

MANAGEMENT OF RECORDS AND CLIENTS SATISFACTION AT
MAGISTRATE COURT AT KABALE

BY

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A RESEARCH REPORT SUBMITTED TO THE FACULTY OF COMPUTING,
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DECLARATION

I, **ATUKWASE SARAH LOYNET** declare that, the information given in this Report is my original work and has never been submitted to any institution or University for award of a Certificate, Diploma or Degree.

Signature Date28/2/2023

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(Student)

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APPROVAL

This is to certify that, this Research Report has been done under my supervision and is now ready for submission to Kabale University with my approval.

Signature ... ~ ~:Date**13/3/2023**.....



MRS. SARAH KAKURU RWOTOLONYA

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DEDICATION

This work is dedicated to my beloved parents for the support rendered to me.

ACKNOWLEDGEMENT

I extend my sincere gratitude and appreciation to my parents Mr Mugasho Tumwine Nazzy and Tumuhairwe Fzediana for all the financial and intellectual support they have rendered me during my walks of life specially education. Sincere appreciation goes to the entire staff and administration of Kabale University especially my supervisor Mrs. Sarah Kakuru Rwotolonya for the tireless support and effort offered to me during this research. May the Almighty GOD richly and abundantly bless them all.

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ABSTRACT

The purpose of the study was to find out records management and clients' satisfaction in Magistrate Court, Kabale. The study was guided by objectives of the study; to identify the different types of records managed at Magistrate Court, Kabale and to find out the users satisfaction with records kept at Magistrate Court, Kabale. The researcher selected a sample of 25 respondents who represented the whole study population using purposive sampling, 5 staff members from records department and 20 users were selected. Data was then analyzed for easy interpretation and understanding. The findings from the study revealed that there were several types of records generated at Magistrate Court, Kabale and among others include, administration and withdrawal register record, financial records, and administrative records. It was concluded that customer satisfaction with the current records was inefficient and does not effectively support public service delivery. This was evidenced by the fact that there was no awareness and existence of the records management policy, procedures manual and service standards from the Magistrate Court, Kabale. This resulted in an ineffective records management programme. It was concluded that customer satisfaction with the current records was inefficient and does not effectively support public service delivery. This was evidenced by the fact that there was no awareness and existence of the records management policy, procedures manual and service standards from the Magistrate Court, Kabale. Electronic filing should be embraced. This includes keeping files in soft copy devices as well as computers tapes, flash disks and computer disks. The researcher also recommends that records staff should be given their computers connected to internet to store confidential information about the Magistrate court here the researcher based on the fact that a lot of records are kept in personal computers

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter covers the Background of the study, problem statement, purpose of the study, objectives of the study, Research questions, Scope of the study, significance of the study and Definition of Operational terms.

1.0 Background of the Study

Globally, Information plays a very vital role in the economic development of organizations which is essential for any corporate body to function effectively (Mrwebi,2000). Information is every organization's most basic and essential asset, and in common with any other business asset, recorded information requires effective management. Institutions produce increasingly large amounts of information and consequently greater volumes of records, in both paper and electronic forms. It is essential that information is captured, managed and preserved in an organized system that maintains its integrity and authenticity as well as fulfilling legal and financial requirements. According to Shepherd (2006), organizations use records to support accountability, when they need to prove that they have met their obligations or complied with the best practice or established policies. An unmanaged record system makes the performance of duties more difficult, costs organizations all resources (for example time, money among others) and makes them vulnerable to security breaches, prosecution and embarrassment.

In America, the earliest known deeds were recorded shortly after the arrival of pilgrims at Plymouth in 1620. Most land records consist of deeds and deed books. Land records are among the best preserved, largest and most genealogical record groups. However, the land records are often an overlooked resource. Previously, public sector record keeping systems were weak but presently they have been greatly improved. Land information can be easily acquired at the county offices by use of web- based land record systems which are efficient and time saving (Galaletsang, 2012).

