

**ARCHIVES MANAGEMENT AND SERVICE DELIVERY:THE CASE OF
KENYA NATIONAL ARCHIVES AND DOCUMENTATION SERVICES**

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E107//PT/CITY/22253/2012

**A RESEARCH PROJECT SUBMITTED FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF MASTER OF
SCIENCE (RECORDS MANAGEMENT AND ARCHIVES
ADMINISTRATION) IN THE SCHOOL OF EDUCATION KENYATTA
UNIVERSITY**

JUNE, 2023

DECLARATION

This research project is my original work and has not been submitted for a degree at another university.

Signature 

Date 23/6/2023

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Supervisors:

This research project has been submitted for review with our approval of the university supervisor.

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ABSTRACT

Public Service delivery is essential to maintaining the general well-being of the nation while contributing to its overall development. Therefore, good records management will contribute to improving the effectiveness and efficiency of public service delivery. It also increases the amount of information available to increase accountability. Consequently, this study examines the National Archives and Document Service's document management and service delivery. This research has a particular focus; Examine the impact of professional document management, assess the impact of process control, and identify barriers to service delivery in Kenya's National Archives and Documents Service. The study could help governments plan to achieve Vision 2030 goals in terms of quality of service delivery. The design chosen in this study was descriptive and used quantitative and qualitative approaches. The survey sample consisted of 5 records-keeping staff, 12 senior managers, 28 middle managers, and 55 other members of his staff. In addition to interview guidelines, questionnaires were the most important tool for obtaining participant opinions. Before any information was collected, tests were conducted to ensure that the questionnaire was valid and reliable. Information collected was processed using open-ended content analysis. Frequencies, correlations, and regression analyzes were considered for responses in quantitative form. This study found that archives workers, service process control, user perceptions, and barriers have a significant impact on archive quality. The study concluded that archival services professionals offer the following key benefits and services: B. Organize and maintain agency, group, and individual document records. Using keyword searches and barcodes, Archive Service Process Control makes it easier for users to find their electronic records. Documents are stored in a secure location and are accessible only to authorized personnel. Digital document management was negatively received by users, who expressed less motivation to adopt it. The low wages are one of the obstacles, which lead to poor service delivery. Organizations should make sure that their administrative staff understands the tangible and intangible benefits of maintaining records, according to the study. A records management program needs to be developed and implemented, amend archival laws, integrate archival institutions under key and influential ministries, develop archival and records management capacity, and improve access to information. When organizations have an effective document management system, they are able to make relevant plans to ensure that service delivery is effective and efficient. By introducing an e-government library service, the government can ensure that citizens have access to information online. Using this information can significantly impact the services libraries provide to their patrons.