



**ACTIVE RECORDS MANAGEMENT AND ORGANIZATIONAL PERFORMANCE
OF LOCAL GOVERNMENTS; A CASE OF PALLISA
DISTRICT LOCAL GOVERNMENT.**

BY

OUTA ERINAYO

BU/UP/2020/1774

**A RESEARCH PROPOSAL SUBMITTED TO THE FACULTY OF MANAGEMENT
SCIENCES, DEPARTMENT OF ECONOMICS AND MANAGEMENT
IN PARTIAL FULFILLMENT FOR THE REQUIREMENT
OF AWARD OF A DIPLOMA IN RECORDS AND
INFORMATION MANAGEMENT OF
BUSITEMA UNIVERSITY.**

MARCH, 2023.

DECLARATION

DECLARATION

I **OUTA ERINAYO**, hereby declare that the information provided in this research proposal is produced because of my own effort and has never been submitted to any University or institution of higher learning.

Signature: 

Date: 6/04/2023

OUTA ERINAYO

APPROVAL

APPROVAL

This is to certify that this work was done by **OUTA ERINAYO** under my supervision and is now ready for submission as a partial requirement for the award of a diploma in Records and information Management (**DRIM**).

Signature.....

Date.....6/04/2023.....

WADAMBISHA BRIAN

University Supervisor

DEDICATION

I entirely dedicate this report to my dear mother for the endly efforts towards supporting My Brother Otim Enoch, entire staff of Pallisa town council and me and especially. The Town Clerk who supported me financially towards my education and gave me the advice of going back to school and special thanks go to my dear friend Kanyago Ritah who guided during my research.

I also dedicate this report to my academic supervisor **Mr. Wadambisha Brian**, all my lecturers for the guidance, training and encouragement offered towards my report writing.

MAY THE ALMIGHTY GOD REWARD YOU ABUNDANTLY

ACKNOWLEDGEMENT

This research proposal is my own work; it would have never been finished without the help of some people whose contributions deserve to be acknowledged.

Firstly, I would like to express my sincere gratitude to my research supervisor Mr. Wadambisha Brian for the professional guidance he accorded to me during my research work. Without his mentorship, this research proposal would have not been of this quality. I also thank all the lecturers of the Busitema University, faculty of management sciences for guiding me with knowledge and skills in management.

I thank my comrade kanyago Ritah for the good environment she created, the cooperation, guidance and encouragement and the beautiful thoughts we shared with her throughout the period of writing the research proposal, am so glad for the relationship with you.

Ultimately, I would like to pay special attribute to the Almighty God who has protected me, given me wisdom, knowledge, guidance and ability throughout my research period and in preparation of this report. His grace has been honored for me.

MAY THE ALMIGHTY GOD REWARD YOU IN ACCORDANCE TO YOUR WISHES

TABLE OF CONTENTS

DECLARATION	i
APPROVAL	ii
DEDICATION	iii
ACKNOWLEDGEMENT	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF ABBREVIATIONS AND ACRONYMS	ix
ABSTRACT.....	x
CHAPTER ONE	1
INTRODUCTION	1
1.1 Background of the Study	1
1.2 Statement of the problem	2
1.3 Purpose of the study.....	3
1.4 Objectives of the study.....	3
1.5 Research questions.....	4
1.6 scope of the study.....	4
1.6.1 Geographical scope	4
1.6.2 Content scope.....	4
1.6.3 Time scope	4
1.7 Significance of the study.....	4
1.8 Conceptual Frame Work	5
1.9 Definition of Key Terms	6
CHAPTER TWO	7
LITERATURE REVIEW	7
2.0 Introduction.....	7
2.1 Theoretical review	7

2.2 Empirical Literature Review	8
2.2.1 Records creation and organizational performance.....	8
2.2.2 Records maintenance and organizational performance	9
2.2.3 Record access and use on organizational performance.....	10
2.3 Summary of the Related Literature.....	11
CHAPTER THREE	12
METHODOLOGY	12
3.0 Introduction.....	12
3.1 The Research Design	12
3.2 Study Population.....	12
3.3 Sample Size.....	13
3.4 Sampling Method.....	13
3.5 Type and Sources of Data.....	13
3.6 Data Collection methods.....	14
3.7 Data Collection Instrument.....	14
3.8 Data analysis	15
3.9 Data Quality Control.....	15
3.9.1 Validity of the research instruments	15
3.9.2 Reliability of the research instruments	15
3.11 Ethical Considerations	16
References.....	17
APPENDIX I	20
QUESTIONNAIRE FOR RESPONDENTS	20
Appendix III: Work plan	25
Appendix IV: Sample Size Determination Using Krejcie and Morgan Table.....	26

