed by academic supervisors before data collection.

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Reliability refers to the consistency of research instruments in producing similar results when used repeatedly under similar conditions (Kothari, 2004). Reliability was ensured by using clear and simple questions that respondents could easily understand.

3.11 Ethical Considerations

Ethical considerations were observed during the research process to ensure that the rights and dignity of respondents were protected. The researcher was obtained permission from relevant authorities at Bagamoyo District Council before conducting the study.

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CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSION OF FINDINGS

4.0 Introduction

This chapter focuses on the presentation, analysis, and comprehensive discussion of the empirical findings regarding the assessment of the influence of staff awareness of records management policies and procedures on effective records management at Bagamoyo District Council (BDC). The data collected from the field were systematically processed and analyzed using Microsoft Excel. To optimize standability, clarity, and academic accuracy, the analytical outputs are integrated into sequential thematic sections and presented using descriptive tables, quantitative figures, and qualitatively coded excerpt triangulation. The interpretation of these findings is anchored on contemporary empirical literature and contextualized within the baseline tenets of the Records Life Cycle Theory and the Records Continuum Model.

4.1 Response Rate

The study distributed 25 structured questionnaires to the sampled respondents across various operational cadres at the Bagamoyo District Council. Out of the distributed instruments, all 25 questionnaires were successfully completed and retrieved, culminating in a 100% response rate.

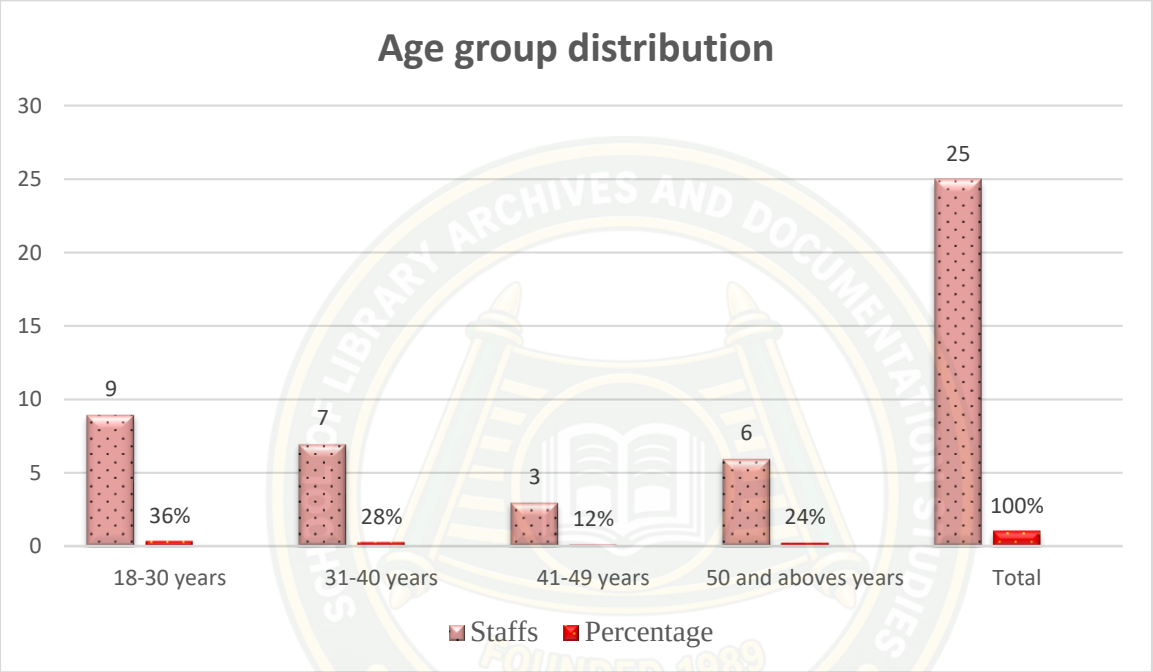
From a methodological standpoint, achieving a 100% response rate is highly significant as it effectively eliminates non-response bias, which often compromises the internal validity of quantitative survey designs (Baruch & Holtom, 2019). This perfect return rate implies that the descriptive and inferential parameters derived from this sample are highly representative of the target institutional population, thereby enhancing the reliability of the generalized conclusions. Contextually, this optimum participation underscores the high level of institutional cooperation and the perceived professional relevance of records management efficiency among the council staff.

