ASSESSMENT OF THE ACCESS AND RETRIEVAL OF RECORDS AT KYAMBOGO UNIVERSITY STUDENTS’ REGISTRY.

BY

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A DISSERTATION SUBMITTED TO THE COLLEGE OF COMPUTING AND INFORMATION SCIENCE, EAST AFRICAN SCHOOL OF LIBRARY AND INFORMATION SCIENCE OF IN PARTIAL FULFILMENT FOR THE AWARD OF DEGREE OF RECORDS AND ARCHIVES MANAGEMENT OF MAKERERE UNIVERSITY.

August, 2018
DECLARATION

I NAKKONDE MATILDA, declare, to the best of my knowledge that this dissertation is to submitted to EASLIS in partial fulfillment for the award of the degree of Bachelor Of Records And Archives Management is my original work carried out at Kyambogo university registry and it has never been submitted in to any institution of learning for any award of certificate, degree or diploma in other University or Institute.

Signature

Date: 18/12/2018
APPROVAL

This dissertation is submitted to the East African School of Library and Information science (EASLIS), college of computing and information sciences, Makerere University with the approval of my Faculty/ School supervisor.

Dr. Ekwaro Francis
(Supervisor)

Signature

Date 18th August 2018
DEDICATION

This work is dedicated to the family of Mr. and Mrs. Atukwatse Stephen for their endless love and advice to me during the time of studies and greatly to the Almighty God for His love and protection upon my life.

GOD BLESS YOU ALL
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May God Lord reward them abundantly.
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The purpose of the study was to assess the access and retrieval of records at Kyambogo University students’ registry and the specific objectives of the study were; 1) to find out the types of records kept at Kyambogo University students’ registry, 2) to examine the access of records at Kyambogo university students ‘registry 3) to analyze the retrieval of records at Kyambogo university students’ registry 4) to find out the challenges faced in the access and retrieval of records at Kyambogo University students’ registry, and 5) to suggest strategies for improvement in the access and retrieval of record at Kyambogo University students’ registry. Study found out that Students’ academic records, Students enrolment records, certificate replacements, Withdrawal letters, Withdrawal resumption letters, disciplinary letters and Introductory/ recommendation letters to be among the records kept at Kyambogo university registry. Access records at the registry has to be done by visiting websites, Walking into registries, academic registrars system, Filling forms and sending email requests. Retrieval process involves indexing, registers and borrowing. Challenges in retrieval and access included failure to get transcripts on time, Pests and insect attack, Misfiling of their biodata forms, failure to see results and limited trained personnel and finally the strategies to improve records access and retrieval included; Established procedure for opening and closing of the registry securing electronic records with passwords and end to end encryption, windows and doors should be wired the security alarm system, preservation of non-print materials like the audiovisuals, strict rules and regulations for the access of the registry, use of a perfect data management system and adopting electronic system of record access and retrieval. The study concluded that the access and retrieval of records at Kyambogo university needs improvement and therefore the study recommended that; Kyambogo University should carry out scheduled trainings for records management staff to enhance good knowledge in records access and retrieval, storage cabinets and increased space should be enhanced at Kyambogo university student’s registry to easily store and handle huge documents generated at Kyambogo and increased finance by government to records management department and proper guidelines implementation on the access of registry records.
CHAPTER ONE: INTRODUCTION

1.1 Introduction

This section articulates the justification of the problem under study by looking at the background information, the statement of the problem, objectives of the study, research questions, and scope of the study and limitations of the study.

1.2 Background of the study

1.2.1 Background to the problem

The records of an organization can only be useful to the organization if they are accessible to the members of the organization who need to use them. This implies making sure that they are readily retrievable when required. In a study by … results on tools for retrieval of records in place to facilitate access to records, 28 (77.8%) respondents indicated that their drawers were labelled, seven (19.9%) had indices and eight (22.2%) had automated retrieval systems.

Access is also concerned with making arrangements to comply with access requirements whether from within the institution or from without. This is particularly important in the light of the recent passing of PAIA. The results showed that although nine (25%) of the respondents indicated that they had guidelines for the identification of requirements to make records accessible to those who needed them, none of the respondents had a copy of PAIA in their office.

According to Michalko, (2015) records can be located in many different places such as: Official records repositories. Records are the non-current records of an organization, an institution or an individual that have been selected for preservation because they have enduring value. With the above locations I chose the registry since records can be placed or located in registries.

Registries can be describe as social institutions responsible for systematic selection, Acquisition, organization and dissemination of recorded and on-line information resources kept for reading, research, reference and consultations (Chapman, 1991). Charles, (1986) viewed registry not only depository, but also have active role in the economic, social,
educational, political and technological development activities of all nations. In performing their functions registries are expected to ensure that adequate resources are available by acquiring materials that are relevant to the needs of their communities in various formats to cover all the categories of users. These materials are then organized professionally by putting related materials together so that the units of information can be identified and retrieved easily by readers or users. According to Michalko, (2015) registries preserve knowledge so that nothing is lost, organize knowledge so that nothing is wasted, make the knowledge available so that none may be deprived of it. registries are therefore seen as essential ingredient of civilized society (National Archives, 2011).

Access has become an issue of great importance in registries in the recent years (Kalusopa, 2012). There are a number of resources to assist with safeguarding property of information material and in this 21st century, this topic also extends to internet safety and security. Many registries are establishing resource guidelines with in depth information related to safety and security (Harris & Schur, 2006).

Access and retrieval of records at Kyambogo university, students find challenges in accessing their records, missing results, fail to get their transcripts on time because of failure to access their records because they are scattered and not filed

The controlled access of records by users is meant to improve the quality of their lives by giving them education, information, recreation, intellectual stimulation and enriching their life in all aspects. The crux of the matter is, are the material resources available in our registries? And if there are available are they secured? Any registry user will feel bad when what he/she requires is not available in the registry or damaged (Adcock, 1998b).

The challenge for record officers today is not just the acquisition of record materials into the registry, but the problem of controlling access to user to safeguard them to avoid losses or damage (Harris & Schur, 2006). Like many developing countries of the world, Uganda has also been experiencing difficult economic conditions and this has affected a lot of organizations including institutions, records departments and other places where records can be placed or kept (Van der, Van, Federation of Library Associations, & Council on Archives, 1996). Registry services can only be successful through the availability of registry that satisfies the needs of both present and future users. It is against this
background that this work examines the access and retrieval (Walker, 2013). It is against this background that the study will aim to assess the access and retrieval of records at Kyambogo university registry.

1.2.2 Background of the organization

Kyambogo University (KYU) is a public university in Uganda. It is one of the eight public universities and degree-awarding institutions in the country (Uganda Ministry of Education and Sports, 2017). Kyambogo University was established in 2003 by the Universities and Other Tertiary Institutions Act 2001 by merging Uganda Polytechnic Kyambogo (UPK), the Institute of Teacher Education, Kyambogo (ITEK), and the Uganda National Institute of Special Education (UNISE).

