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

RESEARCH REPORT

AN ASSESSMENT OF THE IMPLEMENTATION OF DISASTER RECOVERY PLANS ON THE SAFETY OF RECORDS IN PUBLIC INSTITUTIONS: A CASE STUDY OF CARAVAN MUSEUM

BY

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A research report to be submitted to the School of Library, Archives and Documentation Studies (SLADS) in Partial Fulfillment of requirements for the Award of Ordinary Diploma in Records and Archives Management

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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 a research report entitled "An Assessment of the Implementation of Disaster Recovery Plans on the Safety of Records in Public Institutions: A Case Study of Caravan Museum" in partial fulfillment of the requirements for the award of Ordinary Diploma in Records and Archives Management.

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May the Almighty God bless them all.

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DEDICATION

I dedicated this research work to my beloved parents and relatives for their unceasing financial, emotional, and moral support throughout my academic journey.

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LIST OF ABBREVIATIONS

APA	-	American Psychological Association
DRP	-	Disaster Recovery Plan
DRM	-	Disaster Risk Management
DRR	-	Disaster Risk Reduction
ICT	-	Information and Communication Technology
IRMT	-	International Records Management Trust
ISO	-	International Organization for Standardization
NARA	-	National Archives and Records Administration
SLADS	-	School of Library, Archives and Documentation Studies
UNESCO	-	United Nations Educational, Scientific and Cultural Organization

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ABSTRACT

This study assessed the implementation of disaster recovery plans (DRPs) and their effectiveness in protecting records at Caravan Museum, a public heritage institution in Tanzania. Using a descriptive case study design with mixed methods, the research examined 30 participants (25 staff members and 5 head officers) through questionnaires and semi-structured interviews. Quantitative data were analyzed using descriptive statistics, while qualitative data underwent thematic analysis.

The findings revealed that 72% of respondents acknowledged the existence of written disaster recovery guidelines, though internal awareness gaps persisted across operational levels. Regarding implementation, 48% of staff reported moderate implementation, while 28% indicated poor implementation of disaster recovery strategies. The primary challenges inhibiting effective implementation were inadequate funding (28%), insufficient staff training (24%), inadequate ICT infrastructure (24%), and limited management support (24%). Qualitative interviews corroborated these findings, emphasizing that restricted budgetary allocations prevented investment in modern disaster suppression systems and off-site digital preservation networks.

Respondents recommended four priority interventions: increasing budget allocations (28%), conducting regular staff training (24%), adopting digital backup systems (24%), and formulating explicit operational disaster policies (24%). The study concludes that while Caravan Museum has established foundational DRPs, practical implementation remains constrained by resource limitations. The irreplaceable cultural and administrative records remain vulnerable to permanent loss without immediate institutional investment in capacity building, digital infrastructure, and dedicated financial resources. The research provides empirical evidence supporting the need for comprehensive disaster risk management frameworks in heritage institutions throughout Tanzania.

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CHAPTER ONE

INTRODUCTION AND BACKGROUND OF THE STUDY

1.0 Overview

This chapter presents a general introduction to the study. The chapter contains the background of the research problem, statement of the problem, general objective of the study, specific objectives, and research questions, significance of the study and the scope of the study. The chapter also presents the definitions of key concepts, expected limitations of the study, and the synopsis of the chapters.

1.1 Background of the study

By the late 20th century, disaster preparedness for records became an area of professional concern. Archives, government offices, Record center and corporations began to develop dedicated plans to reduce the risk of record loss (Connelly, 2015). Disaster implementation records management refers to proactive measures taken to anticipate, mitigate, respond to, and recover from emergencies that might damage or destroy records. It involves understanding potential hazards, designing risk reduction strategies, preparing staff and infrastructure, and establishing procedures for rapid response and recovery. (NARA, 2019) Globally, the safety and security of records in public institutions are paramount for transparency, accountability, and operational continuity. Records are vulnerable to various disasters both natural (floods, fires, earthquakes) and human-induced (cyber-attacks, theft, terrorism). To mitigate these risks, organizations worldwide have adopted Disaster Recovery Plans (DRPs), which are documented strategies aimed at ensuring that an organization can quickly recover its critical records, data, and IT infrastructure after a disruptive event. In developed nations, this involves advanced digital backups, off-site storage, and regular testing of recovery

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procedures. However, as the 2023 IBM study indicates, the lack of a proper DRP can result in massive financial losses and the inability of over 50% of institutions to resume operations after a disaster.

In Africa, the management of records, especially in the public sector, faces significant challenges due to high vulnerability to disasters and limited resources for comprehensive planning. While regional bodies like the African Union and various RECs have encouraged Disaster Risk Management (DRM) frameworks, the focus in many African nations remains on humanitarian response rather than proactive, sustainable recovery and risk reduction. (Ngoepe, 2017) Studies have shown that many African nations face challenges managing electronic records, and the lack of proper, implemented disaster recovery plans leads to loss of vital records, making it difficult for public institutions to operate efficiently. The management and protection of physical records have historically faced significant challenges due to environmental, institutional, and socio-economic factors. For many decades, public and private institutions across the continent relied almost entirely on paper-based records to document land ownership, civil registration, financial transactions, governance, and service delivery (Mnjama & Wamukoya, 2017). These records were often stored in offices, registries, and archives with minimal consideration for disaster risks, making them highly vulnerable to damage and loss. Furthermore, there is a noted, slow, and inefficient response mechanism to disasters, with a lack of dedicated resources for implementing recovery strategies

In Tanzania, the importance of records management is recognized, and public offices are legally obliged to protect records from fire, floods, and unauthorized access, as outlined in the Records and Archives Management Act No. 3 of 2002 and the National Records and Archives Management Policy of 2011. Records management units were frequently under-resourced and given low institutional priority, resulting in inadequate storage facilities, congested registries, and poor environmental controls. From the late 1990s and early 2000s, awareness of disaster risks to records began to increase, influenced by

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administrative reforms, good governance initiatives, and international support programs (Connelly, 2015). Natural disasters have posed persistent threats to physical records in Tanzania. Flooding is among the most common hazards, particularly in coastal areas and low-lying regions such as Bagamoyo, Dar es Salaam, and river basins. Floodwaters have damaged records stored on ground floors and in poorly designed storage facilities. Fire outbreaks, often caused by electrical faults, congestion of paper records, or lack of fire detection and suppression systems, have also resulted in severe loss of government records (Mnjama & Wamukoya, 2007). In addition, high humidity, heat, dust, and pests accelerate the deterioration of paper-based records, especially where environmental controls are lacking. The government has made efforts to implement Disaster Risk Management (DRM) frameworks, such as the Tanzania Emergency Preparedness and Response Plan (TEPRP).