Over the past decades, land records for agricultural land in Karnataka (India) have become increasingly dilapidated. For urban and non-agricultural land in rural areas, no system clearly sets

out rights over land. This uncertainty in land undermines the objectives of good governance and poses a serious threat to social ability and economic development. There is a weak spatial framework for the land records for the agricultural land. The original data has low accuracy, the maps are not up-to-date, there are long delays in sub-division surveys, and changes in land records are being recorded without surveys. There is lack for both map and textual information in urban areas (Galaletsang, 2012). Many of the field records are very old and in fragile form and the records have not been backed up. The registration of deeds system does not include the adjudication of rights and the resolution of disputes, and does not ensure the validity of a transaction. The system is not map based and there are poor descriptions of property. While the project to computerize the land records has been successful, a number of issues have risen including inconclusive records and cumbersome procedures (Bums et al, 2006).

Rule of law, management of state resources, probity, accountability, foreign relations and the protection of entitlements and rights of citizens are very critical to every good government. However, without records, all these would be meaningless (Dzandu, 2009). Important information of an organization can be lost forever if records are not kept properly.

Scholars have observed that a complete record management programme encompasses a multitude of disciplines including forms, reports, correspondence, directives, mail, files and copying, retention scheduling, vital records protection, archival preservation and ultimate disposal. (Kemoni,2007). Records management incorporates the policies, systems and professional management techniques, systematically applied to the control of recorded information to enhance an organization's efficiency and effectiveness, while at the same time consolidating its evidential base (Wamukoya, 1996). Records are important sources of knowledge and information. They enable public and private officers to render effective and efficient services to the public. Governments use records for a wide range of purposes such as conforming or reviewing policies and procedures, confirming the work of employees, confirming pensions and proving citizens' rights such as land dissertation ownership, and enhancing transparency and accountability as confirmed by Kemoni (2007).

As records management are essential, there is need to carry out the study to find out records management and clients' satisfaction in Magistrate Court, Kabale in order to ascertain, the different types of records managed at Magistrate Court and to find out the users satisfaction with

records kept at Magistrate Court and to analyze the best ways of managing records kept at Magistrate Court, Kabale.

1.2 Statement of the Problem

Records Management at Magistrate court at Kabale has been poor as many clients both staff and clients. normally complain that their records go missing, as a result of high relative humidity in records store, loss of documents due to negligence, poor storage environment and some clients are denied the right to claim for their documents (Kabale Grade I Magistrate Court, 2019). This was what prompted the researcher to carry out research on records management and users satisfaction in Magistrate Court, Kabale and hence possible strategies were proposed after the research study.

1.3 Purpose of the Study

The purpose of the study was to find out records management and clients' satisfaction in Magistrate Court, Kabale.

1.4 Objectives of the study

(i). To identify the different types of records managed at Magistrate Court, Kabale. (ii). To find out the users satisfaction with records kept at Magistrate Court, Kabale. (iii). To analyze the best ways of managing records kept at Magistrate Court, Kabale

1.5 Research Questions

(i). What are the different types of records managed at Magistrate Court; Kabale?
(ii). Are the users are satisfied with records kept at Magistrate Court, Kabale?
(iii). What are the best ways of managing records kept at Magistrate Court, Kabale?

1.6 Scope of the Study

The study was divided into content scope, geographical scope and time scope. This helped the researcher to come up with depth information.

1.6.1 Content Scope

The study was limited to records management and clients' satisfaction in Magistrate Court, Kabale, the different types of records managed in Magistrate Court, Kabale and the users satisfaction with records kept at Magistrate Court, Kabale.

1.6.2 Geographical scope

The study was carried out at Magistrate Court, Kabale in Kabale District. Kabale District borders Rubanda District to the West, Rwanda to the South, Rukiga District to the East and North is also Rubanda District.

1.6.3 Time Scope=

This study covered 6 months period from June 2022 to December 2022 within which all activities were done by the researcher.