In 1928 the trade and technical courses at Makerere College (now Makerere University) were split off into the new Kampala Technical School (Ministry of Education and Sports, 2013). The school moved to Nakawa and became the Kampala Technical Institute. In 1958 that school was moved to Kyambogo renamed Uganda Technical College and then was finally renamed Uganda Polytechnic, Kyambogo.

ITEK started as a government teacher training college in 1948 at Nyakasura, Kabarole District. In 1954, it transferred to Kyambogo Hill as a national. Uganda National Institute of Special Education UNISE was affiliated to the Department of Special Education at the faculty of education of Makerere University, becoming an autonomous institution by Act of Parliament in 1998 (Ministry of sports and education, 2001).

Over a number of years, Kyambogo university has gone under changes and this is coupled with a number of changes for example the students numbers in terms of enrolment is changing, systems in records access and retrieval are changing and the size, composition and types of records are changing and this brings an overall change in the structure of students registry at Kyambogo university. For example According to the commissioner of education in the education ministry, Jolly Uzamukunda Karabaaya, the enrolment of students studying science and technology in high institutions of learning stands at 25% which is below the 40% target. This probably insights the researcher to do an assessment of access and retrieval of records at Kyambogo University students’ registry.
1.3 Problem statement

The existing situation in Kyambogo university registry is characterized with misfiling hence failure to access the data. This is highly due to the fact that students tend to delay with the registry material, lack of a serious checking point when one is entering and going out. This problem is not only associated with Kyambogo university but also other international registries and local improved registries like the Uganda national registry (MoES, 2015).

Information users are well aware that there are severe problems in information retrieval, but they do not know what solutions are required. They do not appreciate the complexities of establishing and maintaining records systems; often they do not recognize the connection between the breakdown of record systems and the larger problem of record access and retrieval (Michalko, 2015). This may prompt strikes among the students at Kyambogo University.

The problem of record access and retrieval to registry records which emanate mainly from manmade malpractice such as theft and mutilation of record by users cause a lot of concern in registry services today (Poole, 1977). The problem of theft is not only confined to books but even records, tapes, soft-wares and hard-wares are targets of mutilation in some libraries and this has rendered the registry services ineffective, inefficient and in-secured (Azariah, 2015). Students and other users here tend to mismanage the registry material by tearing out papers, misplacing of records (Walker, 2013).

However this immoral behavior of the registry users that causes a lot of access and retrieval concerns to the registry materials and can be improved by applying strategies to improve the access of records. The access and retrieval of record in Kyambogo is not known. It’s this situation that has created a gap for research hence the proposal to do the research in this field.

1.4 Aim of the study

To assess the access and retrieval of records at Kyambogo University students’ registry.
1.4.1 Specific objectives.

i. To find out the types of records kept at students’ registry at Kyambogo University
ii. To examine the access of records at Kyambogo university students ‘registry
iii. To analyze the retrieval of records at Kyambogo university students’ registry
iv. To find out the challenges faced in the access and retrieval of records at Kyambogo University students ‘registry
v. To suggest strategies for improvement in the access and retrieval of record at Kyambogo University students ‘registry.

1.5 Research questions

i. What the types of records kept at Kyambogo University students’ registry?
ii. How are records accessed at Kyambogo University students’ registry?
iii. How are records retrieved at Kyambogo University students’ registry?
iv. What are the challenges faced during the access and retrieval of records at Kyambogo University students’ registry?
v. What are the existing measures to improve the access and retrieval of records in Kyambogo university students’ registry?

1.6 Scope of the study

Contextually, assessed the access and retrieval of records at Kyambogo University students’ registry with specific emphasis on finding out the types of records kept at Kyambogo University registry, finding out the challenges faced in the access and retrieval of records at Kyambogo University registry and suggesting strategies for improvement in the access and retrieval of record at Kyambogo University registry. Geographically, the study covered Kyambogo University and the study was done in a period of three months that is from March to July.

1.7 Significance of the study

i. Results from this study will be useful to the sampled institution of Kyambogo University, and the country at large to improve the access and retrieval of records.
ii. To the researchers and academicians, it’s expected that the study will form a base for another study. The findings of this study will also add new knowledge on the topic and serve as a base for further research in areas where other scholars will identify a gap.

iii. The study will also help the researcher to attain bachelors’ degree in records and archives management.

1.8 Definition of operational terms

**Retrieval of records:** This term refers to the process of location a specific file, document or record and then delivering it so it can be used

**Access of records:** It is a written request by an individual “applying” to obtain copies of records containing recorded information (either personal or business).

**Registry:** A registry, according to the Merriam Webster dictionary, is defined as a place where official records are kept, or a book or system for keeping an official record of items. Registry data items can be people, e.g. volunteers, on-call nurses, people with access and functional needs.

**Records:** Records are created/received by an organization in routine transaction of its business or in pursuance of its legal obligations. A record may consist of two or more documents. ... All documented information, regardless of its characteristics, media, physical form, and the manner it is recorded or stored.
CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

In this chapter, the study reviewed the existing literature from the various sources on the topic “access and retrieval of records at Kyambogo University students’ registry basing on the study objectives. The chapter concludes by highlighting the research gap which the study aims to fill.

2.2 Types of records kept at students registries in universities


As universities carry out their mission they create various records. The core business of universities is learning, teaching, research and community development. Carrying out these activities produce records, which provide evidence that the University is carrying out its statutory functions. If such records are not properly managed or misplaced, then valuable evidence would be lost forever. Proper management means establishing systematic controls at every stage of the record's life cycle, in accordance with established principles and accepted models of records management.

According to Cunha, (1988) the record materials kept in the university students’ registry included; transcripts, students expulsion letters and students biodata. A comprehensive data set is maintained on each regular day and evening student (Burns & Parsons, 2010). Typical data retained for each student which might be considered sensitive are, Address, Beneficiaries, marks, Performance Ratings, Date of Birth, Disciplinary letters, Letters of Reference, Marital Status, Medications, Medical conditions and Long Term Disability information.

According to Poole, (1977) while there are no standard structures, at times records management responsibilities are delegated to administrative officers who often have
responsibility for a sector of the records, such as student records like results and admission status.

According to Kalusopa, (2012) this is the list of essential records that provide evidence of University functions: Admission policy, Applications received, Selected students, Registered students, Personal files of students, Enrolment reports, Financial aid policy Scholarships and awards available, Students awarded degrees, Masters or doctoral theses passed, Photographs of graduation ceremonies and Videos of graduation ceremonies.