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4.2 Age group distribution.

The demographic profile of the respondents was unseparated by age groups to evaluate the generational composition of the workforce handling public records. The structural distribution of the respondents' age categories is demonstrated in Figure 4.1 below:

Figure 4.1: Distribution of Respondents by Age Group (N=25)



Sources: Field Data (2026)

The empirical data indicates that the dominant segment of the workforce falls within the youth and early middle-age brackets, with 36% (n=9) aged between 18–30 years and 28% (n=7) situated within the 31–40 years category. Mature personnel aged 41–49 years constituted 12% (n=3), while employees above 50 years accounted for 24% (n=6) of the sample.

This socio-demographic composition reflects a highly active, multi-generational workforce. The clustering of 64% of the staff within the 18–40 age spectrum indicates a progressive corporate infrastructure with strong potential to adapt to technological modernization and automated workflows (Asogwa, 2020). Conversely, the inclusion of 24% of personnel above the age of 50 provides a substantial repository of tacit organizational knowledge and longitudinal familiarity with institutional policies. This balanced generational distribution ensures that the insights

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captured span both traditional recordkeeping practices and contemporary digital adaptation competencies.

4.3 Gender distribution.

To minimize gender bias and satisfy the ethical requirements of demographic information, the study captured the gender orientation of the participants. The clear gender cross-section is detailed in Table 4.1:

Table 4.1: Gender of respondents (N=25)

Gender	Frequency (n)	Percentage (%)
Male	10	40%
Female	15	60%
Total	**25**	**100%**

Source: Field Study (2026)

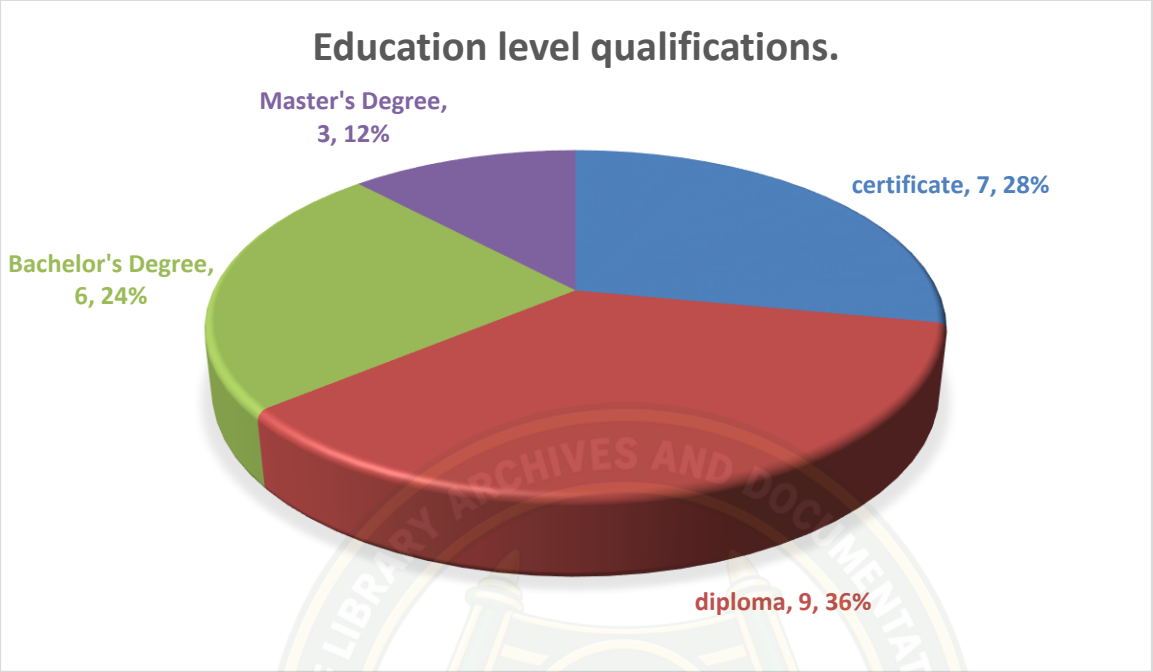
As compiled in Table 4.1, female employees represented the majority of the research participants at 60% (n=15), while male personnel constituted 40% (n=10). The higher concentration of female respondents reflects the broader empirical trends in sub-Saharan public sectors, where registry, secretarial, and administrative support functions are predominantly staffed by female personnel (Ambira & Ngoepe, 2021). Methodologically, the presence of a 40% male contingent ensures that the gathered findings are not structurally skewed towards a single gender narrative. This balanced participation validates the institutional objective of acquiring multi-perspective feedback regarding how records management policies affect daily operations across different operational obstacles.