1.7 Significance of the study

The Court: The study findings may be important to court since it will be a guiding tool for improving records management practices skills, as appropriate measures like microfilming and photographing methods will be provided.

Future Researcher: The findings may act as the source of literature for the future researchers especially those who will be conducting studies related to records management and customer satisfaction.

Records Managers: The study may yield data and information that will be used by records managers to formulate good record keeping systems, like keeping records in a sealed an inert atmosphere in an opaque container.

1.8 Definition of Operational Terms

Records: A document produced or received by a person or organization.

Records Management: Records management is the process of planning, organizing, staffing, directing, and controlling all the steps involved in the life of a record, from creation, until disposition.

Clients' Satisfaction: Customer Satisfaction is a measurement that determines how well an organization's services meet customer expectations. It's one of the most important indicators of purchase intentions and customer loyalty. As such, it helps predict organization growth and revenue.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

The Chapter focuses on the review of what other researchers and scholars have written or published on the topic of the study. The literature has been reviewed under the following sections. Types of records, the causes of deterioration of records and possible solutions to the causes of deterioration of records.

2.1 The Different types of Records managed at Magistrate Courts

2.1.1 Legal records: Roper and Dodd (2004), described the legal records as the management of employee file, Financial documents and health; safety regulatory and other records is important to the business and records managers. For legal reasons, because some records are mandated by local, state and Magistrate Courts, record managers are responsible for the location and retrieval of those records if legal compliances must be proved. Government agency audits, customer or employee litigation, financial audits, updates of licensing and other regulatory documents are a few examples, where being able to produce records becomes important.

2.1.2 Financial records: Hertzberg A. (2006) stated that accounting involves the creation of financial records of legal transactions flow the financial and the financial records of the court at the particular movement in time number of users make accounts for different purpose. Financial information can be fed those who require such information decision making and record keeping purpose. For example, court clerks need information in order to make the legal process efficient to improve their decision-making capabilities to assess with performance of managers and need to know client's ability to pay debts to ensure that they are secured.

2.1.3 Written Records: Dhillon (2007) emphasizes that magistrate courts have written records as an important resource that serve clients of which can be divided into two other forms, book and periodicals. Books themselves come in different types. Monographic books, a.k.a monographs are, written once, or are books that stand on their own, rather than being part of a series. The information in monographs tends to be comprehensive information on a general topic, or at least more general than what is found in article.

2.1.4 Monographs: Dhillon (2007) adds that that at magistrate courts monographs are created and it gives you a sense of scope, historical back ground and a thorough analysis of the issue. To get the most out of monographs, you really should read it in its entirety rather than just breezing through a few monograph format. Some are actually a collection of essays or article, written by different authors. The articles are related somehow The issues within the articles can be much more focused on a smaller aspect of the issues.

2.1.5 Periodicals: Rutz (2003) notes that Magistrate courts keep records which includes that periodicals that are part of court records which are any written information that comes out periodically and are very essential towards organization records and these include Newspapers magazines and journals which are all periodicals. The articles within periodicals take many forms. Newspapers usually offer articles that are factual accounts of events. But they can be an analysis of trends or issues as well. Newspapers articles usually are not written by experts in the fields and do not offer suggested awarding or sources of where they got their information (White and Gregory, 2003).

2.1. Electronic records: Allen (2001) concludes that there is print Vs. electronic information that make up organizations .Like print electronic encompasses all the formats mentioned above. You can find electronic books, electronic periodicals electronic: reference works but in many modern organizations (Allen, 2001) But Anderson (2006) emphasizes that print is not dead, for a variety of reasons namely: Publishers themselves have been somewhat way about going completely digital, and some of them package with electronic versions with purchase of print copies ,organizations have centuries worth of print information , and a lot of it is not going to be digitized any time. If ever ,simply because would not be profitable to digitizes it (Allen 2001),some types some information do not lead themselves to being read on a computer because of the current technology and it is not cost effective for individual to print out the information. (Allen, 2001).

