CONSTRAINTS EXPERIENCED IN PUBLIC RECORD CENTRES IN THE FACILITATION OF PROPER RECORDS MANAGEMENT PRACTICES IN PUBLIC OFFICES IN KENYA

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DECLARATION

This proposal is my original work and has not been presented for a degree or certificate in any other university.

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ABSTRACT

Public record centres (PRCs) are charged with ensuring that there are proper record management practices in public offices in Kenya. Failure by public record centres to facilitate proper record management practices in public offices can negatively impact on the latter’s delivery of services. This study will investigate PRCs in Kenya in order to find out the constraints they might be facing in carrying out their mandate of helping public office registries practice proper records management as expected. This study has been motivated by the many complaints about delays in records retrieval raised by clients looking for services in a number of public offices in Kenya. The study will be guided by various objectives as namely; establish whether the procedures and policies guiding the public record centre have an impact on the attainment of their goals; determine whether the facilities available affect their service delivery to the public offices in Kenya; whether the available staff is adequate in terms of numbers and qualifications; whether awareness creation with their clients is a necessary component in the attainment of their goals and finally find out what other challenges the public record centre could be facing that are relevant to the study. The target population of the study will be fifty one, comprising the management and staff of five public record centres; Nakuru, Mombasa, Kakamega, Kisumu and Nairobi and the Director of Kenya National Archives and documentation service (KNA&DS). One of the five county record centres will be used for piloting the data collecting tools. The sample size will be twenty nine comprising twenty four staff members selected through simple random sampling (six from each of the remaining four record centres), and the Director, KNA&DS selected through purposive sampling to provide data on administrative matters. Nairobi public record centre, selected through simple random sampling using raffle papers, will be used for piloting the data collecting instruments for their validity and reliability. The tools of research will be questionnaires for the record centre staff, interviews for the record centre management staff and the KNA&DS Director and observation schedules for assessing appropriateness of the location of the record centre, accommodation for both personnel and records, as well as accessibility to the record centre. The research design will be descriptive qualitative survey because the researcher will collect data as is on the ground. The data collected will be analyzed using the Statistical Package for the Social Sciences (SPSS) and descriptive statistics based on the themes contained in the objectives of this study. The results of the analyses will be presented by use of various graphs, tables, percentages and descriptions. Conclusions and recommendations will then be made based on the findings.
ABBREVIATIONS AND ACRONYMS

The following abbreviations used in this proposal are associated with the following meanings:

A.L.M.A: Association of Record Managers and Administrators
CRC: County Record Centre
G.D.A: General Disposal Act
I.R.C$: Intermediate Record Centres
K.N.A. & D$: Kenya National Archives and Documentation Service
N.A.R.S: National Archives and Records Service
P.R.C.$: Public Record Centres/Provincial Record centres
R.D.S: Records Disposal Schedule
R.M: Records Management
R.C$: Record Centres
R.M.D: Records Management Division
R.M.P: Records Management Programme
R.R.M.S. Regional Records Management Service
U.S.A: United States of America
U.S.B.E United States Bureau of Efficiency
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1.0 CHAPTER ONE: INTRODUCTION TO THE STUDY

1.1 BACKGROUND TO THE STUDY
Shepherd & Yeo (2003) and Mnjama (2003) have defined a records centre as a temporary storage place for both semi current and non-current records of an organisation. Public record centres (PrCs) are a type of record centres established by the governments to help in the management of public records in a given country.

There are other record centres referred to as commercial or private record centres while still others are owned by creating agencies themselves. The latter are either in-house or off-site record centres (Robeck et al 1996). Further elaboration reveals that all types of record centres feature at the 4th stage in the life cycle of records which Robeck et al call retention and disposition stage reached when information and records decline in value, become inactive and are then removed from active stage in prime office space, either to be destroyed if they have no other value or transferred to an inactive storage facility (record centres) for the duration of their retention period. After this the records proceed to archival preservation (p7).

(PrCs) are supposed to guide public offices in proper record management practices. Proper records management is largely what Michael Cook (1999) calls”’ good records care’” which begins with the establishment of policies, procedures and priorities before records are even created. (p. 5)

Michael Cook (1999) continues to point out that PrCs should alleviate the problem of storage of semi-current and non-current records in public offices because it is expensive and difficult to manage them within the offices of creation. This is because after a period of time, virtually all records cease to be current within government but some of them cannot be destroyed for legal or other reasons. With time such records become very bulky and hinder proper management of current records thus interfere with day-to-day running of the business of the organization (p. 8). This can interfere with service delivery to an organisation’s clients. This is what is currently happening in some public office registries in Kenya as reported in Mass media, (Daily Nation, May 22 p.2)
Shepherd & Yeo (2003) also pointed out that good records management practices aims at ensuring that retention decisions are made rationally to protect an organization against legal action because they show that any destruction of records was done as part of normal business practice. (p.146)

The United States of America established records centres as a result of the two world wars which resulted into the creation of so many records that public offices could no longer efficiently and economically deal with both current and non-current records (Dubey 1997)

The Kenya government has a network of public record centres, also known intermediate record centre that were established in the 1980s. (They are called intermediate record centres because of the concept of a central position between record creators and the National Archives). They were set up in Nairobi, Nakuru, Mombasa Kakamega and Kisumu to help manage public records which had accumulated for many years since Kenya was colonized. These record centres are extensions of the Record Management section of the Kenya National Archives & Documentation Service (KNA &DS, (Kemoni, 1988).

The role of the records management section is to coordinate or advise public office registries on records management issues. At the same time they provide space for the storage and care of dormant records mainly, and semi current records when creating agencies cannot accommodate them for lack of space. Without the record centres, creating agencies would either destroy the dormant records as ‘unwanted’ records or take them directly to the National archives for storage. However, the National Archives cannot accommodate dormant records from all the creating agencies. They need to be appraised first so that their value can be established. The National archives are supposed to take only those records with research value which is barely one tenth of what the public offices would otherwise take to the National Archives. (Robeck et al, 1996).
Destroying the dormant records before they are appraised would mean destroying the history and heritage of the country. The records with research value need to be preserved for future generations. The other options for the creating agencies are to store all the records they have forever. This is not practicable because the cost would be enormous if not impossible (ibid).

In an article titled “Problems faced in Archives and Record management in Kenya (Information Science Blog, June 8, 2010) it was stated that The development of archives and record management in particular has faced numerous challenges both during the colonial era and post colonial era. As a result, it was recommended that the archival institution should engage in programs that will help to educate public officers and those in the private sector on the requirements and content of the records Act. This would help the institution to have at the end properly managed non-current records of enduring value and would also facilitate a smooth transition of the same records to the archival institution for final preservation.

The report, also, indicated that there were other issues, not discussed during the meeting that are still posing challenges to the practice of record management and if well addressed by both the government, the archival institution itself and other stakeholders, the larger field of archives and records management can perform even much better in the provision and preservation of information in Kenya. (Informationscienceblog.blogspot.com)

1.2 STATEMENT OF THE PROBLEM
According to Cook, Michael, (1999) questions have been raised by Kenyan archivists and record managers as to whether record centres have satisfactorily, carried out their mandate since record creators have continued to experience records management problems varying from disorganized registry systems to inadequate disposal or ephemeral records.

The reason given for this state of affairs is the inability of public record centers to carry out their mandate properly.

Kemoni (1988) and Mnjama (2003) elaborates on the said mandate by saying that, the main purpose of the records Management service is to advise public office registries on proper record management practices through helping them to;

- Develop file classification schemes.
- Create file retention and disposal schedules.
- Create relevant records.
- Acquire proper records storage equipment.
- Adopt proper appraisal and disposal procedures.
- Follow the appropriate record-transfer and reference procedures.

In spite of this however, Mnjama (2003) regrets that even though Kenya National archives has made major strides in developing records services by opening regional centres (read public record centres), major aspects of managing public sector records remain chaotic. He has continued to lament that regulations governing the management and disposal of public records are flouted by many civil servants.

In order to salvage the situation, the writer suggests that “time has come for the National archives to focus on the management of the entire life-cycle of records, right from the creation rather than managing only the archival preservation stage.

The purpose for record centres is also contained in the KNA&DS mandate statement which states that KNA&DS is charged with the formulation, implementation, coordination and overseeing the execution of records and archives management services and programs within the public sector. (KNADS website).
The section charged with this responsibility by the KNADS is the Records Management service which is decentralized through five public record centers namely:

- Nairobi record centre established in 1980 to serve four provinces; Nairobi, Eastern, North eastern, and central.
- Nakuru Record centre established in 1980 to serve the former whole Rift Valley province.
- Mombasa record centre established in 1981 to serve former coast Province.
- Kakamega record centre set up in 1982 to serve former Western Province.
- Kisumu Record centre formed in 1989 to serve former Nyanza province. (KNADS website).

Record centres are expected to ensure that records in the public offices are well managed to be available for decision making and accountability currently, and in future be preserved as Public archives where applicable. The Kenya Bill of rights section 35 subsection (a) and (b) also stipulates that ‘’Every citizen has the right of access to information held by the state and information held by another person and required for the exercise or protection of any right or fundamental freedom. (Kenya constitution 2010). In the light of the foregoing, it is, therefore, crucial that RCs play their role satisfactorily so that government creating agencies (public offices) can manage their records well so that the same can be accessed whenever required in pursuance of the Bill of Rights, Chapter four, subsection 35 1a on right of access to information. This subsection states clearly says that ‘’every citizen has the right of access to information held by the state.