LIST OF TABLES

Table1: Showing Sample Size determination	13
-------------------------------------------------	----

LIST OF FIGURES

Figure 1: showing conceptual framework.....	5
---------------------------------------------	---

LIST OF ABBREVIATIONS AND ACRONYMS

PDLG:	Pallisa district local government.
AG:	Auditor general
F/Y:	Financial year
FOIA:	Freedom of Information Act
FOI:	Freedom of Information
SPSS:	Statistical product of social scientists
IV:	Independent variable
DV:	Dependent variable

ABSTRACT

The study is to be carried out with the purpose of examining the active records management on the performance of local governments a case study Pallisa district local government. The objectives for the study are; to examine the effects of Record creation on the organizational performance, to assess the effects Record maintenance on the performance and to find out the effects Record access and use on performance of Pallisa district local government. The researcher will use cross-sectional research design using quantitative approach. A total of 40 out of 45 respondents will participate in the study and will be selected simple random sampling method. The data will be collected using questionnaires and interviews and presented using tables, for easy analysis. The data collected will be analyses using SSPS version 20.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter contains the background of the study, Problem statement, study objectives, research questions, significance, conceptual framework, and scope of the study.

1.1 Background of the Study

Organizational performance of Local Governments involves Accessibility of services, Client satisfaction, and Effectiveness of delivering services to the public, provision of basic public services such as education, health, roads and agricultural advisory services (Mbabazi et al., 2011). Delivery of such basic public services is a devolved function of local governments. The measure of the performance of local governments largely depends on how well these basic services are delivered to the citizenry (Mbabazi et al., 2011). Local Government service delivery is ensuring the provision of services to communities in a sustainable manner. Monitoring customer focused service delivery could therefore be a critical input means to affect quality service delivery in Local Government (Guha et al., 2019).

World over, poor performance of local governments in Italy is a major hindrance to records entities since it causes the delay of delivery, delivery of poor quality information or non-delivery at all (Gordon & Murray, 2009). Likewise, Gunasekaran, (2013) pointed out that despite the fact that there are various studies that focus on local government performance many records activities suffer from neglect, lack of direction, interference, poor coordination, and most importantly not having a cadre of trained and qualified records specialists, who are competent to conduct and manage such records, in a professional, timely and cost effective manner.

It is the responsibility for all responsible officers to manage the performance of their ministries, departments or local governments to ensure that performance of organizations and individuals directly contributes to improved service delivery and the attainment of national development objectives(Tucungwirwe & Muyomba, 2010). However most African government are facing challenge as far as local government performance is concerned for example in south Africa Due to poor performance of the local government that led to serious challenges of unemployment, poor health, poverty and inequality after the successful

References

- Ajayi, V. O. (2017). *Primary Sources of Data and Secondary Sources of Data*. 8–10.
https://www.researchgate.net/publication/320010397_Primary_Sources_of_Data_and_Secondary_Sources_of_Data
- Akuffo, M. N., & Adams, M. (2016). *Records management practices in ecumenical tertiary institutions : the Trinity Theological Seminary in focus*. 6895(June).
<https://doi.org/10.1080/01576895.2016.1191035>
- Ambe, I. M., & Badenhorst-Weiss, J. A. (2012). Procurement challenges in the South African public sector. *Journal of Transport and Supply Chain Management*, 6(1), 242–261.
<https://doi.org/10.4102/jtscm.v6i1.63>
- Assumpta, B., Mwirumubi, R., & Kasekende, F. (2021). Records Creation and Administrative Staff Performance: the Moderator role of Rewards Management in chartered private universities in Uganda. *Journal of African Interdisciplinary Studies (JAIS)*, 5(11), 103–122.
- Ballesteros, M. M., Paper, D., & No, S. (2017). *Assessment of Livelihood Success and Implementation Issues on the Sustainable Livelihood Program of the DSWD*.
- Barigye, A., Kasekende, F., & Mwirumubi, R. (2022). Records management practices: are all its factors associated with administrative staff performance in chartered private universities in Uganda? *Records Management Journal*, 32(3), 231–248.
<https://doi.org/10.1108/RMJ-05-2021-0023>
- Bowen, J. L. (2006). Problems Existing in the Process of Clinical Medicine Undergraduate Practice and Coping Strategies. *Educational Strategies to Promote Clinical Diagnostic Reasoning*, 12(355), 2217–2225. <https://doi.org/10.4236/ce.2021.129160>
- Cooper, & Schindler. (2014). *CHAPTER 3 3 . 1 Research Type This research type is quantitative . Quantitative researches examine relationship between variables , which are measured numerically and analyzed using a range of statistical and graphical techniques (Saunders , Lewis , & Th. 19–26.*
- Creswell, J. W. (2014a). Book Review Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative and Mixed Methods Approaches* (4th ed.). In *English Language Teaching* (Vol. 12, Issue 5). <https://doi.org/10.5539/elt.v12n5p40>
- Creswell, J. W. (2014b). RESEARCH DESIGN Qualitative, Quantative and mixed methods Approaches. In *SAGE* (Vol. 2, Issue 25). <https://doi.org/10.1093/nq/s4-I.25.577-c>
- Dawson, C. (2002). *Practical Research Methods. A user-friendly guide to mastering research*