Also Harris & Schur, (2006) identified the following records at university student registries; Courses run by the unit, Curriculum of the courses run, Course modules, Complete list of current teaching staff, Teaching responsibilities allocations, Timetables and class venues, Class lists, Attendance lists, Student continuous assessment marks, Samples of assignments given, Examination questions, Student examination scripts, Student evaluation policy, Staff evaluation policy, Student evaluations of lecturers and Peer evaluation by other lecturers

2.3 Access of records

Electronic access system. The rationale for including the management of electronic records, as a separate section from the management of other records, was to highlight the fact that electronic records pose new challenges as compared to paper-based records. Although paper records remain predominant in organizations, there is no doubt that record keeping is increasingly becoming digital (Edith Cowan University 2002). The presence of personal computers in every office and a local area network at the University of KwaZulu-Natal shows that the University is increasingly making use of digital records; they are continually being generated in electronic format and may exist only in that format (Ngulube 2004b). The results showed that the management of electronic records was unsatisfactory. However, managing electronic records has remained a nightmare to many institutions in Africa (Ngulube 2004b). Also electronic records access includes email sent to request for a given file through vising the university academic websites to access data on students.
Manual records access systems. This involves walking into the registry, writing records requests, filling forms and placing orders for given files. This is the commonest way used in university across Uganda. However there are laws and regulations governing the access of records in different registries for example where a person makes a request for access that does not comply with section 11, the information officer shall not refuse the request because of that non-compliance unless the information officer has notified that person of an intention to refuse the request and stated in the notice and every citizen has a right of access to information and records in the possession of the State or any public body, except where the release of the information is likely to prejudice the security or sovereignty of the State or interfere with the right to the privacy of any other person

What is an access request? It is a written request by an individual “applying” to obtain copies of records containing recorded information (either personal or business).

In general, access to your records is limited to those individuals you designate. This is usually most or all of the individuals in your department who regularly work with the material. In the case of records of a more confidential nature, access can be limited to specific named individuals.

Records Management never directly releases records to anyone who is not an employee of Dartmouth College, such as students, reporters, or the public. Requests for material from these users should be made to the department who owns the records, who can then request them from Records Management. The originating department may then release them as they see fit, in accordance with all Dartmouth policies and procedures.

Records may be accessed by a department other than those to whom they belong only by special arrangement. Requests from one department to see another’s records will result in Records Management seeking the permission of the Records Custodian before access is provided.

According to Harris & Schur, (2006), the records access procedure include; Processing Requests: All Requests Must sent to the Information Governance Team; Making a Request: Request must be in writing, with patient consent and proof of ID; Authority to
disclose: The individual’s consent must accompany the request. Solicitors often apply on the individual’s behalf; ensure the written authority is attached. Health Care Professionals (HCP) must consider the request and determine whether full, limited or no access should be given (if request could damage mental or physical health of the individual or a third party). Reasons for non-disclosure must be documented, as a Court Order may be sought by the individual or their representative. Copies must be provided; originals should never leave the organization. If supervised access, this must be by someone competent to explain the contents and terminology to the individual/representative; Consent Issues: Where an adult lacks capacity, consideration should also be given in respect to the Mental Capacity Act 2005 the HCP must satisfy themselves that an adult lacks capacity and that disclosure would be in the individual’s best interests. The principles of access to records are similar to those in respect of Consent to Treatment; Timescale: The organization should endeavor to respond within 21 days (but no later than 40 days) from receipt of all information e.g. ID check and fee. Applications must be in writing; Fee: Access fee is requested. The fee will depend on the type of request e.g. Access to Records Request, Electronic Records, Paper Records, X-rays, etc… For specific fee information refer to the relevant request section of this policy e.g. Access to Records or Subject Access; Releasing Information; third party exceptions: Do not disclose any information from or about a third party. ‘A Third Party’ would include, for example a relative, a neighbor, a friend, but NOT information exchanged between Health Care Professionals; Sign-off: Requests must always be referred to the Consultant / Health Care Professional in charge of the treatment episode for permission to release the data. For personnel records requests should be reviewed by a Senior Manager within Human Resources. Power of Attorney: Lasting Power of Attorney replaced Enduring Power of Attorney on 1st October 2007. A lasting power of attorney is a legal document that lets a person appoint someone they trust as an ‘attorney’ to make decisions on their behalf. It can be drawn up at any time while a person has capacity, but has no legal standing until it is registered with the Office of the Public Guardian. A registered LPA can be used at any time, whether the person has the mental ability to act for themselves or not. There are two types of LPA: o Property and Affairs LPA Personal Welfare LPA. Enduring Power of Attorney (EPA) a person given power under an EPA before 1 October 2007 can still use it and apply to have it registered. This person has a
duty to apply to register the EPA as soon as they believe that a person is becoming or has become mentally incapable of making financial decisions for themselves. If a person has an unregistered EPA and still has the capacity to make decisions for themselves, then they can make a Personal Welfare LPA to run alongside it.

According to Burns & Parsons, (2010) Access to records in the office not normally open to the public is controlled by the Deputy Information Officer in agreement with section 12 of the Northern Province Archives (Act No. 5 of 2001). All requests from researchers and persons who wish to consult records must be submitted in writing. The Deputy Information Officer must personally make a thorough investigation as to the bona fides of the applicant to ensure that his/her perusal will not be detrimental to the office. Persons consulting records must do it in the Registry Office under the supervision of the Sub Records Manager.

2.4 Retrieval of records

According to a procedure to retrieve records was given which as shown; identify the files you want to retrieve, Contact Records Management to make your file retrieval request and Return files to storage.

Storing information is the process where information is deposited or stored in a storehouse (cabinets, HDD, memory stick, etc) and retrieving information is the process of obtaining the stored information resources relevant to the needs.

The main purpose of storing any information is for easy retrieval in the future when it is required. It is also part of a company’s business practice. Storing documents have to be done in proper procedure so that it is easier to find. Depending on the type of information, information can be stored in either fireproof cabinets for hard copies or hard disks or other electronic storage devices for soft copies.

Depending on the nature of the company or organization or business, different types of information will have to be stored. It can be secrets related to the company, highly confidential files related to the company or employees or customers / clients. So files have to be stored following all the confidentiality procedures and protected according to data
protection act as these are information necessary for providing quality service and also for the smooth running of the company.

The purpose of information retrieval is to provide quality service for the right person at the right time, with all the required information in hand. Only if data is stored in a procedural manner it can be easily retrieved. Information might be retrieved for marketing purposes, for communications, for monitoring purposes, for surveys and other research that an organization or business might conduct. Information will also be retrieved in situations where information might have to be shared with partner companies and with the police or Inland Revenue.

Storage and retrieval of data plays a major role in improving the performance of a company and this can happen either offline or online and in various formats.

Records stored at the University Records Center are retrieved upon request. Only a representative from the department of origin may request retrieval. Records Management refers all third-party requests to the department of origin. Please call (x3-2201), or e-mail the University Records Manager if you need to have record(s) retrieved.

To expedite retrieval, please provide Records Management with a copy of the box label that corresponds with the record(s) you are requesting. If you do not have a copy of the box label, please provide all necessary tracking information, including:

- Date the box was transferred to Records Management
- Box number
- Summary of the box contents
- Box date/content range

If you have a copy of the box label and/or all of the necessary tracking information, Records Management will locate, pull, and deliver the record(s) to the department of origin within 5 business days.