It is also notable that Studies made on records management so far; (Kemoni (2007), Wamukoya (1996) Githaka (2006) Gota (1992) and Musonye, A. (1994) have focused mainly on performance of public office registries leaving out the role played by record centres in facilitating proper management of public sector records.
Kemoni & Wamukoya in particular, have emphasized that the Kenya government ensures that archivists in the record centres are retrained in the management of records including electronic record and that the Public archives and Documentation Service Act (1965) be amended. Wamukoya (1996) has also recommended that record centres be housed in purpose built buildings. None of these studies has however comprehensively delved into the reasons why record centres are unable to carry out the mandate given to them by the law as it is.

Concerns that record centres might not be carrying out their mandate adequately were revealed in Kenya’s Mass Media recently when it was stated that Police are poor in the keeping of records and do not properly preserve exhibits through an article entitled “Top cop reveals rot in police stations” (Daily Nation, Thursday March 2014 p. 8). The lands office in Kenya has also come under sharp criticism for apparently poor management of her records. This resulted in the Lands cabinet secretary organising for total overhaul of the system “to seek sanity at Ardhi House. (Daily Nation Thursday, May 27, 2014; ‘Daily Kenya Living’( pp 2-3). This is in spite of a study done about fifteen years ago which recommended certain improvements in the public record centres to enable them carry out their mandate more effectively, (Kemoni 1988). Apparently (KNA & DS) the parent organisation for public record centres could not implement the said recommendations.

Musembi (1988) has, also, emphasized that, record centres have a significant role to play in the management of public and even private sector records. He has continued to say that without functioning record centres, it would be difficult to carry out record surveys and record appraisals in the public offices countrywide. These two activities are at the centre of proper records management practices. The need to improve records management practices in the public sector cannot be over emphasized. This is because accurate and reliable information provides the foundation for accountability in the public service and is the basis of good governance and development. (Wamukoya, 1996).
Given the above cited instances, this researcher has reason to believe that the problem of poor records management practices still persists and could be widespread in Kenya Public offices. The reasons for this state of affairs require to be investigated through a scientific study.

1.2.1 PURPOSE OF THE STUDY
Given the aforesaid, this research study seeks to establish the current status of Public record centres in Kenya with a view to finding out if they could be experiencing constraints that are preventing them from playing their role of ensuring that there are proper record management practices in public offices in Kenya.

1.3 OBJECTIVES OF THE STUDY
The following are the objectives of this study. The objectives are based on three main themes, namely, the mandate of the record centres, how well they fulfill their mandate and the challenges they might be facing.

1) To establish whether the procedures and policies guiding public record centres have an any effect on the achievement of their goals.

2) To find out whether the functions carried out in the public record centres are relevant and adequate in regard to their mandate.

3) To determine whether the type and quantity of the facilities and equipment available in the record centres affect their service delivery.

4) To establish whether the available staff, both the management and workers, is adequate in terms of numbers and qualifications to enable the record centres achieve their goals.

5) To find out whether awareness creation with their clients is a necessary component in the achievement of record centre goals.
6) To reveal any other challenges that might be hindering the record centres from achieving their goals and how they can be minimized?

RESEARCH QUESTIONS

The following are the research questions for obtaining the required data for the problem.

1) What guidelines/policies form the basis for public centre undertakings?
2) Which functions does the record centre carry out in relation to her mandate?
3) Are there sufficient facilities and equipment for all the record centres requirements?
4) Does the geographical jurisdiction of the record centre affect its performance and if so, in what ways?
5) To what extent do the staff numbers and professional qualifications impact on the quality of your work?
6) What methods (if any) does this record centre use to create awareness of the services offered to its clients?
7) What evaluation measures does this organization apply in regard to its mandate?
8) What constraints does the record centre have in carrying out its mandate?
9) How should this record centre be best facilitated in your view, for it to adequately carry out its mandate?

1.5 SIGNIFICANCE OF THE STUDY

The study is intended to bring into focus problems/challenges faced by public record centres in execution of their mandate. Such information will prompt the government to give them the necessary support in order for them to carry out their functions effectively. The report can also serve as an evaluation tool by the Kenya National Archives & Documentation Service (KNA&DS) management and by extension the relevant government ministry to find out whether their objective
of providing Public office registries with advice on proper record management practices are being met which in turn avail the archival records the country requires as its heritage.

The findings of this study can also be useful to public Registry managers who might not be aware of the existence and purposes of public record centres. From the experience of the researcher some government registries are run by non professionals with little understanding regarding the records management procedures. Such managers may start making use of record centres to sort out possible record management problems. The end beneficiaries of the improved record management practices in the registries are the public offices in Kenya who rely on records to accomplish their tasks of serving the general public.

Finally, the findings of this study can also provide study materials for students in Records Management courses in the middle/tertiary level institutions and universities as well as providing a basis for future research.

1.6 SCOPE OF THE STUDY
It is the intention of the researcher to carry out a comprehensive survey of all the Public record centres. (These have recently been renamed County record centres after the promulgation of the country’s new constitution in August 2010.) This is because, each record centre may have some uniqueness in terms of its geographical jurisdiction. Some of them are supposed to serve more counties than others. It is notable that despite the new set up of counties replacing former provinces, the number of public record centres remain five. (Director, KNA &DS).

1.7 LIMITATIONS OF THE STUDY
Orodho (2010) states that limitations are an aspect of the study likely to adversely affect the results or their generalization but over which the researcher has no direct control. This study might have the following limitations;

- Staff absence and lack of cooperation can at times negatively impact on response rate in data collection. However, it is the hope of this researcher that both the administration and staff will be willing to participate in the
research as they will be assured of confidentiality of the received information, its significance and benefits to the stakeholders.

- The geographical dispersion of the public record centres under study might take a substantial amount of time and money to cover but this will not, hopefully, affect the thoroughness of the study.

1.8 DELIMITATIONS OF THE STUDY

- This study will not include other types of record centres; commercial and private record centres as they do not fall under the control of Kenya National archives and do not deal with Public sector records.
- This study will not include public office registries.

1.9 ASSUMPTIONS

The following are the assumptions in respect to this study:

- That the necessary authority will be granted for carrying out this research study.
- That the target population will cooperate in the provision of valid and reliable data.
- The required time, finances and motivation for this study will be available.

1.10 THEORETICAL FRAMEWORK

The theoretical framework for this study will be based on the importance of information to society. It is associated with John Nesbit (1982) as quoted by Robeck et al (1996).

The theory talks about the shift that has occurred in the United States of America—from an industrial to an information society.

An information society is one where the manipulation of information is significant and sometimes a measured amount of personal activity—where everyone can create, access, utilize and share information and knowledge, enabling individuals, communities and people to achieve their full potential in promoting their sustainable development and improving their quality of life premised on the purpose and principles of the charter of the United Nations and respecting fully and upholding the universal declaration of human rights.
According to Daniel Bell the number of employees producing services and information is an indicator of the informational character of a society. "A post-industrial society is based on services. What counts is not raw muscle power, or energy, but information. A post-industrial society is one in which the majority of those employed are not involved in the production of tangible goods.

Similarly, Bell, Peter Otto and Philipp Sonntag (1985) say that an information society is a society where the majority of employees work in information jobs, that is, they have to deal more with information, signals, symbols, and images than with energy and matter.

According to this theory, the new source of power is not money in the hands of a few as is the case in an industrial society but information in the hands of many. In an information economy value is increased not by labour but by knowledge. The telephone, the computer, and the television have merged into an integrated information and communication system that transmits data and permits instantaneous interaction among people.

Robeck (1996) emphasizes on this theory by saying that the transformation is” as profound as that from an agricultural society to an industrial one”. (p14). She has continued to say that all that is required for this transformation to information society is proper information management—the administration of information, its use and transmission and the application of theories and techniques of information handling systems. She adds that information management is normally preceded by proper records management—the application of systematic and scientific controls to recorded information required in the operation of an organisation’s business. The two areas—information management and records management—are interrelated as one cannot happen without the other as there cannot be records management without information management.

Information theory is relevant to this study because it is investigating the extent to which County record centres are capable of facilitating proper record management practices in public offices in Kenya so that information can be efficiently provided to those who need it.
The following section on conceptual framework demonstrates how the above theory can be successfully applied in county record centres by indicating the variables that should come into play.

1.10 CONCEPTUAL FRAMEWORK
Orodho (2010) states that a conceptual framework is a model of presentation where a researcher illustrates the relationship between the various variables in the study to be undertaken. It is therefore, a hypothesized model identifying the various concepts under study and how they are supposed to interrelate for the intended objectives to be achieved.

The conceptual framework for this study is based on the necessity for the facilitation of the public record centres to carry out their mandate of ensuring proper record management practices in public registries by the various stakeholders, that is, the Government, the National Archives Management and the creating agencies—Government departments. The main factors constituting this mandate will be the independent variables of this study; the necessary legislation, finances, qualified manpower, accommodation and equipment. Such facilitation should ensure proper records management practices and the consequent efficient delivery of the necessary services to the public (dependent variable.), all other things being equal.

Thus, for proper records management practices to take place in Public offices in Kenya, Public Record Centres should provide the necessary assistance to the public offices relating to creation, storage, use, maintenance security and disposal of their records.

The county record centres should also help public office registries to create the tools necessary for the appraisal and disposal of the records created once they lose primary value. Such dormant records should also be transferred to the record centres to create storage space for the current records.

The Ministry of Sports and National heritage through KNA&DS should facilitate these activities by providing the necessary coordination, financing and qualified
manpower to the record centres management so that they can efficiently play their advisory role on record management practices in the creating agencies’ registries.