However, research suggests that, despite these policies, many public institutions in Tanzania including Bagamoyo museums have weak, traditional, and sometimes nonexistent disaster recovery mechanisms for their vital records. Fire incidences in public locations, such as in Caravan Museum at Bagamoyo, have highlighted gaps in fire emergency implementation. Additionally, studies on public sector records management have found that while some institutions attempt to digitize records, these projects often fail to follow proper security procedures, leaving both physical and digital records susceptible to total loss.

1.2 Statement of the Problem

Records are essential assets for public institutions because they support administrative operations, ensure legal accountability, facilitate service delivery, and preserve institutional memory. In museums and other heritage institutions, records are also important for safeguarding historical and cultural information. Because of their value, these records need to be protected from potential disasters such as fires, floods, pests, environmental damage, and other emergencies that may result in the loss or destruction

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of important information. One effective approach to protecting records from such threats is the development and proper implementation of disaster recovery plans (DRPs). Several studies have highlighted the importance of disaster preparedness and disaster recovery planning in safeguarding records and archival materials.

The study conducted by (Ngulube, 2018) investigated disaster preparedness in archival institutions in Africa and revealed that although many organizations recognize the importance of disaster planning, the practical implementation of disaster recovery strategies remains inadequate. This situation is often caused by limited financial resources, lack of skilled personnel, and insufficient infrastructure. However, the study mainly focused on national archives and large records centers, giving less attention to smaller heritage institutions such as museums.

The study conducted by (Katuu, 2020) examined disaster preparedness and digital preservation approaches within African public sector information systems. The study stressed the significance of disaster recovery frameworks in protecting institutional records. Nevertheless, the research concentrated primarily on electronic records and digital preservation, with limited focus on the protection of physical records that are commonly maintained in museums and other heritage institutions.

Despite the contributions of these studies, there is still limited empirical evidence assessing the implementation of disaster recovery plans and their effectiveness in safeguarding records in public museums in Tanzania. Institutions such as Caravan Museum maintain important historical and administrative records that may be vulnerable to disasters such as fires, floods, and unfavorable environmental conditions. Without effective and well-implemented disaster recovery plans, these valuable records are at risk of damage or loss, which may affect institutional memory, reduce accountability, and threaten the preservation of cultural heritage.

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Therefore, it is important to assess how disaster recovery plans are implemented and how effective they are in ensuring the protection of records in public institutions such as Caravan Museum. This study aims to evaluate the implementation of disaster recovery plans at Caravan Museum, identify the challenges affecting their effectiveness, and recommend appropriate strategies to strengthen disaster preparedness and improve the protection of institutional records.

1.3 Objectives of the Study

1.3.1 General Objectives

The main objective of this study was to assess the implementation of disaster recovery plans on the safety of records in public institutions at Caravan Museum

1.3.2 Specific Objectives

i. To examine the existence of disaster recovery plans for records at Caravan Museum

ii. To ascertain the implementation of disaster recovery strategies for records security at Caravan Museum

iii. To identify challenges affecting the implementation of disaster recovery plans for records at Caravan Museum

1.4 Research questions of the Study

i. To what extent do disaster recovery plans for records exist at Caravan Museum?

ii. How are disaster recovery strategies for records security implemented at Caravan Museum?

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iii. What challenges affect the implementation of disaster recovery plans for records at Caravan Museum?

1.5 Scope of the Study

This section defines the boundaries of the study, this study was concerned with assessing the implementation of disaster recovery plans on the safety of records in public institutions at Caravan Museum, Therefore the result obtained could not be generalized and hence they may not be a true representative of other Museums in Tanzania

1.6 Significant of the study

By implementing the disaster recovery plans on the safety of records in public institutions including Caravan Museum at Bagamoyo district, Museums can avoid the "profound consequences" of service disruption and legal disputes mentioned in the text, this study helps to highlights the shift from passive storage to strategic protection. The research serves as a modern guide for archivists to implement environmental controls and risk reduction plans that go beyond simple administrative filing. Since records serve as "evidence of rights and responsibilities," this study is critical for upholding accountability and the rule of law. Protecting these documents ensures that citizens' rights and government obligations remain enforceable after a disaster. This study underscores the value of records as heritage assets. It provides the necessary framework to prevent the "irretrievable loss" of historical data, which is essential for maintaining a society's collective memory. For the research this study provides evidence-based justifications for investing in disaster risk reduction (DRR) infrastructure. It demonstrates that proactive planning is more cost-effective than attempting to recover damaged physical materials after a catastrophe

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1.7 Limitation of the Study

The researcher anticipated to be faced with various limitations which are as follows

1.7.1 Financial Constraints

The budget allocated for this study is not enough to cover all the need costs. However, the research will ensure that whatever little amount money obtained will be properly budgeted to cover necessary issues that will enable this proposed study to be accomplished as scheduled.

1.7.2 Lack of Experience

This is because it is the first time to undertake research study. In order to overcome this limitation will be made to follow supervisor, library stuff and from the study areas who are experienced in research matter or issues

1.7.3 Poor cooperation

Some of the employees always are not willing to spend their time to answer the questionnaire, sometimes responder delay in returning the questionnaire that can lead difficult to collect data one time. Therefore, the researcher needs to investigate for their interest before introduce their need

1.7.4 Language barriers

Researchers will be hampered on collecting data of this field of research from the respondents because of the language barrier, especially for some terms of library users who will be there. To minimize this researcher will use the language that is commonly to respondents such as Swahili where will be needed.

