

THE EFFECTS OF CLASSIFICATION OF RECORDS ON EFFECTIVE RETRIEVAL OF
INFORMATION: A CASE OF KABALE DISTRICT HEADQUARTERS REGISTRY

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ABSTRACT

The study was about the effects of poor Classification on effective retrieval of Information. A case study of Kabale District Headquarters Registry. The study was guided by three objectives; to establish the various types of records kept at Kabale District Headquarter Registry. To establish the effect of poor Classification on retrieval of Information and to suggest ways in which Information retrieval can be improved in organizations through Classification. A cross sectional study design therefore was used to survey the study population. Both qualitative and quantitative data were also employed. The targeted population was fifty (50). This included 6 Administrators, 4 Registry Staff and 20 clients of the Registry. The researcher used Observation method, Interviewing, and Questionnaire method. The findings of the study revealed that the various types of records kept at Kabale District Headquarters Registry were: financial records, administrative records, mails and medical records. The effect of poor Classification on retrieval of information were; it does not provide a correct reference service, poor creation and growth of records, time wastage, increase of operating costs, poor safeguard of vital Information, increase efficiency and productivity of records and does not support better management of decision making. The study also indicated that the possible ways in which Information retrieval can be improved in organizations through classification in Kabale District Headquarters Registry were: Use of modern technology, updating records, proper storage of records and recruitment of trained staff.