If your request is time sensitive, such as a Freedom of Information Act (FOIA) request, be sure to notify Records Management so the retrieval can be prioritized. Full information
about George Mason University FOIA compliance is available from the Office of University Counsel. Please note that state requirements stipulate a retrieval request usually necessitates an extension of the retention period for the records in question.

Record(s) may be retrieved for temporary loan or may be permanently returned to the department of origin. Please let Records Management know if you plan on keeping a retrieved record.

2. 5 Challenges encountered in the access and retrieval of records.

The process of keeping records involves consideration of legal requirements, ethical standards, and other external constraints, as well as the demands of the particular professional context. In some situations, one set of considerations may suggest a different course of action than the other (Exadox, 2009). There are various hardships and challenges to the access and retrieval of records more so in developing countries like Uganda with less priority for the field of records management and unfavorable climates. These may include as mentioned climate factors, disfavoring from top management, inadequacy of resources, capital inadequacy, lack of professionals, ICT related challenges, among others as discussed below.

Agrawal & Nyamful, (2016) handling and storage; in order to develop a culture of best practice in handling materials, it is important that staff, and ideally users, receive regular training in appropriate handling techniques, and that collection users are provided with the necessary aids and equipment (book supports and book snakes). If users cannot be given training, staff must be able and ready to intervene when harmful practice is observed.

Exadox, (2009) revealed various impediments to the management of both paper and electronic records as; absence of organizational plans for managing electronic records, low awareness of the role of records management in supporting organizational efficiency and accountability, lack of stewardship and co-ordination in handling paper-based as well as e-records, absence of legislation, organizational policies and procedures to guide the management records, absence of core competencies in records and archives management, lack of appropriate facilities, unfavorable environmental conditions for storage and preservation records, absence of dedicated budgets for records management, poor security
and confidentiality controls, lack of records retention and disposal policies, absence of migration strategies for e-records, and absence of vital records and disaster preparedness and recovery plans (Khan & Bhatti, 2012).

Lal, (2016) argues that the effects of management support to records management can’t be under looked merely. He argues that poor records keeping practices can be explained by, failure by senior management to establish acceptable records management goals and practices, failure to hire competent and qualified staff in the area of archives and records management, failure to provide adequate storage facilities, thus causing registry staff to lose morale and motivation, failure to encourage training in the area of archives and records management, failure to provide financial and administrative support to those involved in registry work, failure to provide close supervision of those engaged in registry work, failure to implement various recommendations on the management of records, and emphasis on the introduction of information and communication technologies as a means of solving information management problems at the expense of developing paper-based records management systems (Victoria, 2015).

Electronic records management has several advantages to the institution that explicitly overweigh its demerits. But a challenge comes with the storage of records in these sophisticated technologies. For example, the question on what will happen to the information recorded on punch cards, which ceased to be used years ago or on the floppy disks whose utilization will end in the very near future, is a major point of concern (Khumalo, 2017). Nevertheless, the protection of traditional medium used for keeping records like paper provided the protection of the content as well (Bearman, 2006). But this will only work if there is backup of electronically stored information onto paper copies. Kalusopa, (2012) argues that, the protection of electronic media like floppy/hard disc or tape in electronic environment does not provide automatic access to the information. He thus warns that, within this framework therefore, unless comprehensive solutions are found for such problems prior to the development of e-records management applications, not only business information, but also corporate memory of the organization may be loss.
(Walker, 2013) observed that once a while work will be brought to standstill because files are lost, misplaced or stolen from registry which depicts the weakness of poor records management which is a challenge.

(Hanus, 2006) also cites that poor records management may lead to loss of huge sum of money to an organization when a case is noted for the loss of disappearance of the files may cripple of all kinds of investigations of events

2.6 Measures to improve the access and retrieval of records

For large sized records, a matching shelving system drawer would provide the most efficient information for storing and retrieval opinion. Specialized over filing or binding of such records can also be very reliable kind of secure records keeping and management arrangement (Adcock, 1998a).

Hanus, 2006 says that to solve such challenges, records managers may need to turn to some other forms of information management technology. Microfilming for example the use of computers that are currently used in all modern times. Microfilming and software record keeping are new forms of cost effective keeping and management of records should be adopted as a mother of priority.

Innovating with standardized storage equipment.

Exadox, 2009 further suggested that storage equipment such as lateral filing cabinets, shelving and mobile locker could be examples of such standard storage system among others that would be innovated. For example, shelving by indexing, spacing and retrieval is paramount and a prerequisite to standardized storage.

Recruitment of qualified staff

Khan & Bhatti, 2012 said that employment on qualified personnel in record keeping management will often reduce the time wasted during the process of looking for records or handling any other diversionary happening. Training of people on job may also enhance the much needed manpower skills and can promote the services offered by both the executive and records managers.
Introduction of routine time saving and secret innovations

In addition to the above, Barbara, (2016) suggested that procedure storage, classification and retrieval needs to be put in place so as to save time during access of given records and ensure that records are not exposed to extreme sunlight, dust and rodents among other management hazards of the type.

There is a need to explore the relationship between information management and good governance and to identify key issues which governments in both developed and developing countries should consider in assessing and improving their recordkeeping (Rigby et al., 2015). Similarly as indigenous communities in both Australia and the United States have developed protocols that articulate a range of considerations and approaches regarding how and when their records and other forms of knowledge are captured, represented, preserved and viewed (Gilliland & Sue, 2012), countries in the developing sphere like Uganda needed too to adopt such strategies.

Molly, (2012) advises that legal implications of storing information online or electronically must well be understood before adopting electronic records storage systems. Reliable legal and regulatory requirements and ethical standards such as Ethics Code, Standard 6.02, ISO standards, etc should comprehensively be studies and understood. Bearman, (2006) assert that the initial solution for effective records management is developing an e-records readiness assessment tool. This tool can assist governmental organizations and other agencies to assess their e-records readiness against internationally accepted standards. E-records readiness tool is intended to provide a benchmark for organizations to assess themselves and to determine where they stand relative to the above issues. It is also intended to provide information to assist organizations to develop plans and strategies aimed at improving both their paper-based and e-records environments. Specifically, the tool addresses the following issues, awareness and ownership, ICT records management integration, laws, policies, and procedures, resources and training, records management program management and long-term preservation and accessibility (Ajami & ArabChadegani, 2013).

Thomas Norris et al., (2002) states that, the big trends are that everybody's worried about litigation, and everybody's worried about compliance and more regulation. You can't do
any of it without records management. Within the scope of records management, we have to be stepping up to the plate in a whole different way because the business technology has changed so much. As far as keeping up with the times, there are new skills that we need to bring to the table.

Managing physical records involves different disciplines or capabilities and may draw on a variety of forms of expertise these include;

Identifying records

If an item is presented as a legal record, it needs to be authenticated. Forensic experts may need to examine a document or artifact to determine that it is not a forgery, and that any damage, alteration, or missing content is documented.

Storing records

Records must be stored in such a way that they are accessible and safeguarded against environmental damage. A typical paper document may be stored in a filing cabinet in an office. However, some organizations employ file rooms with specialized environmental controls including temperature and humidity.