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1.8 Definition of the Key Terms

1.8.1 Disaster

A disaster is defined as a serious disruption of a community or society's functioning at any scale. It occurs when hazardous events interact with conditions of exposure, vulnerability, and capacity, leading to significant human, material, economic, or environmental losses (Connelly, 2015)

1.8.2 Disaster recovery plan

A documented process that outlines how an organization will recover its critical information systems and data after a disaster; this includes steps to prevent data loss, restore operations, and minimize downtime (Mampe, 2016)

1.8.3 Safety of record

The safety of record (often referred to as safekeeping or vital records management) involves the continuous protection of records to ensure their reliability, integrity, and accessibility, especially during emergencies (Harvey, 2020).

1.8.4 Public institution

A public institution is an entity or office legally required to perform functions on behalf of the state or public, often governed by specific national acts or policies (NARA, 2019)

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CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

A literature review is a body of text that aims to review the critical points of current knowledge, including substantive findings as well as theoretical and methodological effectiveness related to a particular topic (Della, 2020). The literature review provides different studies with different authors related to the study.

2.1 Existence of Disaster Recovery Plans for Records in Museums and Public Institutions

Disaster recovery planning is an essential element in protecting records and archival collections within public institutions such as museums, archives, and libraries. Disaster recovery plans consist of systematic procedures designed to prevent damage, respond to emergencies, and restore records affected by disasters such as fires, floods, earthquakes, or technological failures. These plans aim to ensure that institutional records and documentary heritage remain safe and accessible even after unexpected events occur. Research indicates that many memory institutions lack adequate disaster preparedness systems. According to UNESCO, a significant number of institutions worldwide do not possess comprehensive disaster risk management plans, which makes their documentary heritage vulnerable to loss or destruction during emergencies (UNESCO, 2020). This situation demonstrates that disaster preparedness has not been fully integrated into the operational frameworks of many heritage institutions.

In the context of archives and museums, disaster recovery planning usually involves identifying possible risks, allocating responsibilities among staff members, and establishing procedures for responding to emergencies that threaten records. Guidance from the National Archives emphasizes that institutions should develop formal disaster

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recovery programs that include procedures for assessing damage, notifying relevant personnel, stabilizing damaged records, and recovering information affected by disasters (National Archives, 2017). Scholars in archival management also highlight that disaster recovery plans are crucial tools for protecting documentary heritage in museums and archival repositories. Disaster management frameworks assist institutions in preparing for emergencies and minimizing potential damage to collections with historical or administrative value (Millar, 2017). Effective disaster preparedness therefore supports the continuity of institutional operations and contributes to the long-term preservation of records.

However, the availability of disaster recovery plans varies considerably among institutions, particularly in developing countries where financial resources, infrastructure, and technical expertise may be limited. Consequently, many museums and archives remain exposed to potential disasters due to inadequate preparedness and the absence of formal disaster management policies.

2.2 Implementation of Disaster Recovery Strategies for Records Security

Although having disaster recovery plans is important, their effectiveness largely depends on how well they are implemented. Implementation refers to translating disaster recovery policies into practical actions such as staff training, risk assessments, emergency response procedures, and regular testing of disaster preparedness strategies. Effective disaster recovery strategies involve identifying potential hazards, monitoring environmental conditions, providing staff training on emergency response, and establishing disaster response teams within institutions. Institutions are encouraged to conduct regular risk assessments to identify threats such as fire outbreaks, flooding, humidity changes, or technological failures that may affect records (Shepherd & Yeo, 2023). Emergency response plans should clearly define responsibilities and provide detailed guidelines on how staff should act during disasters.

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Professional bodies such as the Archives and Records Association emphasize the importance of well-documented emergency procedures to ensure that staff can respond quickly and effectively during disaster situations (Archives and Records Association, 2019).

The National Archives recommends that disaster recovery plans should be regularly reviewed and tested, similar to emergency evacuation drills conducted in many institutions. Regular testing allows organizations to evaluate whether the plan is adequate and helps identify areas that require improvement (National Archives, 2017). Museums and archival institutions also strengthen disaster preparedness through preventive measures such as maintaining appropriate storage conditions, monitoring environmental factors, and preparing emergency response kits. For example, the Smithsonian Institution Archives provides comprehensive disaster preparedness guidelines that outline preventive actions, evacuation procedures, salvage techniques, and recovery processes after disasters (Smithsonian Institution Archives, 2018).

2.3 Challenges Affecting the Implementation of Disaster Recovery Plans

Several factors hinder the successful implementation of disaster recovery plans in public institutions. One of the primary challenges is the shortage of financial and technical resources required to develop and maintain effective disaster preparedness systems. Many institutions, particularly in developing countries, operate under financial constraints that limit their ability to invest in disaster management infrastructure and staff training. Another major challenge is the limited level of awareness and professional skills among employees responsible for records management. Without adequate training, staff members may not fully understand the significance of disaster preparedness or how to respond effectively during emergency situations. Reports from UNESCO highlight that many institutions face significant gaps in knowledge, skills, and resources required for managing disaster risks affecting documentary heritage (UNESCO, 2020).

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weak coordination between departments can undermine disaster response efforts. Effective disaster recovery planning requires cooperation between records managers, security personnel, facility managers, and emergency response teams. When communication and coordination are inadequate, disaster response actions may become inefficient. Some institutions fail to regularly update or test their disaster recovery plans. Although plans may exist, the absence of periodic review and practical drills can result in outdated procedures that may not be effective during real emergency situations. These challenges collectively reduce the ability of public institutions to safeguard records from potential damage or loss.

2.4 Research Gap

The study conducted by Ngulube & Mnkeni, (2011) titled "Disaster Preparedness and the Strategic Management of Public Records in South Africa" examined disaster preparedness in archival institutions and found that many public archival institutions lacked formal disaster preparedness plans and strategies for protecting records. The study emphasized the need for proper disaster management frameworks to safeguard archival materials, but it mainly focused on national archival institutions rather than museums or smaller heritage institutions.

The study conducted by Olukayode & Odenigbo (2014) titled "Disaster Awareness and Preparedness in Nigerian National Libraries" The study revealed that most National libraries lacked disaster control plans and adequate disaster preparedness measures, mainly due to financial constraints and lack of institutional commitment. However, the research concentrated on academic libraries and did not assess the implementation of disaster recovery plans within museums or heritage institutions.

The study conducted by Chizwina & Ngulube (2021) titled "Using a Multi-Methods Approach to Investigate Disaster Preparedness of Community Libraries in the North West Province of South Africa." The study investigated disaster preparedness practices

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in community libraries and highlighted the need for improved disaster management strategies to protect information resources. Nevertheless, the research focused on community libraries and did not evaluate the effectiveness of disaster recovery plans in protecting records within public museums.