4.4 Education level qualifications.

The baseline academic competencies of the respondents were assessed to gauge their conceptual capacity to interpret, implement, and comply with standardized records management frameworks. Figure 4.2 presents the academic qualifications of the surveyed sample:

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Figure 4.2: Education Level for respondents (N=25)



Source: Field Study (2026)

The quantitative breakdown reveals that 36% (n=9) of the respondents possess a Diploma, 28% (n=7) hold professional Certificates, 24% (n=6) have earned a Bachelor's Degree, and 12% (n=3) hold Postgraduate Master's Degrees.

This educational profile demonstrates that the entire surveyed workforce has undergone formalized post-secondary education. From an institutional capacity viewpoint, a highly literate and qualified workforce implies that the personnel have the baseline cognitive capabilities required to absorb advanced information governance, compliance protocols, and metadata security training (Ngoepe & Saurombe, 2016). However, the critical variance between the 64% holding diplomas/certificates and the 36% holding degrees underscores an internal stratification; while the majority possesses technical vocational skills suitable for routine physical registry maintenance, there is a lower concentration of high-level managerial degrees necessary for formulating strategic information frameworks.

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4.5 Awareness of Records Management Policies Used in the Organization.

The first specific objective of the study sought to determine the baseline level of staff awareness regarding formal records management policies. Quantitative responses capturing this parameter are formatted in Table 4.2:

Table 4.2: Awareness of Records Management Policies (N = 25)

Response	Employees (n)	Percentage (%)
Yes	20	80%
No	5	20%
Total	**25**	**100%**

Source: Field Study (2026)

The findings presented in Table 4.2 indicate that the majority of respondents, 20 (80%), were aware of the records management policies used in their organization, while 5 (20%) reported that they were not aware of such policies. The high level of awareness among respondents suggests that most staff members have knowledge of the policies and procedures that guide records creation, maintenance, storage, retrieval, and disposal within the organization.

During the interview, one respondent stated:

> *"..I am aware of the records management policies because they guide us on how to create, file, store, and retrieve records in our daily work."*

Another respondent explained:

> *". The organization has policies for managing records, and staff are expected to follow them to ensure records are properly maintained and easily accessible when needed."*

These replies show that awareness of records management policies helps employees understand their responsibilities in managing records and contributes to the effectiveness of records management activities.

A few respondents indicated that they were not aware of the records management policies. One respondent commented:

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"..I have heard about records management policies, but I have never been given a copy or received formal training on them."

These findings confirm that while awareness is concentrated heavily within core information hubs like the central registry, a critical policy communication gap exists in non-registry departments. This uneven distribution of knowledge conflicts with the Records Continuum Model, which states that recordkeeping is a continuous, organization-wide responsibility that transcends physical registry boundaries (Upward, 2018). If 20% of the staff remain unaware of policy structures, the integrity of records creation at the point of origin is compromised, mirroring the empirical findings of Lyimo (2014), who observed that policy isolation within public sector registries leads to systemic compliance breakdowns across broader administrative departments.

4.6 Familiarity with Procedures Used in Managing Records in the Department.

Beyond broad policy awareness, the study evaluated the operational familiarity of staff with localized records management procedures (such as indexing, classification, retention, and disposition). The metrics are shown in Table 4.3:

Table 4.3: Familiarity with Procedures (N = 25)

Level of Familiarity	**Staffs (n)**	**Percentage (%)**
Very familiar	10	40%
Moderately familiar	8	32%
Slightly familiar	2	8%
Not familiar	5	20%
Total	**25**	**100%**

Source: Field Study (2026)

The data shows that increasing 72% of respondents possess a functional understanding of records procedures, divided between "Very Familiar" (40%, n=10) and "Moderately Familiar" (32%, n=8). However, a combined 28% of the workforce exhibits defective familiarity, with 8% (n=2) being only "Slightly Familiar" and 20% (n=5) admitting to being "Not Familiar" at all.