The other stakeholder is the creating agency. For the registry to be able to implement the requirements as advised by the record centre staff, it requires finances for the purchase of equipment, security of the records, and recruitment of needed manpower as well as provision of the storage space necessary for the records and other staff and users. The quality and quantity of staff is of essence here to make sure that all activities are professionally carried out.

The Kenya government’s role would be the provision of the necessary infrastructure—legislation—to enable the relevant ministry facilitate the necessary record management practices through KNA&DS management. The outcome of this concerted effort by all stakeholders would be proper records management in public offices in Kenya.

SUMMARY OF THE VARIABLES IN THE STUDY
1. **Dependent variable**: Proper records management practices; the end-product of functional public record centres.

2. **Independent variables**: adequate finances, qualified manpower, adequate storage equipment, necessary legislation as well as proper coordination of the record centres by the KNA &DS management.

This concept is illustrated below:
Fig 1.2 CONCEPTUAL FRAMEWORK: (source; self)

Independent stakeholders

Variables

Dependent variable

Policy formulation

- Finances
- Staff
- Location
- Functions
- Activities

Adequate facilities & equipment

- Storage equipment
- Transport vehicles
- Machinery
- Accommodation for staff

Cooperation

- Implementation of recommendations

Human resource

- Qualifications
- Experience
- Motivation level
- Full establishment

Necessary legislation & review

- Comprehensiveness
- Relevance

Kenya government

KNA&DS management

Record creators

Ministry of Sports and National Heritage

Government of Kenya

Proper records management practice

Kenya government

KNA&DS management

Record creators

Ministry of Sports and National Heritage

Government of Kenya

Proper records management practice
1.12 OPERATIONAL DEFINITION OF KEY TERMS AND CONCEPTS

**Record**: Recorded information regardless of medium or characteristics made or received by, and used in the operations of an organization in pursuance of, or compliance with legal obligations or in the transaction of business. /something that represents proof of existence and that can be used to recreate or prove state of existence regardless of medium or characteristics.

**Current records**: records regularly used for the current business of an organization and therefore maintained in their place of origin.

**Semi-current records**: records required infrequently in the conduct of current business and can be transferred from the office to a record centre.

**Non-current/dormant records**: records no-longer needed for current business and should be appraised for final disposal.

**Public Record centre**: An area that is physically secured to protect public sector records from unauthorized destruction or access and from natural disasters and human threats.

**Public records**: All records, regardless of format and characteristics produced or received by any state agency or its officers or employees in connection with transactions of public business.

**Public sector**: The part of the economy that is controlled by the government and concerned with providing various government services.

**Record’s life cycle**: The lifespan of a record from creation to final disposition.

**Records Management (RM)**: The process of planning, organizing, staffing, directing and controlling all the steps involved in the life of a record from the time the record is created until its final destruction or permanent storage.

**Records Management Programme (R.M.P.)**: A systematic procedure for the control, evaluation, simplification, education, implementation and human threats on and review of records in a given organisation./ the systematic control of all records, from the time they are created or received, through their processing, distribution, organisation, storage, and retrieval to their ultimate disposition.
2.0 CHAPTER TWO: REVIEW OF RELATED LITERATURE

INTRODUCTION

Mugenda and Mugenda (2003 p. 29) has said that the purpose of literature review is to determine what has been done already that is related to the research problem with a view to providing a framework within which the research findings will be interpreted.

The section will first provide a belief historical perspective of records management, public record centre concept worldwide, Kenya included, and purpose of the record centres before delving into what has been done in this area so far while at the same time indicating the gap which the current research proposal wishes to address. This will be based on the specific objectives ‘thematic areas namely, policy guidelines, functions, human resource, equipment and facilities, awareness creation and challenges so that the same will be used to compare with the findings of the study and thereafter make the necessary conclusions and recommendations.

BACKGROUND TO RECORDS MANAGEMENT

Robeck et al (1996) p. 20 stated that although governments and businesses have been creating records, organizing them and finally disposing them off for a long time, records management as a programme is a relatively new concept. The writers go on say that records management is a professional discipline involving application of systematic and scientific control of all the organisation’s records during the various stages of their lifecycle; from their creation through processing, distribution, maintenance and use (p585). This is meant to promote economy and efficiency in record keeping by ensuring that useless records are systematically destroyed while valuable information is protected and maintained in a manner that facilitates its access and use.

The federal government of United States of America (USA) invented records management and also conceived and implemented many of its core concepts.
The programme was soon emulated by the private sector and other public bodies before spreading to the rest of the world. (p20)

2.1.1 ARCHIVAL DEVELOPMENT IN THE USA

United states of America founded its National archives in 1934 (Robeck et al (p.20) Soon after the government carried out a National wide records survey involving vast quantity of federal records that had accumulated since America became a republic. The Hoover Commission of 1940 was mandated to come up with recommendations on the management of this vast records accumulation.

In 1943 the government of America legalized the first records disposal schedule through its Records Disposal Act of the same year. Later other laws were created through the efforts of the Hoover commission to define records management for the first time in America. These laws required each federal agency to establish an active and ongoing records management Programme.

Robeck et al (1996 p.21) continue to say that a Records Management division was established in 1949 within the National archives and Records Service. (NASS).

Finally, in 1952, NASS established nine federal records centres, the equivalent of Kenya’s Public record centres, throughout USA to house the inactive records of all Federal agencies. They were recognized as a central tool in records management and all Federal agencies were supposed by law to use them in the management of their records. This record centre concept was soon adopted by the rest of the world, Kenya included as witnessed by the current membership of ARMA, an international Association for Record Managers and Administrators formed in 1980 (p22).

2.2 THE RECORD CENTRE CONCEPT.
A concept is an idea or a thought. (Longman dictionary of contemporary English (p 208).

According to Robeck et al (1996) The record centre concept was conceived in the United States of America (USA) between 1939 and 1945, as a result of pressure
of records created during the Second World War. World war II caused many changes in society and the economies of the world and the federal government of the Unites states of America and the rest of the developed world recognized the need for controlling the volume of records created both during and after the war. During this period, Registries experienced serious space problems never before witnessed due to this sudden proliferation of records numbers.

Between 1946 and 1955, two Hoover commissions were set up in America to study the policies and records needs of the federal government. The two Hoover Commissions resulted in the establishment of a body called General services administration, (GSA) to improve government practices and controls in records management as well as oversee reduction of paperwork in each government agency. (Shepherd & Yeo 2003). These efforts were widely acclaimed by industry, businesses and lower levels of government who felt the need for setting up programmes for the management of their records.

Earlier, in 1934, President Franklin, Delano Roosevelt had signed the legislation for the creation of the National archives as an independent agency which dealt mainly with administrative, logistical and staffing issues. With the outbreak of the 2nd World War and the consequent high growth of records, the National archives could not cope with the demand for storage and to make it better able to cope with the situation, it was absorbed by General Services Administration (GSA). This made it possible for the National archives of America to receive the necessary funding. At the same time, the name was changed to National Archives and Records Service (NARS) so as to reflect its new responsibility of managing both current and archival records.

In 1950 the federal Records Act established the framework of records management among federal agencies. In order to house and store the war generated records NARS began establishing a series of Federal record centres, FRCs (Google search: the origin of record centres June 7, 2014.) The concept of record centres materialized and spread rapidly all over the world.
2.3 RECORD CENTRE DEVELOPMENT IN KENYA
For a very long time Kenya did not have either a public records office or an archival institution (google search, June 2014). Very low priority was given to proper records management not only in Kenya but also in other African countries under colonial domination.

Okwu (1995) as quoted by Mnjama (2003) said that, in Nigeria, like Kenya Many circulars were sent by the Colonial secretary for British colonies as early as 1914 for Nigeria and 1929 for Kenya enquiring after the state of records and their preservation but little was done by way of initiating serious records management work. This resulted into a great loss in records and possible archives due to negligence.

In 1956, the Kenya colonial government took the initiative to establish an archive service by establishing archive rules and regulations (Archive Circular No. one 1956). The circular provided for accommodation for semi and dormant records in the basement of the then new Central Government Offices currently known as Jogoo House “A”. From then onwards government ministries and departments would take their closed files for review in Jogoo House “A” basement.

In 1965, the Public archives Act No. 32 of the laws of Kenya was created to formally establish the Public Archives service in newly independent Kenya. This is the law that has remained to date and has been a subject of debate calling for review to accommodate new development in Records and archives Management. (Kemoni 1988, Wamukoya, 1996) This is the same law used to establish public record centres in Kenya whose performance is the subject of the current study. A review in 1990 changed its name to Kenya National Archives & documentation Service Act. To incorporate its library resource services. (Director KNA & DS).

According to Kemoni, (1988), five record centres were established in Kenya in the 1980s by Kenya National Archives and Documentation Service (KNA & DS) in the then five provincial Headquarters that is, Mombasa Nakuru, Nairobi, Kisumu and Kakamega. They were meant to provide records management services in the whole republic as designated.
Most of the studies done on management of records in Kenya (Mnjama N., Kemoni H. (1988) Musembi, M) decry a poor state of affairs. Most of the blame has been put on the government of Kenya’s failure to fully facilitate KNA&DS and by extension, the public record centres by proper policy formulation and also the record creating agencies apathy in the support of record management programmes. Further blame has been put on the historical injustices meted by British colonial government in Kenya up to 1963. The above quoted authors insist that there is need for solutions to these and other problems affecting records management operations in Kenya. This study will focus on the constraints that continue to affect public record centres, currently going by the name county record Centres.