2.2 The Users satisfaction with records kept

Ebrahimi, R. (2009) states that, Records provides real-time information to customer service team. It ensures that agents respond to customer inquiries instantly. Fast, reliable information, available through multiple touchpoints enhances the quality of customer experience. Access to

relevant customer data allows support teams to render a positive customer service experience long after the initial sale has ended. For example, email marketing is an enormous opportunity to connect with existing customers. Personalized emails that reflect customer preferences and personalized offers based on customers' past purchase history provide high customer satisfaction.

Systematic management of customers' records is required to implement successful email

campaigns.

Mafabi (2005) postulates that, an efficient records management brings in cost-effective ways to store information. **It** enhances employee productivity and improves operational efficiency. **It** saves clients service costs and boosts the brand image of the company. Research shows that organization decisions based on real-time data have a positive impact on bottom lines. Record management systems provide rich, real-time data to decision-makers. This helps them compete effectively in a dynamic business landscape.

Ropper, (2012) argues that, improving clients satisfaction is all about building better, better services and providing better clients support. **If** the professional services organization is still using the same tools it's been relying on for a long time, chances are that the employees' jobs are harder than they need to be. For example, they might spend a lot of time completing the same kinds of manual tasks over and over again tasks that could be automated with the right tools in place.

Melesco (2012) argues that, Going above and beyond to ensure the customer has a pleasant experience requires your employees to assist the customer whenever needed. Customers simply will not return to a business that employs smug, negative and rude people. Train your employees to help the customer with any problem they've experienced with your product or service. **If** a customer wishes to return an item, instruct your employees to either grant in-store credit or give the customer his money back. Do not tell the: customer that he can't return the item, unless he did not return the item in its entirety or ruined the item.

Ogodo (2004) reveals that, Target frequent customers and reward them with discounts. An easy and often-used method for rewarding return customers is implementing a rewards program or membership program. You can integrate the two if you wish. For a reward programs, customers receive points they can redeem for money off their next purchase or a free item. Membership

programs give customers the opportunity to save on specially marked items. For example, suppose you run a pet shop. To offer a rewards program, you could give each customer a card. After they purchase 10 quantities of the same item, they get that item for free one time.

Xian, (2006) argues that, modern, digitally savvy customers engage with customer support through a variety of channels and touchpoints. They no longer restrict their queries to traditional customer service channels such as phone and physical contact centres. For instance, a customer of a global retail apparel brand wants her query answered instantly on Facebook Messenger. A prospective consumer of a luxury brand wants to know the price of the latest design on Instagram. Online shoppers want to complete a purchase and access the history of their past purchases on their mobile devices.

Ebrahimi, (2009) states that, the common complaint customers have is that support teams take too long to respond to their queries. A long wait time translates to poor customer experience. Better records management ensures that teams have quick access to information relevant to a customer's inquiry, resulting in faster, more accurate replies. Self-help chatbots are great at answering simple customer queries instantly. They save valuable time and leave the team free to attend to more complex matters that cannot be addressed through automation.

Xian, (2006) noted that digital materials in financial records centres are multi-media products incorporating structured text, sound, graphics, pictures, photographs, video clips and reports. This requires intensive use of a band width. The developing countries; as such have restrictions of bandwidth available to them. Moreover, the "last mile problem" that every user has in every country is much more intense in developing countries especially the Sub-Saharan African countries, Uganda inclusive. This is because they increased the use of their network for transferring data by more people working in Banks hence increase the load on the network traffic. This is further compounded by the size transferred if it has to including full-text multimedia documents.

Lukasiewicz (2007) adds that records efforts can directly eliminate disintermediation among users if efforts are organized according to user needs, Bank users; they appreciate personalized bank services because they are tailored to individual needs. He further investigated the problem of users experiencing difficulty in locating appropriate items in digitized collections observed

that it as a result of poor user interface design and this becomes a challenge to financial Banks performance.