- techniques and projects* (Diana Brueton (ed.)). How To Books Ltd, 3 Newtec Place, Magdalen Road, Oxford OX4 1RE.
- Drechsler, W. (2020). Good Bureaucracy: Max Weber and Public Administration Today. *Max Weber Studies*, 2, 1–6.
- El-Gohary, H. O. A. S. (2009). *market performance of small business University of Bradford thesis. This thesis is hosted in Bradford Scholars – The University of Bradford Open Access.*
- Guha, J., Chakrabarti, B., & Group, M. (2019). *Achieving the Sustainable Development Goals (SDGs) through decentralisation and the role of local governments : a systematic review.* 1–21.
- Hamdi, M. reza, Parvaresh, A., & Amin, M. (2006). *Volume 5, Issue 2 (Autumn 2005) Iranian Journal of Medical Education 2005, 5(2): 63-71 Job Description and Educational Needs of Different Levels of Environmental Health Graduates.* 5(2), 27–28.
- Hirschman, L., & Dahl, D. (2012). *nt Living in Kirklees (CLiK) 2012 Survey What.* 426. <https://doi.org/10.3115/116580.1138610>
- International Records Management Trust, O. (2020). International Records Management Trust. *Encyclopedia of Library and Information Science, Fourth Edition*, 2487–2493. <https://doi.org/10.1081/e-elis4-120053402>
- Length, F. (2014). *Districts creation and its impact on local government in Uganda.* 8(April), 81–91. <https://doi.org/10.5897/AJPSIR2013.0639>
- Managa, A. (2012). *Unfulfilled promises and their consequences : A reflection on local government performance and the critical issue of poor service delivery in South Africa.* 76, 1–9.
- Mbabazi, J., Massa, D., Robert, R., & Ogamdhogwa, R. M. (2011). LOCAL GOVERNMENT COUNCILS’ PERFORMANCE AND PUBLIC SERVICE DELIVERY IN UGANDA Nebbi District Council Score-Card Report. In *ACODE Policy Research Series* (Vol. 54, Issue 6).
- Ndenje-Sichalwe, E., Ngulube, P., & Stilwell, C. (2011). Managing records as a strategic resource in the government ministries of Tanzania. *Information Development*, 27(4), 264–279. <https://doi.org/10.1177/0266666911417026>
- Netshakhuma, N. S. (2020). Assessment of the management of student affairs records: Case of the University of Mpumalanga in South Africa. *Records Management Journal*, 30(1), 23–42. <https://doi.org/10.1108/RMJ-01-2019-0004>
- Norris, T. (2002). *The Seven Attributes of an Effective Records Management Program.*

- February, 1–20. http://www.archives.nysed.gov/common/archives/files/mr_pub61.pdf
- Nunnally, J. C. (1978). Psychometric theory. *Psychometric Theory*, 640.
- Schuele, K. (2005). *National Electronic Commerce Coordinating Council (2005).pdf*.
- Sekaran, U. (2003). Research and Markets: Research Methods for Business - A Skill Building Approach. In *John Wiley & Sons*.
- <https://doi.org/http://dx.doi.org/10.1108/17506200710779521>
- Steiner, R., Kaiser, C., Navarro, C., & Tapscott, C. (2018). Is Local Always Better? Strengths and Limitations of Local Governance for Service Delivery. *International Journal of Public Sector Management, June 2021*, 00–00. <https://doi.org/10.1108/ijpsm-03-2018-0082>
- Tucungwirwe, S., & Muyomba, C. (2010). *LOCAL GOVERNMENT COUNCILS PERFORMANCE AND THE QUALITY OF SERVICE DELIVERY IN UGANDA* (Issue 33).
- Yount, R. (2006). Correlation Coefficients. Research Design and Statistical Analysis in Christian Ministry. 4th Edition. Departm.... *Creative Education, 06(17)*, 1908–1913. <https://doi.org/10.4236/ce.2015.617196>