The high familiarity among the 72% segment is attributed to their routine involvement in daily records handling. However, the 28% deficit poses a significant risk to institutional performance.

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In records management, uncoordinated procedures lead directly to unstructured document management (ISO 15489-1, 2016), consistent procedural application is mandatory to maintain the authenticity, reliability, and usability of public records. Employees who are not familiar with standard procedures often invent informal, temporary filing methods, which weakens the standardized tracking systems necessary for regulatory compliance and efficient service delivery.

One respondent specified that:

> *"..I am very familiar with the procedures because records management is part of my daily responsibilities, and I regularly handle filing, retrieval, and storage of records."*

A new respondent noted:

> *"..The procedures are well known in our department because we have been trained on how records should be managed and maintained."*

These responses specify that staffs who are regularly involved in records-related activities tend to develop a better understanding of the procedures used in managing records.

The findings further show that 2 respondents (8%) were slightly familiar with the procedures, while 5 respondents (20%) reported that they were not familiar with the procedures at all. This suggests that some employees may not have received adequate training or exposure to records management practices.

One respondent commented:

> *"..I am not very familiar with the procedures because I have never received formal training on records management, and my duties do not involve handling records regularly."*

The presence of staff with limited familiarity may affect the consistent application of records management procedures and reduce the effectiveness of records management activities within the organization. The findings indicate that most respondents are familiar with records management procedures, which is likely to support effective records management practices. However, the existence of employees who are slightly familiar or not familiar with the procedures highlights the

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need for continuous training, orientation programs, and awareness initiatives to ensure that all staff possess adequate knowledge of records management procedures.

4.7 Training on Records Management Policies and Procedures

Training serves as the primary mechanism for transforming theoretical policies into practical organizational skills. The distribution of respondents who have undergone formal capacity building is presented in Table 4.4:

Table 4.4: Respondents Who Have Received Training (N = 25)

Response	Frequency (n)	Percentage (%)
Yes	20	80%
No	5	20%
Total	**25**	**100%**

Source: Field Study (2026)

The quantitative results show that 80% (n=20) of the staff have participated in records management training programs, while 20% (n=5) have never had access to such training opportunities. Qualitative reports indicate a reliance on informal, peer-to-peer knowledge sharing among the untrained staff. During the conversation, respondent stated:

> *"..I have attended training sessions on records management, which helped me understand the procedures for filing, storing, and retrieving records properly."*

These responses indicate that training plays a significant role in enhancing employees' awareness and understanding of records management policies and procedures, thereby promoting effective records management practices.

Though, 5 respondents (20%) indicated that they had not received any training related to records management. This finding suggests that some employees may still be performing records-related tasks without adequate knowledge of the policies and procedures governing records management.

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Also, respondent remarked:

> *"..I have never attended any formal records management training, and most of what I know has been learned from colleagues while working."*

This reliance on informal learning introduces operational vulnerabilities. While informal mentoring provides immediate tactical workarounds, it often perpetuates bad habits and outdated methodologies, which undermines compliance with modern information governance standards. This differencing on access to training matches the findings (Mnjama & Wamukoya, 2007), who concluded that institutional inconsistencies in public registries often stem from a lack of ongoing, structured training programs for non-specialized staff.

4.8 Common Methods of Records Storage in the Department

The second research objective focused on assessing the current physical and technological infrastructure used for record preservation. Table 4.5 details the prevailing storage methodologies across the council:

Table 4.5: Common Methods of Records Storage in the Department (N = 25)

Storage Method	Frequency (n)	Percentage (%)
Manual filing system	15	60%
Electronic system	2	8%
Both manual and electronic systems	8	32%
Total	**25**	**100%**

Source: Field Study (2026)

The data demonstrates that traditional manual paper-based filing remains the dominant storage method at 60% (n=15). Hybrid configurations account for 32% (n=8), while fully digital Electronic Records Management Systems (ERMS) are used by only 8% (n=2) of the surveyed departments.