Although these studies contribute significantly to understanding disaster preparedness and records protection in libraries and archival institutions, they largely focus on libraries or national archives rather than public museums. Moreover, limited empirical research has been conducted to assess how disaster recovery plans are implemented and how they influence the safety of records in museums, particularly in Tanzania.

Therefore, this study seeks to fill this gap by assessing the implementation of disaster recovery plans and evaluating their effectiveness in ensuring the safety of records at Caravan Museum. The study will also identify challenges affecting the implementation of disaster recovery strategies and propose appropriate measures to strengthen disaster preparedness and improve records protection in public heritage institutions.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter details the methodological architecture applied to investigate the research problem. It covers the research design, research approach, area of study, target population, sample size definition, sampling techniques, operational data collection methods, data quality controls (validity and reliability), ethical protocols, and data processing procedures executed during the study.

3.1 Research Design

The study implemented a descriptive case study design. This framework was selected because it enabled the researcher to collect comprehensive data regarding the real-time operational status of disaster recovery strategies at Caravan Museum. The design facilitated a descriptive account of the field conditions and allowed an in-depth analysis of institutional perspectives without manipulating the variables under investigation.

3.2 Research Approach

A mixed research approach combining quantitative and qualitative methodologies was executed. Quantitative methods were utilized to extract statistical trends and categorical percentages from standardized fields, while qualitative tools were implemented to capture open-ended narrative insights from senior administrative personnel. This dual approach ensured analytical complementarity, balancing numerical patterns with context-rich qualitative data.

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3.3 Research Area

The field investigation was conducted at Caravan Museum, located within the Bagamoyo District in Pwani Region, Tanzania. This site was purposively selected because it acts as a critical public heritage repository storing historical artifacts and irreplaceable public administrative records. These materials require structured disaster recovery planning to insulate them from localized environmental and physical hazards.

3.4 Population of the study

According to Huck, (2016) Defined population as the study of the total number of people, objectives, places or event selected or is the entire group that you want to draw conclusions about. The target population of this study consisted of 100 employees working at caravan museum. These employees involved in records management activities. This population was obtained from the official staff records maintained by caravan museum during the study period. The target institutional framework comprised a defined population of 100 individuals deployed across the administrative and operational registries of Caravan Museum. The population parameters were verified directly using current personnel rosters maintained by the museum's human resource office during the active field phase.

3.5 Sample size of the study

Sample size is a number of sampling units which included in a sample (Denzin, & Lincoln, 2018). The study involved a total sample of 30 respondents where by 25 respondent involving in answering the questionnaires and 5 head officers respondent involving in answering the interviews, comprising staff members and head officers. The staff members responded to questionnaire while the head officers participated in interviews because of their responsibilities in records management and institutional administration.

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3.6 Sampling Techniques

A Sampling is the process of drawing a sample from a larger population (Kromrey 2016). The study engaged a total sample size of 30 active participants, reconciled strictly across data streams. This sample size comprised n=25 questionnaire respondents selected from the baseline staff, and n=5 head officers targeted as key informants for institutional administration. This structured composition ensures proper triangulation across distinct organizational strata. Two distinct sampling tracks were executed to select participants from the target population parameters:

3.6.1 Simple Random Technique

According to Kothari (2017) simple random technique is a procedure in which all the individuals in the defined population have an equal and independent chance of being selected as a member of sample. It is called a simple random sampling because no complexities involved. Simple random Sampling technique used to select 25 Caravan Museum staff since it provides equal chance for every individual in the population being selected. This technique was used to select the n=25 museum staff members. Standardized random lottery selection numbers were generated from the personnel roster, giving each eligible staff member an equal, independent probability of inclusion and mitigating selection bias.

3.6.2 Purposive Sampling Technique

This is the type of sampling ways which sometimes known as judgment, selective ways. Purposive sampling relies on the judgment of the researcher when it comes to selecting the unit's example, users, cases/local public authorities, events and piece of data that are to be studied (Mugenda 2019). Purposive sampling used to select 5 Caravan Museum head officer from the study area as it was aimed at getting as more relevant and valuable information for the research as possible. This non-probability sampling technique was applied to select the n=5 Head Officers. Participants were handpicked based on their

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administrative positioning, direct custody of organizational registries, and institutional oversight of disaster preparedness protocols.

3.7 Data Collection Method

Data collection is the process of gathering and measuring information on the variable of interest in an established systematic style that enables one to answer stated research questions (Kabir, 2019). The researcher uses two major sources of data collection which include primary source, whereby this is collected directly from the original source by using questionnaires, interviews, and observations. Secondary sources are second hand data which obtained through documentary review and the tertiary source of data are the one which guides a researcher on how to use primary and secondary source for example subject heading, abstract, and index (Kothari 2017). During conduct this study researcher measures the combination of these methods to improve validity and reliability. Primary data streams were extracted using targeted, pre-tested instruments:

3.7.1 Primary data

Patton (2021) state that the primary data are those which are collected a fresh and for the first time and this happen to be original in character. (Patron, 2020) primary data defined as refers to the data from sources that the researcher directly collects through interviews, and questionnaires. Primary data are those which are collected with a fresh hand for the first time, and thus happen to be original. Primary data collected from the sample population by using questionnaire, interview methods. Structured forms containing both objective closed-ended and clarifying open-ended questions were self-administered to the n=25 randomly selected staff members to secure clean categorical data on institutional awareness, implementation levels, and challenges.

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3.7.1.1 Questionnaire Method

According to Kabir, (2019) questionnaire is a research tool which includes a series of written and printed questions that are in a systematic order to gather information from the respondents. Then allowing them to attempt the questions individually and yield the filled queries to the researcher. In this study, the researcher applies both close-ended and open-ended questions; whereas open-ended questions provide freedom to respondents that provide more details while close-ended questions usually do not provide freedom to the respondents for more explanation (Creswell 2017). This study applies questionnaire method to Caravan Museum Users since it helps to eliminate bias to the respondents.