The above literature review has provided information in regard to the establishment of archives and record centres on a wide perspective so as to provide a basis for the current study on constraints in the performance of public record centres in Kenya based on the objectives of the study. The following sections will now constitute review of related literature based on the objectives of the study.

2.4 POLICY GUIDELINES FOR COUNTY RECORDS CENTRES

The Longman dictionary of Contemporary English (New edition p. 796) defines the term ‘‘policy’’ as a course of action for dealing with a particular matter or situation especially in a company. Thus, it is a statement about an intended action meant to guide stakeholders on how it should be carried out. In the absence of such guidance, there are likely to be inconsistencies, omissions and commission errors which can lead to serious repercussions in records management.

Cook, M. (1999) asserts that good record care begins with establishing policies, procedures and priorities before records are even created. Makotsi, (2004) confirms the above by indicating that a policy is about where, when, for whom and by whom in relation to a given undertaking. He has continued to say that a policy should be comprehensive and workable to avoid gaps and inconsistencies that might affect the intended outcomes or results.
Policies can be either written or unwritten but according to Ngulube, (2003) either can work as long as the rules of flexibility and dynamism are observed. However, when policies are written they can be a reference tool for evaluation, staff training and other relevant functions in an organisation.

County Record centres, being organizations in their own right require policy guidelines which should be provided by the government and interpreted by the parent organisation; Kenya National Archives and Documentation Service (KNA&DS).

There are certain areas that should be covered under the policy of a given organisation. In County record centres, they may include functions, requirements, staff establishment, location, accommodation and storage, access to records and management personnel. These same areas constitute the core of this study in that if the same are dysfunctional record centres cannot fully accomplish their mission.

Cook, M. summarizes this by saying that policies provide rationale paper-work controls which enable government offices to create records that provide satisfactory documentation of government policies and decisions as well as procedures, the establishment of retention periods for records that are not permanently valuable and the prompt disposal of useless records with considerable savings of space and filing equipment.

Specifically County Record centres are used for the storage and servicing of non-current records that must be kept for varying time records before their disposal. Such records come from all Departments, City and County Councils or Municipalities within their jurisdiction. Thus, for effective and efficient operations in the county record centres sound policies are necessary.

This study will find out whether such policies exist and if not investigate whether the situation could be affecting the accomplishment of the county record centre mandate.
2.5 PURPOSE FOR RECORD CENTERS
Record centres provide a saving in money and equipment in that they release office registries from spending money purchasing expensive equipment for records that are not either required or only required rarely—the dormant and semi current records (Robeck et al 1996).

The authors continue to state that, the location of record centres away from city centres also makes them cheaper than registries which are usually in expensive localities with the parent organizations. This economy of space and equipment cannot be acquired by microfilming records because the expenditure could be more, not to mention that some dormant records might end up useless after the final appraisal has been done.

Shepherd & Yeo (2003) support the above by stating that, Building a record centre is a viable alternative for without them, a records manager can experience storage problems that might result to destruction of dormant records before they are sorted and/or a slowness in discharging records for use to the decision-making officers in the organization. This is the main reason for keeping decision-making officers in the organization. This is the main reason for keeping records.

The writer continues to state that the role of a record centre include records survey, arranging for transfer of semi-current and non-current records from offices, preparation of accession reports, preliminary appraisal of retention value in consultation with the office of origin and carrying out authorized disposal.

2.6 FUNCTIONS OF RECORD CENTRE
The role of a record centre include records survey, arranging for transfer of semi-current and non-current records from offices, preparation of accession reports, preliminary appraisal of retention value in consultation with the office of origin and carrying out authorized disposal (Shepherd & Yeo, 2003).

Cook (1999) explains that after a period of time virtually all records cease to be current. The record offices, also referred to as registries cannot continue to accommodate these semi current records as well as non-current records. They are bulky and very expensive to accommodate and yet they are not relevant to the
needs of the organization because they no longer have primary value, the value for which they were created in the organization. The record offices, also referred to as registries cannot continue to accommodate these semi current records as well as non-current records. They are bulky and very expensive to accommodate and yet they are not relevant to the needs of the organization because they no longer have primary value, the value for which they were created in the organization.

Cook concurs with Robeck et al (1996) that the same records cannot be destroyed because they are still occasionally required by the organization. Thus there is need to still accommodate the records but at the lowest cost possible. Thus the need for record Centres that carry the following functions;

i) Receiving and making available all semi-current records that have any continuing utility regardless of their bulk or form. What this means is that Record Centres keep the semi-current records and also disseminate the same to the creating agencies whenever the need arises.

ii) Storage and preservation as well conservation of semi-current records for as long as they remain with them. This implies that Record centres have to cater for the well being of the records they receive from the creating agencies so that they do not deteriorate.

ii) Appraisal of the semi current as well dormant records under their care at the stipulated periods as per the appraisal tools accompanying the records. This is crucial in that with the passage of time semi current records may lose the primary value as a result of which they become dormant records. Treatment of the records has to change because they are now dormant records whose storage evaluation will be determined by the rules and regulations governing public records.

iii) Provision of reference service based upon the records to either the record creators or other authorized agencies or people.
iv) Preservation of dormant records until the archive institution is ready to receive them on the basis of their permanent value.

v) Security of the records under their care against unauthorized access. This implies that the record centre management should ensure that records under their care still belong to the creating agencies and thus no other people should access them.

vi) Planning and coordinating records management programmes for public offices registries

vii) Conducting record management seminars for heads of departments and record manager's offices in public offices.

This study will seek to establish the existence or otherwise of such functions in the county record centres which can foster attainment of their mandate of managing public office records.

2.7 FACILITIES AND EQUIPMENT FOR A RECORD CENTRE
A county record centre should be purpose-built. This means that it should be planned in such a way that it will accommodate all the expected functions and have all the necessary facilities, equipment, and resources. (Robeck et al. 1996).

For a record centre to satisfactorily carry out its functions, Robeck has suggested certain facilities for them as follows;

2.7.1 Facilities
i) Loading dock:
Robeck (page 468) emphasizes that Record centres deal with truckloads of records either requiring to be offloaded or loaded for storage or destruction/transfer to the archives respectfully thus, adequate loading dock facilities are necessary.
She continues to say that where record centres are above ground level a freight elevator will also be a requirement.

ii) Parking space: There should be enough parking space for off-loading and loading tracks as well as vehicles for employees of the centre. Extra space for visitor’s car park is also necessary because as disseminating facility users need to be accommodated at the parking area.

iii) Stack area: This is where records from the creating agencies are received before they accessioned. Enough room is needed but to make sure that all incoming records are accommodated, prior notice on transfer should be given and confirmed. The staff adequacy is of essence so that records are accessioned in time before others arrive. The planning stage should have catered adequately for this facility which is second in size to the repository.

iv) Processing area: This is the facility for working on the records it should be very near to the stack area to cut down on movement. The purpose of the processing area, also referred to as ‘make-ready room’ is sorting of records. It should be equipped with sorting tracks and shelves. Its doorways and isles should be wide enough to allow for the passage of freight handling equipment to pass through easily.

v) Reference area: The record centre also disseminates information either to ordinary researchers or record creators. For this reason enough space should be availed for this purpose. The necessary equipment includes comfortable chairs and tables Printers, microfiche/film readers copying and fax machines. The reference area should also be air conditioned to ensure comfort for the readers. The lighting should also be comfortable for all. Adequacy of reading space for the researchers is paramount and should be planned for at an earlier stage depending on the expected patronage.

vi) Staging area: This is the ‘waiting’ area for records before they are attended to. It is not always possible to attend to the records immediately they are received into the record centre. While prompt attendance is recommended, delays cannot be ruled out and therefore, a staging area should be planned for. The staging area
requirements need not be elaborate or costly but care should be taken to ensure that the records are not damaged as they wait processing.

Thus shelves can be availed but to cut down on cost an empty floor area can also do as long as the waiting period is not long.

The doorway and the isles should be wide enough to allow for easy passage of carrying equipment like forklifts and pallets.

Absence of a staging area can hamper proper scheduling of accessioning activities and handling of personnel.

vii) Disposal area: This area is for accommodating those records awaiting disposal after all the requirements have been fulfilled. It should be located away from the staging area to avoid confusion that may result to disposing records that have just been received and vice versa.

Records due for disposal accumulate over time and thus the disposal area should be large enough to allow for this. Buyers of such records prefer many records to economically carry them away and thus the need for a large room.

The record centre should also have provisions for destroying confidential records. Thus shredding machine is necessary equipment in the disposal area.

viii) Administration area: This is the area in the record centre set aside for administration purposes. The manager does his work of control and direction here. Its size is determined by the administrative staff available and the necessary equipment for the office. Comfort for the employees is achieved through proper air-conditioning facilities furniture and equipment. The office space for each employee should be adequate to allow for territoriality. The manager and supervisors should also be properly accommodated to reflect their seniority. Without such facilities the county record centres cannot adequately carry out what is expected of them and this study will establish whether the county record centres in Kenya have the facilities as outlined.
It is necessary that a public record centre has the above facilities to be able to carry out its mandate and this study seeks to find out if this is the case with the country’s public record centres.