One respondent explained:

> *"..Most of our records are kept in physical files and cabinets because that is the system we have been using for many years."*

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This heavy reliance on manual systems (60%) exposes the council to significant operational challenges. Manual filing systems require substantial physical space, are prone to rapid environmental wear and tear, and lack the advanced security protocols needed to protect sensitive public information. Furthermore, a physical-only system isolates information within individual offices, hindering cross-departmental collaboration. While the 32% hybrid adaptation indicates a gradual awareness of digital transformation, the low adoption of fully digital systems (8%) highlights a clear modernization delay. This slow transition matches the observations (Ngoepe & Keakopa, 2011), who noted that many local government authorities in developing economies remain fixed in paper-based workflows due to budget constraints and inadequate digital infrastructure.

4.9 Frequency of Proper Classification and Filing of Records in the Department

Systematic classification forms the operational core of the Records Life Cycle Theory, ensuring that information is properly categorized at creation to guide its long-term retrieval and disposition. Table 4.6 measures how consistently these classification rules are applied:

Table 4.6: Frequency of Proper Classification and Filing of Records (N = 25)

Response	Respondents (n)	Percentage (%)
Always	3	12%
Sometimes	12	48%
Rarely	8	32%
Never	2	8%
Total	**25**	**100%**

Source: Field Study (2026)

The quantitative metrics reveal a significant compliance gap: only 12% (n=3) of the departments "Always" classify and file records according to formal protocols. The remaining 88% show varying degrees of non-compliance, with 48% (n=12) doing so "Sometimes", 32% (n=8) "Rarely", and 8% (n=2) "Never" maintaining standard classification systems.

Qualitative feedback attributes this widespread non-compliance to high workloads and a lack of dedicated staff.

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During conversation respondent stated:

"...The ratio of files to available staff is overwhelming. During peak periods, we prioritize processing transactions quickly, which means systematic indexing and filing are often postponed indefinitely."

From an institutional perspective, delayed or omitted classification disrupts the entire records lifecycle. When records are filed arbitrarily without standard metadata protocols, they lose their institutional context. This systemic neglect leads directly to information silos, increases the risk of unauthorized document disposal, and undermines institutional transparency and audit readiness.

4.10 Ease of Records Retrieval in the Department

Information retrieval speed is a key performance indicator for records management systems. Staff perceptions regarding the ease of document retrieval are summarized in Table 4.7:

Table 4.7: Ease of Records Retrieval in the Department (N = 25)

Response	Frequency (n)	Percentage (%)
Yes	15	60%
No	2	8%
Sometimes	8	32%
Total	**25**	**100%**

Source: Field Study (2026)

The survey shows that 60% (n=15) of respondents believe records can be easily retrieved when needed, while 32% (n=8) find retrieval efficiency inconsistent, and 8% (n=2) report persistent difficulties.

A critical analysis of these findings alongside the classification data in Table 4.6 reveals an institutional "Retrieval Contradiction." Specifically, while only 12% of departments consistently classify records correctly (Table 4.6), 60% claim that records are easily retrieved (Table 4.7). Standards, efficient retrieval is expected to depend strictly on systematic classification (ISO 15489-1, 2016).

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One respondent stated:

> *"..We are able to retrieve records easily because files are well arranged and stored in a known* order."

Another respondent clarified:

> *"..When a record is needed, it does not take long to locate it since we have a proper filing system."*

This contradiction indicates that retrieval at the council relies heavily on the personal memory and localized familiarity of specific registry staff, rather than a structured, standardized system. Registry workers often memorize where specific folders are placed or use informal shortcuts. While this approach allows for quick retrieval during routine operations, it represents a major institutional vulnerability. If these key individuals leave the organization, are transferred, or retire, the unclassified manual filing system becomes unmanageable. This threatens institutional continuity and places long-term historical records at risk.

4.11 Influence of Staff Awareness on Records Management Practices

The third objective examined the relationship between staff policy awareness and overall records management performance. Table 4.8 evaluates this impact:

Table 4.8: Influence of Staff Awareness on Records Management Practices (N = 25)

Response	Employees (n)	Percentage (%)
Yes	20	80%
No	2	8%
Not Sure	3	12%
Total	**25**	**100%**

Source: Field Study (2026)

An overwhelming 80% (n=20) of respondents agree that high staff awareness directly improves records management practices, while 8% (n=2) disagree, and 12% (n=3) are undefined.