3.7.1.2 Interview Method

Interview is one of the instruments of data collection that involves one to one meeting at which one is asked the target questions related to the research problem (Rwagoshora, 2020). This study will use a semi-structured interview to obtain data, whereas a semi-structured interview is a kind of interview that employs a blend of closed-ended questions and open-ended questions. The researcher will use this method to collect key information from Caravan Museum head officer since it allows rearranging any query accordingly to acquire appropriate information.

3.8 Data analysis and processing

Krishna (2017) defines data analysis as the means of critical examination of the assembled and grouped data for studying the characteristics of the object under the study and for defining arrangements of association among the variable connecting to it. Quantitative data fields derived from the 25 questionnaires were sorted, cleaned, numerically coded, and entered into Microsoft Excel software. Analysis was performed using descriptive statistics to compute raw frequencies and valid percentages, which were converted into standard tables. Qualitative audio data and transcripts obtained from

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the 5 Head Officer interviews underwent systematic thematic analysis. The text was broken down into conceptual categories, aligned with the specific objectives, and integrated into the analytical text using descriptive narrative synthesis and direct coded quotations (HO1 to HO5) to supplement the quantitative data fields.

3.9 Data Quality Control

According to Amin (2015) data quality control refers to the application of methods or processes that determine whether data meet overall quality goals and defined quality criteria for individual values. In this study the researcher uses pilot study and triangulation (questionnaire, interview, and observations) the researcher use triangulation in order to avoid bias as well as improving validity and reliability of data collected from respondent.

3.9.1 Pilot study

According to (Codete, 2017) A pilot study is typically conducted with a small representative sample identical to but not including the group to be studied (Orodho, 2010). A pilot of study was conducted involving five respondents who were not included in the final sample. The purpose of the pilot of the study was to test the clarity, relevance and appropriateness of the research instruments before the actual data collection. Feedback obtained from the pilot study was used to revise ambiguous questions and improve the quality of the questionnaire and interview guide.

3.9.2 Triangulation

According to Bell &Waters (2018), triangulation involves approaching aspects of a topic from different perspectives by using a variety of methods and techniques in order to have better understanding of the problem and validate research findings. The use of different methods leads to confirmation of findings from different sources of data. A combination of data collection methods used in this study to assess the problem in

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question. In the study, triangulation involve questionnaires and interviews. The alternative methods used as verification that is a check-on one another in terms of the confirmation of findings.

3.10 Research Ethics

Research refers to things which should be done or not to be done by the researcher before, during and after obtaining the data from the field (Bhattacherjee, 2021). To ensure ethical consideration, the researcher was introducing the purpose of the research to the respondents, this wasbrought honesty and cooperation to participate in the study. Also, the researcher was using the information obtained from the field for academic purposes only while maintaining the confidentiality of the respondents who will participate in this study, lastly, the researcher ensures that all relevant sources involved in this study was acknowledged to avoid plagiarism in conducting this research. Field access was granted via an official introduction letter issued by the School of Library, Archives and Documentation Studies (SLADS). Formal, written informed consent was obtained from each respondent prior to instrument administration. Participant anonymity was strictly preserved using alphanumeric codes (HO1–HO5), and all collected data were restricted exclusively to academic evaluation.

3.11 Reliability and Validity

In order to ensure that the findings of this study were credible and dependable, the researcher assessed both the validity and reliability of the research instruments before the actual data collection.

3.11.1 Validity

Validity is defined as the accuracy of measurement. It values the efficiency of tools and instruments applied in the study (Creswell & Creswell, 2018). In this study the validity of questionnaire and interview guide was established through expert review by research

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supervisor, who examined the instruments to ensure that the questions were relevant to the research objectives. Addition a pilot study involving five respondents was conducted to identify ambiguous or unclear questions. The comments obtained from supervisor and pilot respondents were incorporated into the final version of the research instruments. Face and content validity of the data gathering instruments were established through expert review by the academic research. The instruments were evaluated to ensure conceptual alignment with the core objectives. A pre-test pilot study was executed with five external registry personnel to isolate and correct ambiguous terminology.

3.11.2 Reliability

Reliability is constancy of a research measurement and the degree to which the study's instruments examine and provides similar feedback each time; they are used on similar environment with similar subject (Gerring, 2023). The reliability of the questionnaire was assessed through the pilot study conducted before the main data collection. The pilot study enabled the researcher to identify inconsistent questions and make the necessary improvements. As result, the final questionnaire and interview guide were considered reliable for collecting data required to achieve the objectives of the study. Technical consistency of the instruments was verified during the pilot phase. Testing checked that the instruments yielded steady, predictable feedback under similar field conditions. Questions showing high item variance or conflicting definitions were revised prior to active distribution.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.0 Introduction

This chapter presents the presentation, analysis, and discussion of data collected from Caravan Museum regarding the implementation of disaster recovery plans on the safety of records. The primary data were collected through structured questionnaires administered to staff members and semi-structured interviews conducted with head officers. The findings are organized according to the specific objectives of the study, supported by current scholarly citations (2015 to present) specializing in records and archives management, and structured strictly in accordance with academic standards.

4.1 Response rate

Out of the target sample of 30 respondents, a total of 25 respondents successfully completed and returned the questionnaires, while 5 head officers participated in the interview sessions. This represents an overall response rate of 100 percent, which provides a statistically valid and reliable foundation for data analysis and generalizability within the institutional scope.

Table 4.1: Respondent's response rate

Category	Targeted Respondents	Actual Respondents	Response Rate (%)
Museum Staff (Questionnaires)	25	25	100%
| Head Officers (Interviews	5	5	100%
Total	30	30	100%

Source: Field Data, 2026

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4.2 Demographic characteristics of respondents

The study analyzed the demographic profile of the 25 staff respondents, including gender, age, education level, marital status, and work experience.

4.2.1 Respondent's gender

The findings indicated that out of 25 respondents, 15 (60 percent) were male and 10 (40 percent) were female. This distribution shows that both male and female staff members were represented in the study, ensuring gender-inclusive perspectives on record safety protocols.

Table 4.2: Information on gender of respondents

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

Source: Field Data, 2026

4.2.2 Respondent's age

The age distribution of respondents revealed that 10 (40 percent) were aged between 20–29 years, 8 (32 percent) were between 30–39 years, 5 (20 percent) were between 40–49 years, and 2 (8 percent) were above 50 years of age. This indicates a workforce composed largely of young and middle-aged personnel capable of implementing dynamic disaster mitigation strategies.