2.7.2 EQUIPMENT FOR A RECORD CENTRE
Like any other information centre a record centre requires equipment. However, record centre’s purpose is to safe in costs of storing infrequently used records and dormant records. Thus the equipment here should be economical. They should be space saving to safe on rent. (Shepherd & Yeo, 2003)

The most commonly used equipment for record centres are open steel shelves and cardboard containers (Robeck 1996). These are considered efficient and economical for the following reasons:

- They are relatively inexpensive
- Allows for excellent use of space.
- Allows for easy disposal
- Can be extended upwards to increase storage space.
- Record visibility is easy from a distance
- Allows for use of the standard record centre carton

However, Robeck warns that care should be taken to cut down on cost of storage because the shelf space should not be wasted. Where a shelf space can accommodate two cartons this should be done. Designs of these cartons vary and some designs are more expensive than others. Some cartons are designed so that they can be assembled automatically with one pull motion. Other less expensive types are assembled by interlocking the flaps and require no tapes or staples. The shoe box lid affords good protection from overhead water damage but requires slightly more shelf space. Other cartons have a form printed on it to give uniformity in labeling while in other cases a typed label is attached to the carton to serve the same purpose of labeling. All these variations call upon the
management to be very cautious in choosing a particular box format that will not add to the overall cost of storage unnecessarily.

i) Shelves
According to the same writer (p.471) record centres require a special type of shelf known as ‘standard record centre shelving. Each shelf unit consists of four, 13 gauge round edge right-angled upright posts, drilled with holes at every inch so that they can be fastened to the shelves at selective intervals. These shelves of each unit measure 30 inches in depth and 42 inches in length and can accommodate six standard size cartons. They should be arranged back to back in the stack area to save space.

Height of the shelf: The height of each shelf can rise up to about 14 feet and this height can easily be reached with a ladder. Higher shelves would require use of catwalks and this is an added expense. The shelf used should be enough to accommodate the standard record centre cartons without waste of floor space.

ii) Peripheral equipment: These include ladders, hydraulic lifts three sided stock trucks carts sort racks and motor track vehicles.
-Ladders: these solve the problem of height which is inevitable if space has to be saved. The safest one is the platform ladder. It is designed like a movable stairway with handrails and a platform at the top to hold the carton of materials. The spring wheels stabilize the ladder when in use. Each record centre clerk should have a ladder for work efficiency.
-Mobile hydraulic lifts. These are powered and normally required in centers that have very high shelves to store cartons. They also limit the carrying of cartons by the staff thus saving time.

-Three-sided stock trucks: Needed to push loads of loaded cartons from one part of the record centre to another. Each can carry up to 40 standard size record centre cartons. To cut costs only one is necessary.
- Fire extinguisher and hoses
Fire extinguishers are necessary equipment in a record centre. They should be available at each alarm-striking station and at reasonable intervals throughout the stack and staging area. Interior hose stations should be provided so that a stream of water can reach all parts of a stack area.

- Motor vehicle: This is necessary if the record centre is far away from the using offices. It is useful for picking up deliveries. For safety purposes from rain and dust it should be covered.

The preceding literature review has brought into focus the results of the researches that are related to my study. It is against this background that the researcher will conduct her study with a view to finding out whether Kenya’s public record centres are playing their rightful role of ensuring there are proper record management practices in the public registries. These facilities are a necessity for record centres to be functional as purpose built and their availability in the county record centres in Kenya will be established during this study.

Other considerations are for the researchers who must read their materials within the record centre. Without these facilities a record centre cannot carry out its work adequately. This study, therefore seeks to find out whether public record centres are affected by shortage of equipment and other facilities

2.8 PERSONNEL FOR COUNTY RECORD CENTRES
Mnjama (2003) has stated that the early practitioners in the field of archives and record management did not have any basic skills pertaining to archives preservation. Their practice was done through trial and error. He continues to say that the situation was aggravated by the absence of training institutions in the country Makerere (Uganda) and overseas colleges provided the skilled manpower but the few trained personnel for archives would quickly be taken away by the
more dynamic private sector leaving records man agent in the archives to the junior untrained clerks, adds Mnjama. Moi university eased the personnel problem a little when she was established in 1985. Other training institutions have also come into the scene but the problem persists to date due to freezing of employment by the government. (Director KNA&DS)

Robeck et al (1996) has stated that establishing a well built, conveniently located and efficiently arranged record centre is only a part of a record management service. The facility must also be professionally managed if it has to provide low cost storage of inactive records and efficient reference service. The manager should have a well trained and dedicated staff. Employees have the responsibility for the management and use of records. They should accurately retrieve records from storage for use and return them to client offices in a timely manner upon request (Google search 2014).

It is further observed that, both adequate and qualified staff is a prerequisite for a Record Centre. There is a misconception that Record centres do not require quality and enough staff because they cater for old records. This is unfair thinking because records could still have value after creating agencies have finished with them. The record cycle is not yet complete and the next phase is just as important because records are also created for historical reasons. After all, no system can be better than the people who administer it.

The following activities require trained staff:

1. Management: Record centres are organizations in their own right. They should therefore, be well managed so that their policies, goals and activities can be successfully carried out. A manager interprets the policies so that the rest of the staff can implement them correctly. There is also need for supervision, planning, organizing, budgeting, coordination, controlling, appraisal etc just like in other organization.
Each record centre should be headed by a Provincial Archivist (PA) who reports to the director KNA & DS is the third in rank in the KNA&DS administration. That is below the Deputy Director. Under the PA are the Heads of various sections in the Record centres. It would be hard for the public record centre to carry out its functions well if it is not managed by qualified staff. (Director, KNA&DS)

Cook, Michael decries the fact that since its inception, Kenya National Archives personnel have been of low quality due to poor expectations of low salary and loss of trained graduate professionals for better offices elsewhere both internally and internationally. If this situation has persisted, it can have a detrimental effect on the performance of record centres. This study will establish where this situation still persists and thus contributing to poor services in the record centres.

2. Organisation of records: Records in the record centre require to be well organized for systematic retrieval to save time for staff and information seekers. Security staff: Security is an integral part of records keeping in the record centres. As such trained security staff is a necessity in the record centres.

3. Preservation and conservation of records: This is crucial undertaking because old records are at advanced stage in their lives and require special care. Thus proper storage conditions have to be maintained to lengthen the life of the records as some of them may require to be permanently stored as archival materials.

Staff for the KNA&DS is also expected to work in the record centres and shortage problem cited above can spill over to county record centres. Cook, Michael decries the fact that since its inception, Kenya National Archives personnel have been of low quality due to poor expectations of low salary and loss of trained graduate professionals for better offices elsewhere both internally and internationally. If this situation has persisted, it can have a detrimental effect on the performance of record centres. It is the aim of this study to establish whether this is the case.

Figure 2.1 is an illustration of various departments in a record centre as provided for by Maclean (1978).
In his 1978 report, Ian Maclean, a Unesco Consultant in Records Management invited by Kenya government recommended that Kenya public record centres should have the above indicated sections manned by section heads under the supervision of Assistant Deputy Director, the manager of the record center. In each section he recommended not fewer than four members of staff. (Mnjama, 2003).

This study will seek to establish whether this staff establishment for record centres is still maintained because understaffing can affect the performance of an organisation.

2.8.1 POSITION OF A RECORDS CENTRE MANAGER IN AN ORGANISATION

Loadman, J. (2001) in an article entitled ‘Does the position of records manager influence record management provision?’ revealed that the position in the organisation hierarchy of a records manager does matter because it may or may not lead to empowerment—a key ingredient in the success of any information service function.

A high position means influence and participation in the policy formulation and implementation in a given organisation. Otherwise, the records manager can have
problems convincing the organisation’s management of the necessity to fund records management function. She goes on to say that the key is for records management to have a champion on the board and for the records management function to be placed centrally within the organisation.

This study will examine whether the position of the records centre managers has any impact in his empowerment.

2.9 LOCATION AND ACCESSIBILITY OF COUNTY RECORD CENTRE
Robeck et al (1996(p. 463) emphasizes proper location of a record centre as the first requirement because it matters in respect to cost of the facility as well as security—key variables in the concept of the RCs.

The area selected should be of low cost—away from the central business area—but still safe from various insecurities and well connected with transport and communication lines. The selected area should also be free from biological hazards like termites rodents et cetera.

The classic model record centre is a free-standing building situated not far away from the main record creating agency but in an area that allows for minimum capital and recurrent cost and convenient location. (Shepherd & Yeo, 2003).

The writer has emphasized that interaction between the creating office and the record centre is of essence. Thus whereas low cost is a factor, the record centre should still be accessible. The distance between the creating agency and the record centre should not be so long as to be unreachable because both are in constant interaction. This study will provide an opportunity to assess the suitability of the location of each county record centre in relation to its users.

2.9.1 Purpose-built county record centre.
Wamukoya (1996) has recommended that record centres be housed in purpose built buildings. Kemoni (1988) and Robeck et al (1996) have also emphasized
the need for a purpose-built record centre. This is reference to its suitability for records and archives, in terms of location, space, record preservation and security.

Robeck in particular has indicated that temperatures in the record centre stack area should range between 62 and 82 degrees Fahrenheit. This averages to 72 degrees Fahrenheit. Humidity – the amount of moisture in the air – should average at 50% and range between 45% and 55%. Air conditioning becomes a serious issue in an area with extreme temperature like in the temperate lands away from the Equator. In warm and humid climates air conditioning is a requirement for all information carriers.

These writers emphasize that special consideration should be given to materials that will be stored for longer in the Record centre. To cut down on the cost of such materials likely to be kept for long there can be a separate room where they can be catered for less expensively. A qualified air conditioning expert should be consulted for this need.

The building materials should be fire resistant—stones and metal. It is advisable to ensure that there is a working disaster management programme in place just in case there is a fire outbreak or any other disaster, the writers have warned.