This strong consensus (80%) demonstrates that staff recognize awareness as a key driver of operational compliance. When employees understand records management policies, they are better equipped to fulfill their roles in the data preservation lifecycle. However, the minority view (8% and 12%) highlights an important reality: awareness alone cannot solve systemic issues if the

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organization lacks adequate physical and technological resources. This finding matches the conclusions (Smallwood, 2013), who noted that while policy awareness sets the foundation for compliance, its ultimate success depends on the parallel deployment of modern recordkeeping tools and supportive infrastructure.

One respondent stated:

> *"..When staff are aware of the policies, it becomes easier to follow the correct procedures in managing records, which improves efficiency."*

4.12 Influence of Staff Training on Effective Records Management in the Organization

The final analysis evaluated how formal training programs influence overall records management effectiveness. The levels of agreement among respondents are shown in Table 4.9:

Table 4.9: Influence of Staff Training on Effective Records Management (N = 25)

Response	Staffs (n)	Percentage (%)
Strongly agree	14	56%
Agree	6	24%
Disagree	4	16%
Strongly disagree	1	4%
Total	**25**	**100%**

Source: Field Study (2026)

A total of 80% of respondents expressed positive agreement, with 56% (n=14) "Strongly Agreeing" and 24% (n=6) "Agreeing" that targeted training improves records management effectiveness. Conversely, a combined 20% expressed disagreement, split between "Disagree" (16%, n=4) and "Strongly Disagree" (4%, n=1).

This high level of agreement (80%) confirms that structured training is seen as a vital tool for improving institutional capacity. From a theoretical perspective, formalized training bridges the gap between policy rules and daily operations, transforming standard guidelines into routine practices. Trained personnel show higher compliance with retention schedules, file more accurately, and follow information security protocols more consistently. This statistical result

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strongly supports the core premise of the study: investment in continuous staff training is not an optional administrative cost, but a strategic necessity required to improve information governance across public sector institutions.

During conversation, respondent stated:

> *"..Training has helped me understand how to properly classify, store, and retrieve records, which has improved my daily work."*

Another respondent explained:

> *"..After attending records management training, I became more confident in handling files and following proper procedures."*

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CHAPTER FIVE
SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This concluding chapter provides a synthesis of the study's empirical findings, draws institutional conclusions, and offers practical recommendations and areas for future research. The primary focus of this study was to assess the influence of staff awareness of records management policies and procedures on effective records management at Bagamoyo District Council (BDC). The conclusions and recommendations presented are based on the quantitative data and qualitative insights analyzed in Chapter Four, and are aligned with the theoretical frameworks of the Records Life Cycle Theory and the Records Continuum Model.

5.1 Summary of Findings

The summary of findings is organized around the three specific research objectives that guided the study:

5.1.1 Objective 1: Level of Staff Awareness of Records Management Policies and Procedures

The study established that while general policy awareness is high at 80% among core registry staff, a critical awareness gap remains among 20% of employees in non-registry departments. Similarly, operational familiarity with detailed procedures follows this pattern: 72% of respondents are familiar with daily recordkeeping requirements, but a significant 28% lack functional knowledge of basic procedures. This uneven distribution of awareness highlights an internal communication gap, leaving non-registry staff with limited direct access to policy frameworks or formal records orientation.

5.1.2 Objective 2: Assessment of Current Records Management Practices

The assessment of current practices reveals that traditional, paper-based manual filing remains the dominant system, used by 60% of the council’s departments. Hybrid systems are used by 32%, while fully electronic records management applications are limited to just 8%. Furthermore, a significant compliance gap was identified in file classification: only 12% of departments consistently classify and file documents according to standard guidelines. This low rate of

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systematic filing creates a "Retrieval Paradox," where the apparent ease of document retrieval (60%) depends on the personal memory of specific registry staff rather than structured, sustainable institutional systems.

5.1.3 Objective 3: Influence of Staff Awareness and Training on Effective Records Management

The study confirmed that staff policy awareness and formal training have a strong, positive influence on records management performance. A substantial 80% of respondents agreed that policy awareness improves daily recordkeeping practices. Additionally, 80% of the workforce had received some form of records training, and a corresponding 80% agreed that structured capacity building significantly enhances overall records management effectiveness. The findings show that trained personnel follow filing, security, and preservation standards more consistently, although workload pressures and resource shortages can still limit full compliance.