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Table 4.3: Distribution of respondents by age

Age Category	Frequency	Percentage (%)
20–29 years	10	40
30–39 years	8	32
40–49 years	5	20
More than 50 years	2	8
Total	25	100

Source: Field Data, 2026

4.2.3 Education level of respondents

Regarding educational qualifications, 5 respondents (20 percent) held certificates, 12 respondents (48 percent) possessed diplomas, and 8 respondents (32 percent) held bachelor degrees. The literacy profile confirms that all participants possessed sufficient intellectual capability to comprehend disaster recovery mechanisms and provide reliable responses.

Table 4.4: Distribution of respondents by education level

Level of Education	Frequency	Percentage (%)
Certificate	5	20
Diploma	12	48
Bachelor Degree	8	32
Total	25	100

Source: Field Data, 2026

4.2.4 Respondents marital status

The analysis showed that 14 respondents (56 percent) were married, while 11 respondents (44 percent) were single. Marital status reflected social stability among the staff, which indirectly contributes to organizational reliability and retention.

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Table 4.5: Distribution of respondents by marital status

Marital Status	Frequency	Percentage (%)
Married	14	56
Single	11	44
Total	25	100

Source: Field Data, 2026

4.2.5 Respondents work experience

In terms of work experience, 11 respondents (44 percent) had worked at Caravan Museum for 1–5 years, 9 respondents (36 percent) had 6–10 years of experience, and 5 respondents (20 percent) had more than 10 years of institutional service. This demonstrates that the majority of respondents possessed substantial operational knowledge regarding local records management routines.

Table 4.6: Distribution of respondents by work experience

Work Experience	Frequency	Percentage (%)
1–5 years	11	44
6–10 years	9	36
More than10 years	5	20
Total	25	100

Source: Field Data, 2026

4.3 Findings according to specific objectives

4.3.1 Existence of disaster recovery plans for records at caravan museum

The first objective sought to examine the existence of disaster recovery plans for records at Caravan Museum. Findings from the questionnaire showed that 18 out of 25 staff

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respondents (72 percent) acknowledged the existence of disaster recovery guidelines, whereas 7 respondents (28 percent) stated that they were unaware of such plans.

Table 4.7: Distribution of respondents by the existence of disaster recovery plans

Response	Frequency	Percentage (%)
Yes	18	72
No	7	28
Total	25	100

Source: Field Data, 2026

The empirical findings presented in Table 4.7 demonstrate that while a written or basic framework exists within the museum, institutional awareness remains fragmented across operational levels. Qualitative interviews with head officers supported these findings.

These findings align with the scholarly observations of Connelly (2015), who emphasized that the existence of a disaster plan on paper is ineffective unless accompanied by active, institution-wide awareness and continuous orientation. Similarly, International Council on Archives (2015) guidelines stipulate that records repositories must maintain accessible, widely communicated emergency response protocols to guarantee the survival of documentary heritage.

Respondent HO1 noted:

"We do have basic disaster management guidelines on paper that outline measures against fire and water damage, but many operational staff members have not been formally oriented on them."

4.3.2 Implementation of disaster recovery strategies for records security

The second objective evaluated the extent to which disaster recovery strategies are implemented to secure records at Caravan Museum. Out of 25 respondents, 6 respondents (24 percent) rated implementation as highly implemented, 12 respondents (48 percent) rated it as moderately implemented, and 7 respondents (28 percent) rated it as poorly implemented.

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Table 4.8: Distribution of respondents by the implementation of disaster recovery strategies

Implementation Level	Frequency	Percentage (%)
Highly Implemented	6	24
Moderately Implemented	12	48
Poorly Implemented	7	28
Total	25	100

Source: Field Data, 2026

As shown in Table 4.8, the majority of staff view disaster recovery implementation as moderate to poor. Preventive measures such as basic fire extinguishers exist, but structured disaster drills, off-site digital backups, and environmental monitoring systems are lacking.

These results validate the findings of Shepherd and Yeo (2023), who argued that effective record security requires active execution, including routine disaster testing and continuous environmental controls. Furthermore, Mnjama and Wamukoya (2017) noted that public sector institutions in East Africa frequently suffer from incomplete implementation of disaster policies, leaving physical historical archives vulnerable to abrupt environmental hazards.

Qualitative feedback from HO3 confirmed this operational gap:

"Implementation is mostly reactive rather than proactive. We install fire extinguishers, but routine inspections, disaster drills, and secondary off-site backups for physical heritage records are rarely carried out due to operational constraints."

4.3.3 Challenges affecting the implementation of disaster recovery plans

The third objective sought to identify the major challenges affecting the implementation of disaster recovery plans at Caravan Museum. The data indicated that inadequate funding was cited by 7 respondents (28 percent), lack of staff training by 6 respondents

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(24 percent), inadequate ICT infrastructure by 6 respondents (24 percent), and lack of management support by 6 respondents (24 percent).

Table 4.9: Distribution of respondents by challenges affecting implementation

Challenge	Frequency	Percentage (%)
Inadequate of funds	7	28
Lack of staff training	6	24
Inadequate of ICT	6	24
Lack of management support	6	24
Total	25	100

Source: Field Data, 2026

The data in Table 4.9 demonstrate that budgetary constraints represent the primary barrier, closely followed by technical and administrative deficits.

These empirical findings support the research of Ngulube (2018), who observed that financial constraints and limited staff expertise are the leading systemic bottlenecks hindering disaster management in African archival repositories. Similarly, Katuu (2020) highlighted that inadequate ICT infrastructure severely limits the capacity of public memory institutions to establish off-site digital repositories, exposing physical records to permanent destruction during localized catastrophes.

During qualitative interviews, HO2 stated:

"Budgetary allocations for records preservation and disaster management are minimal compared to general museum operations. Without funds, we cannot purchase automated fire suppression systems or modern digital scanners for off-site preservation."

Additionally, HO4 highlighted:

"Staff members lack specialized training in archival restoration and emergency response. When minor hazards occur, staff do not know the technical salvage protocols required to handle fragile historical paper records."