Classified records should be kept under lock and key. The building, also, should be kept under lock and key. All the members of staff should be identified clearly with identity identification cards displayed with personal photographs. Visitors to the premises should wear temporary identification card supplied at the door. Clear signs barring unauthorized persons should also be clearly displayed. All external doors should be locked and manned by security staff of the Record centre. There should be automatic alarm systems to supplement staff security these alarms should be connected to the police and other security as well fire services in the locality. All keys should be in the custody of the record centre Manager. Unauthorized access to the records in the RecordCentres can further be prevented by ensuring that records are issued only to people under direct authority of the offices that transferred the records to the record centre. All
doubtful requests should be cross-checked with the creating agencies records manager. (Robeck et al 1996). None of these studies has however comprehensively delved into the reasons why record centres are unable to carry out the mandate given to them by the law as it is.

This research study will, hopefully, provide the requires information.

2.9.2 ACCOMMODATION IN A RECORD CENTRE
Any record centre requires planning of required space. To plan for the required space, a record centre manager should assess the current inventory, take consideration of the retention period of the records. There should always be a 75% occupancy rate, leaving a space vacancy of 25% after all records found suitable for storage are accessioned (Robeck et al (1996).

Planning for accommodation is of the essence because a county record centre caters for records from many creating agencies. It should be able to accommodate them comfortably and this requirement should be considered right at the planning stage. There should also be enough area to accommodate staff and equipment, administrative offices, loading bay and working area where received records are cleaned and checked before accessioning and transfer to the stack area. Space for the researchers should also be available within the record centre. (ibid).

The planned study will look at the available accommodation in each county record centre to find out whether it has any relationship with constraints, if any.

2.10 CREATION OF AWARENESS
The Longman Dictionary of Contemporary English (New edition) defines the word “aware” as “having knowledge or understanding” the term is similar in meaning to marketing or advertising which mean “to make something known to the public”
The targeted consumers (public) of record centres are the public offices. However, it is necessary for record centres to avail this information to them because some the record management staff here might not know it exists. Awareness creation will make them know what services are available and how. This can close any gap that could be existing between the producer or source and the consumer.

KNA&DS website has listed the services she offers and among them is records management service. KNA&DS provides records management advisory services to public offices and institutions in the whole country. The hallmark of this is the conduction of surveys for government departments, ministries, parastatals and local authorities and advising them on records management. These include classification, indexing security, storage, retrieval, intellectual control and legal disposal for ephemeral records. The service also involves selection of records of archival value which are transferred to the National Archives for permanent preservation and access o researchers and members of the general public.

Record management seminars and workshops are also for officers handling records in the public sector on request. However, the situation prevailing in public offices does not reflect knowledge of such services. This study will establish if at all the awareness creation efforts are adequate or even existent and the necessary recommendations be provided.

2.11 Possible challenges in County record centres
Mnjama (2003) Kemoni (1988) have outlined the challenges that Kenya National Archives and by extension, county record centres are likely to encounter. They include:

1. The archival law itself
2. Challenges of Information technology
3. Lack of appreciation of for their work
4. Deterioration of existing infrastructure/poor transport and communication network
5. Records disposal
6. Lack of assertiveness by KNA&DS

44
7. Unnecessary programmes
8. Lack of good working relationship with other government agencies
10. Poor housing and equipment
11. Inadequate funding
12. Inadequate skills and high staff turnover
13. Conservative archivists

They have continued to say that even though KNA&DS has made certain progress in that she is a very strong records and archives facility recognized all over Central and East Africa many issues are still posing challenges to the practice of archives and records management and unless they are addressed by the government of Kenya and the archive institution itself, the provision and preservation of information will remain inadequate.

This study hopes to unearth the constraints still affecting the performance of county record centres and hopefully have them looked into to improve their operations.

**Conclusion**

The foregoing literature review has covered aspects of record centres which form the basis of the intended research study and which if attended to would enable it to carry out its mandate satisfactorily. There majority of studies done so far have focused mainly on Kenya National archives itself and by extension county record centres and public office registries. Few studies so far has been done on public record centres in Kenya themselves regarding their performance except for Kemoni (1988) who, however advocated that his coverage had been minimal and recommended that more research work be done to evaluate them in all respects. It is the view of this researcher that there is need to carry out a fresh study since Kemoni’s (198 ) study and others were done a substantial no of years ago.
3.0 CHAPTER THREE: METHODOLOGY

Introduction
This chapter contains information on the research design for this study, location, target population, sampling techniques, sample size, research instruments, data collecting procedures, piloting of instruments, methods of data analysis and ethics to be observed during the study.

3.1 Research Design:
Orodho (2010) p.36 explains a research design as;

\[
\begin{align*}
\text{the arrangement of the conditions for collection} \\
\text{and analysis of data in a manner that aims} \\
\text{to combine relevance to the research purpose} \\
\text{with economy in the procedure}. \\
\end{align*}
\]

Thus, research design explains the structure of the research to be undertaken, that is, the conceptual structure within which a research is conducted. It aims to answer the questions on what, where, when, how much and what means in regard to the research problem to be carried out.

Qualitative descriptive survey design will be used during this study.

Leedy, (2001) explains that a survey research involves asking questions to a sample of individuals who are representatives of a group or groups being studied.(p145). Leedy continues to say that the need to explore, explain describe and illustrate behaviour and interactions to better understand them and uncover poorly understood variables, require a qualitative research. (p. 149).

Thus, the situation on the ground will be explored through use of questionnaires, interviews and observation methods. The collected data will be largely qualitative in that it will be more textual than numerical and will be recorded in form of words rather than numbers. This is on the basis of objectives of this proposal.
which aim to unearth the constraints public record centres might be experiencing in their mandate of helping public office registries practice proper records management.

Mugenda & Mugenda (2003) supports the view that descriptive survey design will enable the researcher to collect data that will describe the existing phenomena as it will be on the ground using the various data collecting tools.

3.2 Study Variables:
This study will have both dependent and independent variables.

Mugenda & Mugenda, (1999) explains that dependent variables refer to measurable characteristics that assume different values among the subjects. In other words, a dependent variable is that which is being measured in the study.

Dependent variables are also known as outcome variables whereas independent variables explain variations in the dependent variables. (Kombo and Tromp 2005). Independent variables are the factors being studied in respect to the influence they have on the dependent variable. (Leedy, p.289)

In this study the independent variables are the constraints that could be preventing public record centres from fulfilling their mandate (finance levels, Personnel quantity and quality, facilities and equipment among others, whereas the dependent variable is proper records management practices in public office registries in Kenya.

3.3 Location of the study
This study will be done in four public record centres in Kenya, namely Nakuru county, Kakamega county, Mombasa county and Kisumu county public record centres. The fifth, (Nairobi county record centre) will be used for piloting the instruments. The rationale for including all the public record centre is that each of them serves jurisdictions of different sizes and is likely to experience unique constraints. researcher believes that each of these provincial record centres is unique even though they are all government institutions with the same mandate.
3.4 Target Population
This is the complete set of individuals, events or objects under consideration in a given study (Orodho p.37). Population of a given study can also refer to all constituents of any clearly described groups of people, events or objects who, for research purposes are designated as being the focus of an investigation, Leeds p. 259)

The target population for this study will be the four county record centres with a population of about fifty (50) employees and the Director of (KNA&DS, The Director of the KNA&DS will be expected to provide some crucial data about policy issues, staff establishment for each county record centre among other administrative matters. The total target population will, therefore, be about fifty one. The target population categories are illustrated in the table below.

Table 3.1 Target Population for the study and sample size

<table>
<thead>
<tr>
<th>Pop. category</th>
<th>Total population</th>
<th>Sample size</th>
<th>percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record centres staff</td>
<td>46</td>
<td>24</td>
<td>(90.2%)</td>
</tr>
<tr>
<td>Record centre management</td>
<td>4</td>
<td>4</td>
<td>(7.8%)</td>
</tr>
<tr>
<td>KNA&amp;DS Director</td>
<td>1</td>
<td>1</td>
<td>(2%)</td>
</tr>
<tr>
<td>Total</td>
<td>51</td>
<td>29</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: (Director KNA&DS & self)

3.5 Sample Size:
This is a representative number of the target population of the study supposed to provide reliable information for the whole population.

Kothari (1999) states that when field studies are undertaken consideration of time and cost almost invariably lead to a selection of respondents referred to as the population sample. He continues to say that the size of this sample should be optimum that is, one which fulfils the requirements of efficiency representativeness, reliability and flexibility (p.70).
Mugenda & Mugenda (2003) p.42 says, 'where time and resources allow a researcher should take as big a sample as possible to minimize the sampling error. The writer also advocates for a representative sample as long as it is a probability random sample.

The sample size will be 29 respondents comprising 24 employees (90.2%), 4 (four) record centre management staff (7.8%) and the Director of KNA&DS (2%). This information is illustrated in table 3.1. above.

3.6 Sampling technique:
A sample in a research study refers to any group on which information is obtained which can then be attributed to the whole population. (Mugenda & Mugenda p.42). Sampling technique design or procedure is a definite plan for obtaining a sample from a given population (Kothari p.69).

Simple random sampling will be used to obtain twelve (50%) members of record centre staff using raffle papers written ‘yes’ and ‘no’. This will provide an equal chance for all to participate as expected in a scientific study. These twelve members of staff will be in four different county record centres as the fifth record centre will have been used for piloting purpose. There will be 12 ‘yeses’ and 12 ‘nos’ on the raffle papers.

Purposive sampling will be used for the record centre management staff and the Director of the KNA&DS since there is only one in each case. The basis for the purposive sampling is reliability in that the respondents are best placed to provide the information required.