5.2 Conclusion

Based on the empirical evidence gathered from Bagamoyo District Council, this study draws the following conclusions:

Based on the empirical evidence, the study draws the following conclusions:

5.2.1 Uneven Policy Awareness.

Staff awareness of records management policies is relatively strong among central registry workers but remains weak among non-registry personnel. This gap creates risks for the institution, as effective records management requires consistent compliance across all departments from the point of document creation.

5.2.2 Infrastructure and Systemic Vulnerability.

Current records management practices rely too heavily on traditional manual paper filing, with very slow adoption of modern electronic systems. The dependence on staff personal memory for document retrieval—the Retrieval Paradox—poses an immediate threat to institutional continuity, audit readiness, and long-term data preservation if key personnel leave the organization.

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5.2.3 Strategic Value of Professional Training.

Structured staff training is a powerful driver of records management effectiveness. Ongoing capacity building directly correlates with better policy compliance, fewer misplaced documents, and improved administrative transparency, proving that continuous training is a necessary investment for public sector governance.

5.3 Recommendations

To address the gaps identified in this study, the following specific, measurable, actionable, realistic, and time-bound (SMART) recommendations are provided:

5.3.1 Recommendations for Bagamoyo District Council (BDC) Management

5.3.1.1 Develop and Distribute Simplified Manuals.

BDC Management should create concise, user-friendly records management handbooks and distribute both physical and digital copies to all departments by the end of the next quarter, ensuring non-registry staff understand their information responsibilities.

5.3.1.2 Establish Mandatory Refresher Training.

The council should implement mandatory, bi-annual records management training and orientation programs for all administrative staff, particularly new hires and employees outside the central registry, to build consistent institutional skills.

5.3.1.3 Invest in Digital Records Infrastructure.

BDC should allocate a dedicated capital budget over the next two fiscal years to upgrade its IT infrastructure and gradually transition from vulnerable paper-based systems to a secure, standardized Electronic Records Management System (ERMS).

5.3.1.4 Enforce Strict Classification Controls.

Department heads and registry supervisors should conduct monthly internal audits of filing practices to ensure all records are classified according to official indexing standards, reducing reliance on individual memory.

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5.3.2 Recommendations for policy makers and SLADS

5.3.2.1 Regulatory Compliance Audits (PO-RALG & RAMD).

The President's Office – Regional Administration and Local Government, alongside the Records and Archives Management Department, should conduct regular compliance checks across local government authorities to ensure national recordkeeping standards are actively enforced.

5.3.2.2 Align Training with Local Realities (SLADS).

The School of Library, Archives and Documentation Studies should design targeted outreach workshops and updated practical curriculum modules that directly address the specific infrastructure constraints and operational challenges faced by district-level registries.

5.4 Suggestions for further research

To expand on these findings and address the boundaries of this study, the following areas are recommended for future academic research:

5.4.1 Comparative Studies Across Local Authorities.

A comparative analysis evaluating how staff policy awareness affects records management efficiency in rural district councils versus urban municipal councils in Tanzania.

5.4.2 E-Government Readiness and ERMS Implementation Challenges.

An in-depth study examining the financial, technological, and skill-based barriers to successfully adopting fully Electronic Records Management Systems in public sectors.

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RESEARCH QUESTIONNAIRE

Dear respondents,

I am **CHRISTINA H. MATONDO** a student of SLADS pursuing Diploma in Records and Archives Management. Currently I am conducting a research project titled "***Assessment of the Influence of Staff Awareness of Records Management Policies and Procedures on Effective Records Management in Organizations".***

I will highly appreciate your cooperation in filling this questionnaire, which will take not more than 20 minutes. All information provided was be kept confidential and only used for the purpose of the study.