Vital records need to be stored in a disaster-resistant safe or vault to protect against fire, flood, earthquakes and conflict. In addition to on-site storage of records, many organizations operate their own off-site records centers or contract with commercial records centers, (Khamalwa, 2010). Contoural, (2012) also recommended documenting registry procedures, policies and regulations registry procedures policies and regulations, also recommended retention and disposal policy be developed. He recommended automation arguing it’s flexible, quick in retrieval. He further recommended on training staff. This is by having qualified and experienced staff which will lead to effective records management practices.

According to Exadox, (2009) business and organization now pay greater attention than ever to possibilities of catastrophic loss of records. This increased attention by increase in volumes of records. The uses of electronic databases that can be wiped out quickly and increase importance of records to the survival of the organization. Losses are of two types
that is to say those caused by nature and by man for example earthquakes, flood hurricanes and fire, nuclear accidents, terrorism, vandalism and further suggests that an organization should comply with some specific policies in order to secure safety of records.

Agrawal & Nyamful, (2016) recommended automation arguing it’s flexible, quick in retrieval. He further recommended on training staff. This is by having qualified and experienced staff which will lead to effective records management practices.

2.7 Research gap

Though a lot of research has been done, majority of the studies have focused on retrieval and storage such as and the access of records has been ignored. More so the access and retrieval mechanism of records at Kyambogo has not been given attention which led to the need for this study.
CHAPTER THREE: METHODOLOGY

3.0 Introduction

The chapter presented research design, area of study, population of the study sampling methods, areas of the study, sample size, data collection methods and research instruments, data analysis and presentation, data quality control measures, ethical issues, limitations of the study.

3.1 Area of research

The study covered only the student’s registry of Kyambogo University. Kyambogo sits on Banda Hill, which rises to an altitude of 1,240 metres (4,070 ft), above sea level. The neighborhood is bordered by Kiwatule to the north, Banda to the east, Kinnawattaka to the southeast, Mbuya to the south, Nakawa to the southwest, Ntinda to the west and northwest. The location of the neighborhood is approximately 10 kilometres (6.2 mi), by road, east of Kampala's central business district. The coordinates of Kyambogo are: 0°20'54.0"N 32°37'49.0"E (Latitude: 0.348334; Longitude: 32.630275).

3.2 Research design

Research design refers to the way the study is designed that is, the method used to carry out the research. The research design is the plan and structure of investigation conceived so as to obtain answers of the research questions. The plan is the overall program of the research and includes an outline of what the investigator did from writing the thesis and their operational implications for the final analysis of data. The essential of the research design as an activity and time based plan, always based on the research questions, guides the selection of sources and types of information, a framework for specifying the relationship among variables and outlines the procedure for every research activity.

The study used cross-sectional in design applying majorly the quantitative approach and the reason for its use are it collects data on many variables, from a large number of subjects, from dispersed subjects, on attitudes and behaviors and answers questions who, what, where, when covering operations Kyambogo university students registry within
specific time limits. The research employed qualitative and quantitative designs and this enabled me explore the access and retrieval of records at Kyambogo University registry. Explain research design

3.3 Population of the study

In this study, population is defined as the group of people with one or more characteristics in common. It is useful to distinguish between the population from which the result are required, targeted population and the covered population.

The population comprised of the students, record clerks, university records officer and other registry users, therefore it was important to establish their view on the access and retrieval of records at Kyambogo University students’ registry. The study used 60 respondents, 2 records clerks, 50 students, 1 university registry officer and 7 record other registry users

3.4 Sampling and sampling strategy

Sampling as a selection of part to represent a whole due to the resources, the researcher purposely target a group to be reliable for the study. Gender balance was considered in the study, which enabled the researcher to take an easy look at the study and analyze it from the different prospective and also to be able to acquire information in depth related to security of information materials. Sampling gives every member of the population equal chances of being included in the study.

3.4.1 Sampling strategy

For this study purposive sampling was used in selecting respondents especially records personnel who are involved in the access and retrieval of records at Kyambogo University registry. This method was important because it enabled the researcher to use research skills and prior knowledge to choose respondents.

Convenience sampling was applied to the records and students to fill in the questionnaires. It is a non-probability sampling technique where subjects were selected because of their convenient accessibility and proximity to the researcher. In this case the researcher sat at
the entrance of the registry and administer the questionnaires to the users who were entering the registry while ensuring that return questionnaires by taking notice of their sitting locations in the registry.

3.4.2 Sample size

<table>
<thead>
<tr>
<th>Category</th>
<th>Respondent</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>50</td>
<td>83</td>
</tr>
<tr>
<td>Records clerks</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>University registry officer</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Other registry users</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
<td>100</td>
</tr>
</tbody>
</table>

3.4.3 Sampling Methods

Morris, (2009) defines sampling as part of the statistical practice concerned with the selection of a subject of individual observation within the population of individual intended to yield some knowledge about population of concern especially for the purpose of making predictions based on statistical influence. Purposive and convenience sampling methods were applied.

3.5 Data collection methods

Reidelbach, (2007) defined data collection as a procedure used to collect data influenced by research techniques. The above statement in the research context means that the methods are those tools which helped the researchers in collecting the data for research from filed. These are the tools that were used by researchers to collect data from the respondents. The tools include the interview guides, questionnaires and observation guide.

3.5.1 Questionnaire method

(Chapman, (1991), Questionnaires are series of questions and other prompts for the purpose of gathering from respondents. Questionnaires were well typed, impressive and
coordinated. They were designed to tap comprehensive information for the accomplishments of the aims and objective of the study. Some were closed while others were open ended questions to enable respondents give their own views.

3.5.2 Interviews method

This involved the face to face conversation between the interviewer and the respondent of which was conducted for the purpose of obtaining information (Burns & Parsons, 2010). Interviews can either be on telephone, personal or face to face or even in the group interviews. This interview facilitates communication between the investigator and the respondent allowing the former to explain and clarify his questions and later amplify his answers.

3.6 Data collection Instruments

This involves looking at and summarizing data. The researcher adopted a model to collect data from the field. Due to the fact a lot of data gathered in this model it was used in the reduction of data through editing and summarizing with the meaning of what the respondent said. Data was further sorted and corded into categories, in order to bring together related terms. Data was then interpreted, presented and discussed in the form of figures, quotations, tabulations and explanatory notes.

3.7 Data collection tools

Data collection tools include;

3.7.1 Interview guide

The researcher conducted interviews in the registry using the university registry officer and the records clerks (Appendix B)
3.7.2 Questionnaires guide

This was effective to the sensitivity of the Kyambogo university registry, therefore self-administered questions was employed so that respondents answer them willingly. This was used for students and other registry users (Appendix A)

3.8 Validity and Reliability of the measuring instruments.

3.8.1 Reliability.

The reliability of the questionnaire was established by carrying out a pilot study. The extent to which results are consistent over time and an accurate representation of the total population under study is referred to as reliability and if the results of a study can be reproduced under a similar methodology, then the research instrument is considered to be reliable, here the inter-rater reliability was used to assess the degree to which different respondents give consistent estimates of the same phenomenon. Inter-rater was used because our respondents were human. People are notorious for their inconsistency. We are easily distractible. We get tired of doing repetitive tasks. We daydream. We misinterpret. The pilot study was carried out within makerere university students’ registry. This will enable the researcher to ensure that the questions are prompting the type of responses he expects.