3.7 DATA COLLECTING TOOLS
In a descriptive survey research, the most appropriate data collecting tools are questionnaires, interview schedules and observation checklists, as earlier stated. This triangulation approach will enable the researcher to verify the accuracy of some of the collected data by comparing responses from different data collecting tools from different respondents. These tools are further elaborated below;
3.7.1 Questionnaires

A questionnaire is a data collecting instrument which has the ability to collect a larger amount of data in a reasonably short time. (Orodho 2010)

A structured questionnaire with both open ended and closed ended questions will be administered to the staff of the county record centres. These will provide a saving of time because the staff are the majority compared to the other segments of the study. This tool will also be appropriate because the respondents will be able to express themselves more freely due to its confidentiality. The respondents are believed to be literate enough to understand and express themselves in English as advocated by Kombo & Tromp, (2006). Care will be exercised to make sure that content validity, ambiguity, simplicity of language among other considerations are attended to during construction of the instrument in order to raise the response rate. (Orodho 2010)

The questionnaires will be distributed among the sample of record centre staff by the researcher, through prior arrangement with the management. Completed questionnaires will be collected after the exercise for analysis.

3.7.2 The interview schedule

This is a data collecting method based on one-on-one encounter either through a telephone or face-to-face. It can be either structured or unstructured with both open and close-ended questions. (Orodho, 2009).

This researcher proposes to use face to face structured interview with the management team; (the Deputy Direct in charge of each record centre and the Director of KNA & DS. Detailed information can be obtained through prodding during the face to face interview. Structure interview schedules will be used mainly but of-the-cuff questions may also be used for prodding where the researcher feels additional information or clarity is necessary. A tape recorder will be used with permission from the respondents to capture the responses more effectively.
The interview will focus on administrative issues like policy, sources of finances, staffing and equipment availability among others. Prior arrangements will be made for the interviews and will be conducted by the researcher. Data collected during the interview with the management will be useful in clarifying or confirming that received through the other instruments (triangulation effect)

3.7.3 Observation schedule

An observation schedule is a tool containing items and/or aspects to be observed and why. The tool provides data as it naturally occurs without relying on anybody, thus making it more factual and reliable. Such information can be used to back or support data collected using the other methods being used in the research.

This tool will help in the collection of data by way of own investigation without involving the respondents. Though comparatively expensive, the method is good for showing the current state of things as opposed to what the respondents might decide to reveal thus making the information truthful.

The observation schedule will be used in collecting data related to location of the record centre, space available space for storage of records, type of storage equipment in use, accommodation of staff. The data collected will be compared with the requirements for a purpose-built record centre. This information obtained in this way will, also, supplement that obtained using the other two methods; questionnaires and interviews and add reliability of the same.

The researcher will seek permission from the respective Management personnel to be allowed to do the necessary observation which the researcher believes will be forthcoming because of the good interpersonal relationship that the researcher hopes to have established with the Management.
3.8 VALIDITY, RELIABILITY AND OBJECTIVITY OF THE COLLECTED DATA

- **Validity**
  According to Orudhe (1999) and Mugenda and Mugenda (2003), validity is commonly the degree to which a test measures what it is supposed to measure. It is the defensibility of the inferences researchers make from the data collected through the use of an instrument. There are many types of validity. The researcher’s concern in this case is content validity in respect to whether or not the collected data will reflect what the Kenya National Archives and Documentation Services Management has on the ground in respect to its record centres. In this case the content should be appropriate, comprehensive and consistent with the variables and the sample of subjects to be measured.

- **Reliability**
  A reliable instrument gives consistent results. Kombo (2004) This consistency will give the researcher confidence that the results represent the outcome of the research being undertaken.

- **Objectivity**
  This is the absence of the researcher’s subjectivity in the collection and analysis of data by avoiding bias either during its collection or analysis. It is also called data integrity. The utmost integrity will be applied to ensure that the data is not interfered with to suit the preference of the researcher for the credibility of this study. (Orodho 2010)

3.9 PIlotING OF DATA COLLECTING TOOLS
Fraenkel and Wallen (2000) has called piloting ‘’a small scale trial of the proposed research.’’ Its purpose is to detect any problems with validity and reliability of the data collecting instruments so that they can be remedied before the study is carried out.
These include unclear instructions, insufficient space for the responses and wrong phrasing among others. The pretesting procedure will be the same as the one that will be used in the main study so that the observations may be meaningful.
(Orodho, 2010). However, the population sample will be smaller than that of the main study. Orodho has proposed 1% of the proposed sample size.

Orodho (2000 & 2009) adds that it is necessary to pilot data collecting instruments to find out whether they are capable of fulfilling their purpose. Piloting assesses the instruments’ reliability and validity. That is their consistency in producing the same results and how accurately the concept is represented over several measures respectively. (Orodho 2010)

Piloting will be done at the Nairobi county Record Centre which has been selected through random sampling using raffle papers. The population here has similar characteristics with the other county record centre.

As pointed out by Leedy (p.148), piloting should be conducted with individuals who are similar to the respondents in the research sample for the data to be reliable. This population will not be included in the main research. The feedback will be used in correcting any weaknesses in the questionnaires; ambiguity, repetitions, language errors and clarity among others as earlier stated.

This researcher will apply the test-retest method to measure the validity and reliability of the instruments. The test gap will be about two weeks on a sample that is identical to the actual population but will not be used in the final data collection.

The questionnaires will then be analyzed manually after each test using the Spearman rank-order correlation or Pearson's product moment formula to compute the correlation coefficient to establish the extent to which the content of the questionnaires are consistent in eliciting the same responses every time the instrument is administered. To be reliable the correlation coefficient (r) should not be lower than 0.75%.

The Spearman’s formula to be used is as follows:
Rho = \frac{r}{1+r}

Where \( r \) is the co-efficient of the split-half and \( \rho \) is the reliability co-efficient. This formula gives the magnitude and direction of the association between two variables. The correlation has to be positive for there to be a positive relation and therefore, be reliable. (Mugenda and Mugenda 2003)

THE PROCEDURE FOR CONDUCTING THE TEST-RETEST TECHNIQUE

1. Distribution of the data collecting instrument to the selected pilot sample...
3. Administration of the same questionnaire after a two-week period.
4. Scoring of the instrument for the second time.
5. A comparison of the two scores obtained in the second and fourth steps above to establish the level of correlation coefficient.
6. Interpretation of the findings.

3.11 DATA ANALYSIS AND PRESENTATION
Raw data cannot be used to determine the outcome of the study until it is summarized to allow for analysis, interpretation and presentation to the consumer of the information (Leedy p. 318). This raw data collected using survey method will be in form of field notes, interview notes/transcripts, researcher’s journal notes, filled questions and observation notes.

This section explains how the collected data will be analyzed, interpreted and presented.
Data refers to the raw information a researcher obtains on the subjects of the research through application of various collection instruments (Fraenkel & Wallen p.127)
The data collected will be largely qualitative in nature i.e. in textual form. It will first, be edited or cleaned, to improve its quality for coding purposes.
The data will then be described using descriptive statistics under an appropriate software before being presented in form of frequency charts, percentage tables, pie charts and bar graphs. These graphical representations will be analyzed and then interpreted to arrive at findings in textual form. Conclusions and recommendations will then be given in the report.

3.12 ETHICAL ISSUES
Ethics refer to questions of right and wrong according to Fraenkel and Wallen (2000). According to the Constitution of the Republic of Kenya (2010) the Bill of Rights is the foundation of Kenya’s democracy. It aims at the preservation of individual and community dignity.

The collection of data for this study will also be guided by the American Psychological Associations (APA) rules and regulations which calls for establishment of a clear and fair agreement with research participants prior to their participation, the obligations and responsibilities of each party and the primary responsibility ofhonouring of all commitments and promises included in the agreement by the researcher.

In regard to the above this researcher will seek permission from the institutions responsible for county record centres before going out to collect data. Informed consent in writing will be obtained as the basis for participation in the research. Confidentiality of research data will be kept by ensuring that no one else, except the researcher will have access to it and that the data will be used for the intended purpose only. Anonymity will be achieved by not including names of participants on the questionnaires.

Thus, this researcher will avoid any actions that may lead to either psychological or physical harm of the respondents during the research activity as advocated by the Committee on Scientific and Professional Ethics of the American Psychological Association (APA).