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4.3.4 Measures to improve disaster recovery planning

Respondents were asked to suggest measures to improve disaster recovery planning at Caravan Museum. Among the 25 staff respondents, 7 (28 percent) recommended increasing budget allocations, 6 (24 percent) suggested regular staff training, 6 (24 percent) emphasized adopting digital backup systems, and 6 (24 percent) highlighted developing clear disaster policies.

Table 4.10: Distribution of respondents by measures to improve disaster recovery planning

Proposed Measure	Frequency	Percentage (%)
Increase budget allocation	7	28
Conduct regular staff training	6	24
Adopt digital backup and record management system	6	24
Develop clear policies	6	24
Total	25	100

Source: Field Data, 2026

The suggestions in Table 4.10 emphasize the need for financial commitment, capacity building, and modern technology.

This recommendation aligns with ISO 22301 standards (International Organization for Standardization, 2019), which require organizational leadership to provide adequate resources, clear policies, and regular competency training to maintain business continuity and safeguard critical information assets.

Interviewee HO5 stated:

"*To ensure total record safety, the government and management must commit dedicated financial resources, digitize vital historical collections, and enforce continuous training programs for all registry staff."*

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter provides a summary of the main study findings, draws conclusions based on the research objectives, and presents recommendations to enhance the implementation of disaster recovery plans for record safety at Caravan Museum. It also suggests areas for further academic research, written in continuous paragraph format in accordance with academic guidelines.

5.1 Summary of the findings

The primary objective of this study was to assess the implementation of disaster recovery plans on the safety of records at Caravan Museum. The study involved a total sample size of 30 participants, comprising 25 museum staff members who answered structured questionnaires and 5 head officers who participated in semi-structured interviews. Quantitative data were processed using frequencies and percentages, while qualitative data were analyzed through thematic synthesis.

Regarding the existence of disaster recovery plans, the study revealed that 72 percent of staff respondents confirmed the presence of written disaster guidelines, whereas 28 percent were unaware of them. Qualitative findings from head officers revealed that while administrative documentation exists, comprehensive communication across operational staff levels is lacking.

In terms of the implementation of disaster recovery strategies, 48 percent of staff respondents rated implementation as moderate, 28 percent rated it as poor, and only 24 percent rated it as high. Practical disaster preparedness remains basic, focusing mostly on fire extinguishers while lacking regular emergency drills, routine risk evaluations, and environmental monitoring tools.

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Regarding challenges, the study identified inadequate funding as the primary barrier (28 percent), followed by a lack of staff training (24 percent), insufficient ICT facilities (24 percent), and limited management support (24 percent). Qualitative interviews corroborated these results, emphasizing that restricted financial allocations prevent the installation of modern disaster suppression systems and off-site digital preservation networks.

Finally, respondents recommended increasing budget allocations (28 percent), conducting regular staff training (24 percent), adopting digitized backup systems (24 percent), and formulating clear operational disaster policies (24 percent) to protect institutional records.

5.2 Conclusion

Based on the empirical findings, the study concludes that while Caravan Museum has established foundational disaster recovery guidelines, the practical implementation of these strategies remains moderate and constrained. The institution relies heavily on traditional physical protection methods that are insufficient to withstand severe emergencies such as major fires, severe floods, or structural deterioration.

Furthermore, systemic challenges specifically inadequate financial resources, limited staff expertise, poor ICT infrastructure, and low administrative prioritization significantly compromise the institution's disaster preparedness posture. Without proactive interventions, dedicated budget allocations, digital migration, and regular capacity building, the irreplaceable cultural and administrative records at Caravan Museum remain vulnerable to permanent loss.

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5.3 Recommendations of the study

Based on the study findings and conclusions, the following recommendations are proposed:

Increase budgetary allocation: Institutional management and governing ministries should allocate a dedicated budget for records management and disaster preparedness. This will enable the acquisition of modern fire suppression systems, environmental controls, and preservation supplies.

Execute continuous staff training: Caravan Museum should organize regular training workshops and disaster response drills for all staff members. Building technical competency will ensure rapid, coordinated response during emergency salvage operations.

Adopt digital records management and off-site backups: The museum should accelerate the digitization of physical historical records and implement secure off-site digital storage networks to prevent total record loss during physical disasters.

Formulate and review clear disaster policies: Management should regularly review, update, and distribute written disaster recovery plans to all employees to ensure broad organizational awareness and operational readiness.

5.4 Areas for further study

To build upon the findings of this research, the study suggests the following areas for further investigation:

I. An assessment of the impact of digital preservation technologies on disaster resilience in public cultural heritage institutions in Tanzania.
II. A comparative analysis of disaster recovery planning between public and private museums in East Africa.
III. An evaluation of institutional policy frameworks in supporting records disaster management across public sector registries in Tanzania.

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APPENDIX I

QUESTIONEOIRE FOR CARAVAN MUSEUM STAFF

Kindly be informed that I am college students at the school of library, archives and Documentation studies (SLADS). I conducting research titled *"An Assessment of the Implementation of Disaster Recovery Plans on the Safety of Records in Public Institutions: A Case of Caravan Museum"* as partial fulfillment of my Ordinary Diploma Studies. You are kindly requested to assist in filling the questionnaire below. Be informed that information that you will provide will be treated with high confidentiality and used for the purpose of this study only. Thanks, you for your kind of cooperation.

Put tik where it is appropriate unless otherwise there is another instruction

1. What is your gender?

☐ Male

☐ Female

2. What is your age?

☐ 20–29years

☐ 30–39 years

☐ 40-49 years

☐ More than 50 years

3. What is your highest level of education?

☐ Certificate

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☐ Diploma

☐ Bachelor Degree

4. What is your marital status?

☐ Married

☐ Single

5. what is your work experience in this organization?