3.8.2 Validity

Validity was established by bringing in experts order to check or provide guidance on the data collection tools. Validity determines whether the research truly measures that which it was intended to measure or how truthful the research results are. In this research content validity index was used. Content validity means the degree to which an instrument has an appropriate sample of items for the construct being measured.

3.9 Data analysis and processing

This involves processing and analyzing data to transform it from raw data obtained from the field into meaningful patterns. Processing involves editing questionnaires, coding and tabulating the data. Analysis involves exposing the salient features of the data collected.
Editing ensured that answers to questions was entered in meaningful categories. Coding was applied to the questions and answers for the purposes of analysis. Data was analyzed using SPSS to generate frequencies and percentage which were presented using table and charts for quantitative data. For qualitative data, thematic methods were used.

3.10 Research procedure

The researcher sought for an introductory letter from east African school of library and information sciences, Makerere University; which was presented to Kyambogo university registry officer and the letter that requests for permission to carry out research in the organization. Appointments were made by selecting the respondents to allow them establish their own convenient time of participating in the study exercise (Appendix C)

3.11 Ethical issues

Respondents were assured of confidentiality of information they provided.

Also the researcher ensured intellectual honesty of work and keep time during interviews.

The researcher assured the respondents that the information is only used for academic purposes only and not otherwise, hence avoiding harming participants and deception.

Participants were free to withdraw from study at any time.

3.12 Limitations of the study

Some respondents were suspicious and started asking why information is got from them.

Funds were limited for purchasing of stationery, typesetting, printing, photocopying mostly since questionnaires were used in the data collection methods. The problem was addressed by appealing to the whole Organization.

Delay in collecting data some respondents especially students caused some delays in answering questions because most of them were ignorant.
3.13 Time Frame

The study took a period of three months. The months of May and June involved proposal writing, and finally the months of July and August involved dissertation writing.

3.14 Budget.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Amount (shs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stationery</td>
<td>2 reams</td>
<td>40,000</td>
</tr>
<tr>
<td>Internet</td>
<td>2GB</td>
<td>50,000</td>
</tr>
<tr>
<td>Printing and binding</td>
<td>Nil</td>
<td>100,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>190,000</strong></td>
</tr>
</tbody>
</table>
CHAPTER FOUR
DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

4.1 Introduction

The purpose of the study was to assess the access and retrieval of records at Kyambogo University students’ registry and the specific objectives of the study were; 1) to find out the types of records kept at Kyambogo University students’ registry, 2) to examine the access of records at Kyambogo university students’ registry, 3) to analyze the retrieval of records at Kyambogo university students’ registry, 4) to find out the challenges faced in the access and retrieval of records at Kyambogo University students’ registry, and 5) to suggest strategies for improvement in the access and retrieval of record at Kyambogo University students’ registry.

4.2 Socio-demographic information of the respondents

This section presents the descriptive analysis of the respondent’s socio-demographic characteristics. It gives the frequency distributions on their age, education level, employment, religion and marital status among other variables. The results are represented below.

4.2.1 Response rate

A total of 60 questionnaires were distributed among the target sample population in the field and both of them were filled and returned represented 100% of the response rate.

4.2.2: Gender distribution of respondents
As shown in figure 4.1 above, majority of the respondents were males (51%) and the least were females (49%) and this indicates that there were more males than females who participated in the study.

4.2.3 Age distribution of respondents

From figure 4.2 above, majority of the respondents (31%) were aged 41-50 followed by those who were aged 21-40 (28%), then those aged 20&below (22%) and then the least were aged 51&above (20%).

4.2.4 Marital status of respondents

<table>
<thead>
<tr>
<th>Marital status</th>
<th>Frequency</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>16</td>
<td>20</td>
</tr>
<tr>
<td>Married</td>
<td>30</td>
<td>50</td>
</tr>
<tr>
<td>Divorced</td>
<td>7</td>
<td>14</td>
</tr>
<tr>
<td>Widowed</td>
<td>7</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
<td>100.0</td>
</tr>
</tbody>
</table>
From table 4.1 above, majority of the respondents were married (50%) followed by those who were single (20%), then those who were widowed (16%) and then the least were divorced (14%).

4.2.5: Education level of respondents

From the figure 4.3 above, it was evidenced that majority of the study participants were those who had attained degree (38%) followed by those who had diploma (36%), then those who had certificates (16%), then the least had obtained postgraduate studies (10%),

4.2.6 Employment of the respondents

<table>
<thead>
<tr>
<th>Employment</th>
<th>Frequency</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Records clerk</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Student</td>
<td>50</td>
<td>75</td>
</tr>
<tr>
<td>Registry Officer</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Other users (Accountants, office messengers and secretaries)</td>
<td>7</td>
<td>18</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
<td>100.0</td>
</tr>
</tbody>
</table>
From figure 4.4 above, it is shown that majority of the respondents (75%) were students followed by those who were other users including accountants, secretaries and office messengers, 5% were records clerks and the least were registry officers (2%).

4.2.7: Religious affiliation of respondents

As shown in table 4.2 above, majority of the respondents (33.8%) were Catholics, followed by those who were protestants (32.3%), then those who were Muslims (15.4%), then those who were Pentecostals (12.3%) and the least were other (6.2%) like the born again and the orthodox.

Figure 4.4 religious distribution of respondents (N=60)
4.3 Types of records kept at Kyambogo University students’ registry

Table 4.3 Types of records kept at Kyambogo University students’ registry (N=60)

<table>
<thead>
<tr>
<th>Record type</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal letters</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>Withdrawal resumption letters</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Retake application</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Student enrolment records</td>
<td>8</td>
<td>20</td>
</tr>
<tr>
<td>Students’ academic records</td>
<td>12</td>
<td>30</td>
</tr>
<tr>
<td>Memo</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Certificate replacement</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>Introductory/ recommendation letters</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Disciplinary letters</td>
<td>2</td>
<td>5</td>
</tr>
</tbody>
</table>

Majority of the respondents (30%) reported that Students’ academic records are the most records kept at Kyambogo university registry followed by those who reported that Students enrolment records (20%) are the ones kept at Kyambogo university registry, 15% reported retake applications, then 10% certificate replacements, 8% reported Withdrawal letters, and 5% reported Withdrawal resumption letters, disciplinary letters (5%) finally the least 5% reported Introductory/ recommendation letters to be among the records kept at Kyambogo university registry.