Data integrity will also be observed by not falsifying, forging, trimming, altering or creating data (Leedy & Ormrod, p. 46).
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APPENDIX ONE: QUESTIONNAIRE FOR THE RECORD CENTRE STAFF

Dear respondent,
I am doing research on ‘‘Constraints faced by County Record centres in Kenya’’ as a requirement for a degree in Doctor of Philosophy. I am based at Kenyatta University, Nairobi, Kenya. Please read the consent form before filling the questionnaire.
Your assistance in responding to the questions below will be highly appreciated. Please fill in the blanks or tick within the respective boxes as necessary. All the information you provide will be treated in confidence and only for the purpose of this study.
Thank you.
Harriet W.G Gathinji

Part one: General Information section
Please fill in as requested below:
State the name of this organisation _____________________________
Your Job title: ____________________________________________
Work experience in years __________________________________
Highest academic qualifications ________________________________
Highest professional qualifications _____________________________

Part two: questions
1. Briefly state the main purpose of this organization in the space below;
________________________________________________________________
________________________________________________________________
________________________________________________________________

2. Please list your main activities in this institution
________________________________________________________________
________________________________________________________________
________________________________________________________________

Please fill in as requested below:
State the name of this organisation _____________________________
Your Job title: ____________________________________________
Work experience in years __________________________________
Highest academic qualifications ________________________________
Highest professional qualifications _____________________________

Part one: General Information section
Please fill in as requested below:
State the name of this organisation _____________________________
Your Job title: ____________________________________________
Work experience in years __________________________________
Highest academic qualifications ________________________________
Highest professional qualifications _____________________________

Part two: questions
1. Briefly state the main purpose of this organization in the space below;
________________________________________________________________
________________________________________________________________
________________________________________________________________

2. Please list your main activities in this institution
________________________________________________________________
________________________________________________________________
________________________________________________________________
3. State the beneficiaries of your activities outside this organization

________________________________________________________________________
________________________________________________________________________

4. Have you ever been taken for an In-service course since you joined this institution? Tick appropriately below Yes/ No. (Tick as applicable)

Yes ☐  No ☐

5. Please briefly indicate how the training helped you in relation to what you do here if your response is positive.

________________________________________________________________________
________________________________________________________________________

6. If your response is ‘no’ indicate whether you need such training by ticking either Yes or No ☐

7. How would you rate your job-satisfaction level? High ☐ medium ☐ or low (tick as appropriate) ☐

8. What kind of improvement or change would you like to see done here by the management? Briefly explain below:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

9. State below the problems you encounter if any in carrying out your responsibilities here.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

10. Suggest possible solutions to the problems if any in the space below;

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Thank you very much for your time.
APPENDIX TWO: INTERVIEW SCHEDULE FOR THE RECORD CENTRE MANAGEMENT

Dear Sir/madam

I am a Post graduate student from Kenyatta University carrying out research on “constraints experienced in public record centres in Kenya.
Please avail me a bit of your time to answer the following questions. The information you volunteer will be used only for the purpose of this study and will remain confidential. (a consent form is attached for your use.)

Part One: General information

Please provide the following information for the benefit of this study;

State the name of this organization ________________________________

What is your professional title in this organisation?

_______________________________________________________________

For how long have you worked in a public record centre? ____________

Please state your highest academic qualifications

______________________________________________________________

What is your professional qualification? ____________________________

Questions

1. Does this institution have a policy/policies to govern its activities? (Yes/ No) please tick.

2. What aspects does the policy/policies cover if available?

______________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________
3. What are the objectives of this organisation?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
4. What activities do you undertake in relation to the objectives above?

5. What awareness creation activities do you carry out if any?

Please indicate whether they are effective or not and explain your response.
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

6. What are your sources of funds for the activities you undertake here?

7. What is the full staff establishment of this organisation?

8. How many members of staff do you have in this record centre currently?

9. Please list below the various categories of staff by way of deployment that you have here

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
10. What is the lowest and highest academic qualifications of the staff you have here?
   Highest __________________________
   Lowest __________________________

11. How many sections does this organisation have? Please list them below;

12. Do you have sufficient employees for every section? Yes /No. (Please tick accordingly)

13. Please elaborate on the answer you have given for question 10 above.

14. Are the following facilities/equipment available in this organisation?
   - Storage equipment
   - Stock tracts
   - Fire extinguishers
- Motor vehicle
- Water sprinkler
- Conservation and preservation equipment

13. Please indicate any other equipment/facilities that you have here;
   i) ___________________________________________________________________
   ii) ___________________________________________________________________
   iii) ___________________________________________________________________

14. Are the facilities and equipment here sufficient for the organisation’s purposes? (Yes / No)

15. Please List below the various government departments that have benefited from your services in the last five years.
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

16. Please explain the type of services provided to each of the Government departments you have listed above, if at all.
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
17. Have you undertaken any workshops/seminars in the last one year? 
 _ (Yes/ No if the answer is in the negative please explain why not below)

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

18. What challenges, if any, do you encounter as you manage this organisation please list them below?

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

19. How, in your view, can these challenges be overcome? Explain below;

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

Thank you very much for your time.
APPENDIX THREE: QUESTIONNAIRE FOR THE DIRECTOR OF THE KENYA NATIONAL ARCHIVES & DOCUMENTATION SERVICE

Dear Sir/madam

I am a Post graduate student from Kenyatta University carrying out research on “Constraints experienced by public Record Centres in the facilitation of proper record management practices in public offices in Kenya”

Please avail some time to answer the following questions. The information you volunteer will be used only for the purpose of this study and will remain confidential. (A consent form is attached)

**Part One: General information**

1. Please state the name of this organization

   ____________________________________________

2. For how long (in years) have you worked in Kenya National archives & Documentation service? ____________________________________________

3. Please state your highest academic qualifications

   ____________________________________________

4. What is your professional qualification? _____________________________

5. What is the relationship between KNA&DS and County record centres? ____________________________________________

   ___________________________________________________________________

   ___________________________________________________________________

6. Please explain the mandate of county record centres______________________________

   ___________________________________________________________________

   ___________________________________________________________________

7. Is there a policy governing the operations of the County record centres in Kenya? _____________________

8. Please indicate the areas covered by the policies if any. ________________________________

   ___________________________________________________________________

   ___________________________________________________________________

   ___________________________________________________________________
9. What are the objectives of the County record centres?
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

10. How many such County record centres are there in Kenya currently?
__________________________________________________________________

11. What functions are they supposed to carry out?
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

12. What is the full staff establishment in each county Record centre?
__________________________________________________________________

13. How many employees are there currently in each county record centre?
__________________________________________________________________
__________________________________________________________________

14. How would you rate the performance of each record centre in relation to the fulfillment of its mandate? Very low, low, high, very high,
Nairobi record centre _________________________
Mombasa record centre _________________________
Kakamega _________________________
Nakuru _________________________
Kisumu _________________________

15. Please expound on your answers.
s.__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
16. What methods do you use to evaluate the performance of the county record centres?
__________________________________________________________________________

17. Has the new constitution passed in 2010 introduced any changes concerning the mandate of the county record centre in any way? Please explain your response.
__________________________________________________________________________
__________________________________________________________________________

18. Are there any challenges faced in the County record centres as they carry out their mandate? If so please state them.
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

19. In which way do you think the challenges (if any) can be minimized?
__________________________________________________________________________
__________________________________________________________________________

20. Do you think KNA&DS has a role to play in the management of public records in Kenya?
__________________________________________________________________________

21. Please briefly explain this role
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

22. If there is any other information you wish to volunteer please use the space below
__________________________________________________________________________
__________________________________________________________________________
Thank you very much for your contribution to this study.

-------------------------------
Harriet W. G Kamau
APPENDIX FOUR: OBSERVATION SCHEDULE FOR THE COUNTY RECORD CENTRES

Name of the county record centre ____________________

<table>
<thead>
<tr>
<th>Time</th>
<th>Area</th>
<th>Required information</th>
<th>Data collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day one</td>
<td>Storage equipment</td>
<td>Type</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Metallic</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wooden</td>
<td></td>
</tr>
<tr>
<td></td>
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<td>plastic</td>
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</tr>
<tr>
<td></td>
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<td>boxes</td>
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<tr>
<td></td>
<td></td>
<td>Condition of equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Space availability</td>
<td>For records storage</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>For record use</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>For record processing</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>For staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>For appraisal</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>For disposal</td>
<td></td>
</tr>
<tr>
<td>Day two</td>
<td>Accessibility &amp; location of the record</td>
<td>Aprox.distance</td>
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<tr>
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<td>centre</td>
<td>Type of road</td>
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<td></td>
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<td>Site appropriateness</td>
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<td>security</td>
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____________________

Harriet W. G Kamau
APPENDIX FIVE: APPXIMATE BUDGET FOR THE RESEARCH

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Cost</th>
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<tbody>
<tr>
<td>1</td>
<td>Training of research assistants</td>
<td>Kshs. 3,000.00</td>
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<tr>
<td>2</td>
<td>Printing of questionnaires, interview and observation schedules</td>
<td>Kshs.15,000.00</td>
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<tr>
<td>3</td>
<td>Piloting</td>
<td>Kshs 6,000.00</td>
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<tr>
<td>4</td>
<td>Stationery</td>
<td>Kshs. 9,000.00</td>
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<tr>
<td>5</td>
<td>Travel &amp; accommodation</td>
<td>Kshs 30,000.00</td>
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<tr>
<td>6</td>
<td>Printing of research report</td>
<td>Kshs.30,000.00</td>
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<tr>
<td>7</td>
<td>Miscellaneous expenses</td>
<td>Kshs.10,000.00</td>
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<td></td>
<td><strong>Total</strong></td>
<td>Ksh 103,000.00</td>
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APPENDIX SIX: SCHEDULE OF ACTIVITIES

This is an estimate of the duration each major activity of the intended research will take.

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<tr>
<th>SN</th>
<th>ACTIVITIES</th>
<th>APPROXIMATE DURATION</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Presentation of the proposal drafts to the Department supervisor for corrections</td>
<td>Twelve months</td>
</tr>
<tr>
<td>2.</td>
<td>Defense of the proposal at Graduate school and consequent corrections</td>
<td>Six months</td>
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<tr>
<td>3.</td>
<td>Seeking Authority to collect data from relevant Ministry</td>
<td>Four months</td>
</tr>
<tr>
<td>4.</td>
<td>Preparation of data collecting instruments</td>
<td>Three months</td>
</tr>
<tr>
<td>5.</td>
<td>Training of research assistants</td>
<td>two months</td>
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<tr>
<td>6.</td>
<td>Piloting of the instruments</td>
<td>One month</td>
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<tr>
<td>7.</td>
<td>Data collection</td>
<td>three months</td>
</tr>
<tr>
<td>8.</td>
<td>Analyzing data and writing the report</td>
<td>Six months</td>
</tr>
</tbody>
</table>

Total Time: Thirty six months

HWG KAMAU