☐ 1-5 years

☐ 6-10 years

☐ More than 10 years

6. How would you rate the implementation of disaster recovery strategies?

☐ Highly implemented

☐ Moderately implemented

☐ Poorly implemented

7. Do you know the existence in the implementation of disaster recovery strategies?

☐ Yes

☐ No

8. What are the major challenges affecting implementation of disaster recovery strategies?

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☐ Inadequate of funds

☐ Lack of staff training

☐ Inadequate of ICT

☐ Lack of management support

9. What should be done in order to improve disaster recovery planning?

☐ Increase budget allocation

☐ Conduct regular staff training

☐ Adopt digital backup and record management system

☐ To develop regular review disaster recovery plans

☐ Develop clear policies

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APPENDIX II

INTERVIEW GUIDE FOR CARAVAN MUSEUM HEAD OFFICER

Kindly be informed that I am college students at the school of library, archives and Documentation studies (SLADS). I conducting research titled *"**An Assessment of the Implementation of Disaster Recovery Plans on the Safety of Records in Public Institutions: A Case of Caravan Museum"*** as partial fulfillment of my ordinary diploma. You are kindly requested to assist in filling the interview questions below. Be informed that information that you will provide will be treated with high confidentiality and used for the purpose of this study only. Thanks, you for your kind of cooperation

1. what is your work experience in this organization?

2. How would you rate the implementation of disaster recovery strategies?

3.Do you know the existence in the implementation of disaster recovery strategies?

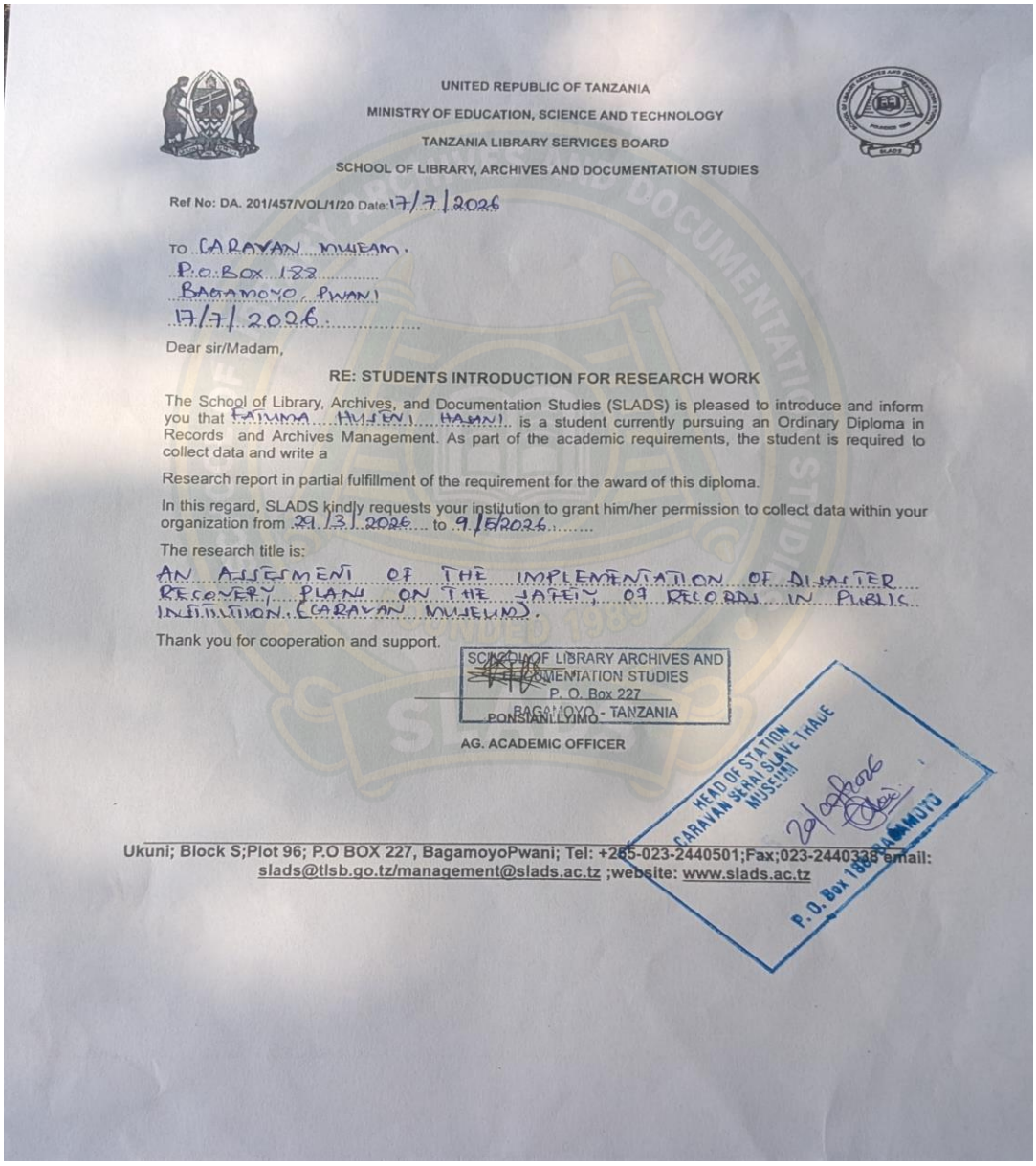
4. What are the major challenges affecting implementation of disaster recovery strategies?

5. What should be done in order to improve disaster recovery planning? Please explain

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APPENDEX III

APPROVAL LETTER



UNITED REPUBLIC OF TANZANIA

MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY

TANZANIA LIBRARY SERVICES BOARD

SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTATION STUDIES

Ref No: DA. 201/457/VOL/1/20 Date: 17/7/2026

TO CARAVAN MUSEUM.
P.O.BOX 183
BAGAMOYO, PWANI
17/7/2026.

Dear sir/Madam,

RE: STUDENTS INTRODUCTION FOR RESEARCH WORK

The School of Library, Archives, and Documentation Studies (SLADS) is pleased to introduce and inform you that FATIMA HUSENI HAMNI. is a student currently pursuing an Ordinary Diploma in Records and Archives Management. As part of the academic requirements, the student is required to collect data and write a

Research report in partial fulfillment of the requirement for the award of this diploma.

In this regard, SLADS kindly requests your institution to grant him/her permission to collect data within your organization from 29/3/2026 to 9/6/2026.

The research title is:

AN ASSESMENT OF THE IMPLEMENTATION OF DISASTER RECOVERY PLANS ON THE SAFETY OF RECORDS IN PUBLIC INSTITUTION. (CARAVAN MUSEUM).

Thank you for cooperation and support.

SCHOOL OF LIBRARY ARCHIVES AND DOCUMENTATION STUDIES
P. O. Box 227
BAGAMOYO - TANZANIA

PONSIANI LYIMO
AG. ACADEMIC OFFICER

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