During an interview with one of the record clerks, it was reported that;

“Our registry acts as a store for all the records generated by the university on various issues such as student academic records, procurement records, service delivery records admission records and many others”

Literature findings disagree with data in the table like Morris, (2009) who in his study identified manuscripts that is documents that have been handwritten or typed but not printed (e.g. letters, diaries, literary works, memorandums, written registers, ledgers), Burns & Parsons, (2010) who identified photographs, scrapbooks, correspondence, memoranda, notebooks and ledgers and Cunha, (1988) who reported that the record materials kept in the university registry included; Records of employees hired as part-
time, casual, or temporary are minimal and contain address, social insurance number, income tax designation, and other related employment information.

4.4 Access of records at Kyambogo university student’s registry

Table 4.4 Access of records at Kyambogo university students’ registry

<table>
<thead>
<tr>
<th>Records access</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walking into registry</td>
<td>10</td>
<td>17</td>
</tr>
<tr>
<td>Written requests</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>Filling forms</td>
<td>7</td>
<td>12</td>
</tr>
<tr>
<td>Electronic access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sending email</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Visiting websites</td>
<td>12</td>
<td>20</td>
</tr>
<tr>
<td>Academic registrars system</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>There are regulations allowing, denying and authorizing access</td>
<td>15</td>
<td>25</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
<td>100</td>
</tr>
</tbody>
</table>

Majority of the respondents 25% reported that there are regulations allowing, denying and authorizing access of records, then 20% reported that to access records at the registry has to be done by Visiting websites followed by those who reported Walking into registry 17%, then those who reported academic registrars system 13%, then 12% reported Filling forms, 8% reported written requests and the least 5% reported sending email requests.

In an interview with one of the respondents, it was said that;

“The access of records here is done through various steps such as; sending the access request by email, signing a consent form and payment of the access fee”

4.5 Retrieval of records at Kyambogo university student’s registry

Table 4.5 Retrieval of records

<table>
<thead>
<tr>
<th>Retrieval of records</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indexes</td>
<td>25</td>
<td>42</td>
</tr>
<tr>
<td>Registers</td>
<td>15</td>
<td>25</td>
</tr>
<tr>
<td>Borrowing</td>
<td>20</td>
<td>33</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
<td>100</td>
</tr>
</tbody>
</table>
Majority of the respondents 42% reported that the retrieval process involves indexing followed by those reported registers 33% and the least reported borrowing 25%. Indexing is the activity of obtaining information resources relevant to an information need from a collection of information resources. Searches can be based on full-text or other content-based indexing

In an interview with one of the respondents, it was reported that;

“Our registry users are always requested to fill a manual form stating exactly what files need to be retrieved after which we contact the records clerk informing him/her of the file that needs to be retrieved. One the files have been retrieved we asked the record user to return it to the storage after a specified period of time”

4.4 Challenges faced in the access and retrieval of records at Kyambogo University student’s registry.

Under this objective, two research questions were asked to the respondents which included; have you met challenges in managing records at Kyambogo university registry?, and what are the challenges met in managing the access and retrieval of records at the registry? Results are presented below which include both qualitative and quantitative.

Table 4.6 Challenges faced in the access and retrieval of records at Kyambogo university student’s registry

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to accessing records</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Failure to see results</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>Failure to get transcripts on time</td>
<td>38</td>
<td>45</td>
</tr>
<tr>
<td>Misfiling of their biodata forms</td>
<td>5</td>
<td>13</td>
</tr>
<tr>
<td>Pests and insect attack</td>
<td>8</td>
<td>20</td>
</tr>
<tr>
<td>Limited trained personnel</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>60</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
Majority of the respondents (45%) reported that failure to get transcripts on time by students is a major challenge facing Kyambogo university registry followed by those who reported Pests and insect attack (20%), 13% reported Misfiling of their biodata forms for students, 10% reported failure to see results 8% reported limited trained personnel to handle the records and the least 5% reported failure to accessing records.

In an interview with one of the respondents, it was reported that;

“Limited trained personnel in the handling of records both electronic and paper is a major challenge to the registry because this has been causing the loss of records overtime, however we are devising means to do regular training to our employees to teach them what they do not know as far as handling records is concerned”

Literature findings agree with quantitative results in the table above for example (Exadox, 2009) who in his study mentioned climate factors, disfavoring from top management, inadequacy of resources, capital inadequacy, lack of professionals, ICT related challenges, among others, also Khan & Bhatti, (2012) mentioned lack of stewardship and co-ordination in handling paper-based as well as e-records, absence of legislation, organizational policies and procedures to guide the management records, absence of core competencies in records and archives management, lack of appropriate facilities, unfavorable environmental conditions for storage and preservation records, absence of dedicated budgets for records management, poor security and confidentiality controls, lack of records retention and disposal policies, absence of migration strategies for e-records, and absence of vital records and disaster preparedness and recovery plans as some of the challenges faced in handling of records.
4.5 Strategies for improvement in the access and retrieval of record at Kyambogo University student’s registry.

Table 4.7 Strategies for improvement in the access and retrieval of record at Kyambogo university student’s registry

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Established procedure for opening and closing of the registry</td>
<td>37</td>
<td>43</td>
</tr>
<tr>
<td>Windows and doors wired to the security alarm system</td>
<td>7</td>
<td>18</td>
</tr>
<tr>
<td>Preservation of non-print materials like the audiovisuals</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>Securing electronic records with passwords and end to end encryption</td>
<td>10</td>
<td>25</td>
</tr>
<tr>
<td>Others</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
<td>10</td>
</tr>
</tbody>
</table>

Results in table 4.5 shows that majority of respondents (43%) reported that established procedure for opening and closing of the registry can be the best strategy to improve the access and retrieval of records, 25% reported securing electronic records with passwords and end to end encryption, 18% reported that windows and doors should be wired the security alarm system, then 8% reported preservation of non-print materials like the audiovisuals and 7% reported other strategies such as strict rules and regulations for the access of the registry, use of a perfect data management system and adopting electronic system of record access and retrieval.

During the interview with one of the respondents, it was reported that;

"Due to myriad challenges faced in the access and retrieval of records at our registry, we adopting an overall electronic record access and retrieval system and we hope this will save time and loss of records”

Literature findings disagree with the table 4.5 results for example Hanus, (2006) says that to solve such challenges, records managers may need to turn to some other forms of information management technology. Microfilming for example the use of computers that
are currently used in all modern times. Microfilming and software record keeping are new forms of cost effective keeping and management of records should be adopted as a mother of priority. Khan & Bhatti, (2012) continued and said that employment of qualified personnel in record keeping management will often reduce the time wasted during the process of looking for records or handling any other diversionary happening. Training of people on job may also enhance the much needed manpower skills and can promote the services offered by both the executive and records managers. However Contoural, (2012) agrees with table 4.5 as he recommended documenting registry procedures, policies and regulations registry procedures policies and regulations, also recommended retention and disposal policy be developed. He recommended automation arguing it’s flexible, quick in retrieval. He further recommended on training staff. This is by having qualified and experienced staff which will lead to effective records management practices.
CHAPTER FIVE: SUMMARY OF THE FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter gives a summary, conclusion and recommendations of the main findings in relation to the stated objectives and results obtained from chapter four.