(Tick the appropriate answer where necessary)

Section A: Demographic Information

1. Gender

a) Male ( )

b) Female ( )

2. Age Group

a) 18–30 years ( )

b) 31–40 years ( )

c) 41–49 years ( )

d) Above 50 years ( )

3. Education Level

a) Certificate ( )

b) Diploma ( )

c) Bachelor's Degree ( )

d) Master's Degree ( )

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4. Position in the Organization

a) Records officer ( )

b) Registry staff ( )

c) Administrative staff ( )

d) Departmental officer ( )

5. Work Experience

a) Less than 1 year ( )

b) 1–5 years ( )

c) 6–10 years ( )

d) Above 10 years ( )

6. Are you aware of the records management policies used in your organization?

a) Yes ( )

b) No ( )

7. Have you received any training on records management policies and procedures?

a) Yes ( )

b) No ( )

8. How familiar are you with the procedures used in managing records in your department?

a) Very familiar ( )

b) Moderately familiar ( )

c) Slightly familiar ( )

d) Not familiar ( )

9. How are records commonly stored in your department?

a) Manual filing system ( )

b) Electronic system ( )

c) Both manual and electronic systems ( )

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10. How often are records properly classified and filed in your department?

a) Always ( )

b) Sometimes ( )

c) Rarely ( )

d) Never ( )

11. Are records easily retrieved when needed in your department?

a) Yes ( )

b) No ( )

c) Sometimes ( )

12. Do you think staff awareness of records management policies improves records management practices in your organization?

a) Yes ( )

b) No ( )

c) Not sure ( )

13. Does lack of staff awareness affect proper handling of records in your department?

a) Yes ( )

b) No ( )

14. In your opinion, does staff training improve effective records management in the organization?

a) Strongly agree ( )

b) Agree ( )

c) Disagree ( )

d) Strongly disagree ( )

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APPENDIX I

INTERVIEW GUIDE

(For Records Officers / Key Informants)

1. What is the level of staff awareness regarding records management policies and procedures in Bagamoyo District Council?

2. How are employees informed about records management policies and procedures within the organization?

3. What training or awareness programs are provided to staff regarding records management?

4. What records management practices are currently used in Bagamoyo District Council?

5. How are records created, stored, and retrieved within the organization?

6. What systems are used for managing records (manual or electronic)?

7. How does staff awareness influence effective records management in the council?

8. What challenges arise when staffs lack awareness of records management policies and procedures?

9. What measures can be taken to improve staff awareness and records management practices?

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APPENDIX II

REAEARCH WORK PLAN/ SCHEDULE TIME FRAME

The research was be conducted for the period of six (6) weeks as follow

ACTIVITIES PROGRAM	**1ST WEEK**	**2ND WEEK**	**3RD WEEK**	**4TH WEEK**	**5TH WEEK**	**6TH WEEK**
Reporting at the working place						
Familiarization and distribution of questionnaire						
Interview Schedules						
Collection of data and compilation						
Data analysis and presentation						
First draft proof reading and final report submission						

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APPENDIX III

BUDGET

The study was require money in order to achieve the goals for data collection. It includes stationery, transport expenses as well as daily expenses for researcher survival. The expenditure was be as the follow:

S/N	Item	Quantity	Cost
1	Pens	1box	8,000/=
2	Papers	1ream @ 15000	15,000/=
3	Questionnaire and interviews questions preparation	50 copies @ 200	10,000/=
4	Typing and printing proposal		45,000/=
6	Meals	45 days @ 5000	225,000/=
	TOTAL		**338,000/=**

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APPENDIX IV

APPROVED 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.311/375/01/200 Tarehe: 13 Aprili, 2026

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

Yah: **RUHUSA YA KUFANYA UTAFITI NDUGU. CHRISTINA HERMAN MATONDO.**

Kichwa cha habari hapo juu cha husika.

2. Ofisi ya Mkurugenzi Mtendaji Halmashauri ya Wilaya Bagamoyo inakiri kupokea barua yenye Kumbu Na. **DA.201/457/VOL/1/20** ya tarehe **27 Februari, 2026** yenye somo tajwa hapo juu.

3. Kwa barua hii, napenda kukufahamisha kuwa mtajwa hapo juu ameruhusiwa kufanya utafiti katika Halmashauri ya Wilaya ya Bagamoyo katika **Idara ya Utawala na Rasilimali Watu** katika mada **"An Assessment of the influence of staff awareness of Records Management on effective Records Management in Organization"** kwa kipindi cha kuanzia tarehe **28 Machi, 2026** hadi tarehe **05 Mei, 2026.**

4. Namtakia Utafiti mwema.

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

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

Nakala: Mkuu wa Idara,
Idara ya Utawala na Rasilimali watu,
Halmashauri ya Wilaya,
S.L.P. 59,
BAGAMOYO - PWANI.

- Mpokee na kumpa ushirikiano

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