5.2 Summary

The summary of the results are in line with the stated specific objectives of this study which were;

i. To find out the types of records kept at students’ registry at Kyambogo University

ii. To examine the access of records at Kyambogo university students ‘registry

iii. To analyze the retrieval of records at Kyambogo university students’ registry

iv. To find out the challenges faced in the access and retrieval of records at Kyambogo University students ‘registry

v. To suggest strategies for improvement in the access and retrieval of record at Kyambogo University students ‘registry.

5.2.1 Types of records kept at Kyambogo University student’s registry

Majority of the respondents (30%) reported that Students’ academic records are the most records kept at Kyambogo university registry followed by those who reported that Students enrolment records (20%) are the ones kept at Kyambogo university registry, 15% reported retake applications, then 10% certificate replacements, 8% reported Withdrawal letters, and 5% reported Withdrawal resumption letters , disciplinary letters (5%) finally the least 5% reported Introductory/ recommendation letters to be among the records kept at Kyambogo university registry

5.2.2 Access of records at Kyambogo university student’s registry

Majority of the respondents 25% reported that there are regulations allowing, denying and authorizing access of records, then 20% reported that to access records at the registry has to be done by Visiting websites followed by those who reported Walking into registry
17%, then those who reported academic registrars system 13%, then 12% reported Filling forms, 8% reported written requests and the least 5% reported sending email requests. Even the interview findings agreed with questionnaire findings.

5.2.3 Retrieval of records at Kyambogo university student’s registry

Majority of the respondents 42% reported that the retrieval process involves indexing followed by those reported registers 33% and the least reported borrowing 25%. Indexing is the activity of obtaining information resources relevant to an information need from a collection of information resources. Searches can be based on full-text or other content-based indexing

5.2.2 Challenges faced in the access and retrieval of records at Kyambogo University students’ registry.

Majority of the respondents (45%) reported that failure to get transcripts on time by students is a major challenge facing Kyambogo university registry followed by those who reported Pests and insect attack (20%), 13% reported Misfiling of their biodata forms for students, 10% reported failure to see results 8% reported limited trained personnel to handle the records and the least 5% reported failure to accessing records

5.2.3 Suggest strategies for improvement in the access and retrieval of record at Kyambogo University students’ registry

Established procedure for opening and closing of the registry can be the best strategy to improve the access and retrieval of records (43%), 25% reported securing electronic records with passwords and end to end encryption, 18% reported that windows and doors should be wired the security alarm system, then 8% reported preservation of non-print materials like the audiovisuals and 7% reported other strategies such as strict rules and regulations for the access of the registry, use of a perfect data management system and adopting electronic system of record access and retrieval. Interview findings continued and reported that adopting an overall electronic record access and retrieval system can be a major strategy for improvement of access and retrieval of records.
5.3 Conclusions

From the findings above, it can be concluded that; Students’ academic records, Students enrolment records, certificate replacements, Withdrawal letters, Withdrawal resumption letters, disciplinary letters and Introductory/ recommendation letters to be among the records kept at Kyambogo university registry. Access records at the registry has to be done by visiting websites, Walking into registries, academic registrars system, Filling forms and sending email requests. Retrieval process involves indexing, registers and borrowing. Challenges in retrieval and access included failure to get transcripts on time, Pests and insect attack, Misfiling of their biodata forms, failure to see results and limited trained personnel and finally the strategies to improve records access and retrieval included; Established procedure for opening and closing of the registry securing electronic records with passwords and end to end encryption, windows and doors should be wired the security alarm system, preservation of non-print materials like the audiovisuals, strict rules and regulations for the access of the registry, use of a perfect data management system and adopting electronic system of record access and retrieval.

5.4 Recommendations

i. Kyambogo University should carry out scheduled trainings for records management staff to enhance good knowledge in records access and retrieval.

ii. Storage cabinets and increased space should be enhanced at Kyambogo university students’ registry to easily store and handle huge documents generated at Kyambogo.

iii. Increased finance by government to records management department and proper guidelines implementation on the access of registry records.
References


APPENDIX A: QUESTIONNAIRE

I am NAKKONDE MATILDA a student of Makerere University pursuing A Bachelor’s Degree in Records and Archives Management. As part of the program, I am carrying out a research on the ASSESSMENT OF ACCESS AND RETRIEVAL OF RECORDS AT KYAMBOGO UNIVERSITY. The study is purely academic and the information provided will be treated with confidentiality. Please fill the questions bellow.

SECTION A: SOCIO-DEMOGRAPHIC INFORMATION OF RESPONDENTS.

1. Gender (please tick)
   - Male   - Female

2. Age (please tick)
   - 20-30   - 31-40   - 41-above

3. Marital status (please tick)
   - Single   - Married   - Divorced   - Widow

4. What is your highest level of education (please tick)
   - Certificate   - diploma   - degree
   - Post graduate

5. What do you do as means of living (occupation)?
   - Records clerk   - secretary   - office messenger
   - Records manager

6. Religious affiliation (please tick)
   - Catholic   - Protestant   - Muslim
   - Pentecostal
   - Others
   - (specify)........................................................................................................

SECTION B: Types of records kept at Kyambogo University registry.

2. What are records according to this registry?
   ......................................................................................................................................
3. What types of record do your store in this registry?

   i. Withdrawal letters
   ii. Withdrawal resumption letters
   iii. Retake application
   iv. Student enrolment records
   v. Students’ academic records
   vi. Memo
   vii. Certificate replacement
   viii. Introductory/ recommendation letters.
   ix. Disciplinary letters

SCETION C: Challenges encountered in the access and retrieval of records at Kyambogo University registry.

Have you met challenges in managing records at Kyambogo university registry?

   1) Yes
   2) No

What are the challenges met in managing the access and retrieval of records at the registry?

   i. Failure to accessing records
   ii. Failure to see results
   iii. Failure to get transcripts on time
   iv. Misfiling of their biodata forms
   v. Pests and insect attack
   vi. Limited trained personnel

11. Strategies for improvement of access and retrieval of record at Kyambogo University registry.

   1) Established procedure for opening and closing of the registry
   2) Windows and doors wired to the security alarm system
   3) Create ant forms of information
   4) Preservation of non-print materials like the audiovisuals
   5) Others
   6) Securing electronic records with passwords and end to end encryption
   7) Others (specify)………………………….
Appendix B: Interview guide

I am NAKKONDE MATILDA a student of Makerere University pursuing A Bachelor’s Degree in Records and Archives Management. As part of the program, I am carrying out a research on the ASSESSMENT OF ACCESS AND RETRIEVAL OF RECORDS AT KYAMBOGO UNIVERSITY. The study is purely academic and the information provided will be treated with confidentiality. Please fill the questions bellow.

i. What the types of records kept at Kyambogo University registry?

ii. What are out the challenges access and retrieval of records at Kyambogo University registry?

iii. What are the existing control measures for access and retrieval of records in Kyambogo university registry?