Parandjuks (2010) farther reveals more barriers to user access through poor design in most Banks in developing countries. One barrier being little sense of connection to internet whereby some Banks have no wires: internet connection and this affects performance of Banks. "hig., ±± there was a banner with a link to return to the home page, there was no mechanism to search across the dozens of separate collections. Parandjuks (2010) further recommended integrating all searching and browsing features, as well as consistent language and design to provide users with a sense of context.

Udoh (2004) said thzt effective communication in a coordination ,public and giving instructions records managers may not keep some records if they are not given instructions by their bosses to do so some junior staff may not understand how important some records are so they end up losing some records.

2.3. The best ways of managing records kept at Magistrate Courts

Records need protection in order to minimize the wear and tear that inherent in handling, copying loading and exhibiting them. Mnjarna, (2010) states that, Magistrate Courts should store records in acid free equipments and papers without high acidic content should be stored separately, and containers, cabinets and shelves should be coated with acid resistant paint for records management (Mnjarna, 2010).

Mafabi, W. (2005) argues that the records kept at Magistrate Courts areas should be isolated from any danger that might threaten the safety of records, including fire, floods or natural disasters. This system of isolation should be supported by the installation of automatic alarm systems and by constant monitoring of the area.

Lebowitz, G. (1997, states that it is difficult to control pollution particularly if Magistrate Courts and other organizations should install filters systems to filter out polluting air particles. Michael Ropper further asserts that storing records in box containers or filing cabinet to keep out dirt and dust, placing photocopiers in well ventilated areas, storing records away from engines machinery

or other polluting generating equipments is essential method to control records kept at magistrate courts.

Travers, (1997) pointed out that photographing may also be used as a reproduction tool, particularly for copying original photographs. Copy. negative or print can be made and used in **place of originals** ensuring origiants reniai **as secure and sable as possible** .

reproduction can also be used for documents and maps although the benefits are *sometimes* outweighed by the costs of photography; in such instances, microfilming is often a better alternative. When developing a preservation program, it is important to consider photography and determine appropriate role for such technologies.

Akanji,(2006) argues that documents image processing system, allow the conversion of materials from paper or other form, to machine, readable form ,which allow them to be stored and viewed electronically, and saving space and increasing accessible. The preservation benefits of Digitization yet to be proved. While electronic images certainly take up less room, their long-term stability is not guaranteed, so regardless of whether an archival institution or records office make use of digital technologies for copying; it is likely to wish to retain the originals in safe storage.

Harding (1988) asserts that, the actual storage is concerned with the selection of suitable equipment and the utilization of space together with the convenient and accessibility of those who need the information at the magistrate court. The physical safety of documents in storage and security aspects ; confidentiality and authorized access need to be taken into account also.

Moghi G. (2001) noted that complex organizations can use microfilms, which may help in space saving ,safe preservation clean and easy handling of records information. Microfilming, reduce on the risks of fire hazards and chances of losing records or documents are limited .The documents include patient and index cards.

Madu, E. (2004) pointed out that success breeds success. This shows that records officers, who were successful in record keeping, will still produce good quality results in the office. Therefore,

records officers /managers should employ and make sure that they get people who are well trained and successfully in their training.

Bartley, T. (1989), revealed that human beings like to be recognized. This will definitely increase their motivation and performance. Records officers in records centers will increase their performance and hence keep records properly if examples are recognized for the work they do.

Angela (2005) asserts records should not be exposed to any light for example are in an environment with controlled temperature and relative humidity. Of course this principle is impossible in practice; however it is possible to reduce exposure to light significantly. Relatedly, Materials in the records storage areas should be stored safely and possibly to be kept out of light.

According to Adepoju, (1998) in his book Records management in developing countries notes that, this is a permanent record book into which is entered information regarding the entry and exit, including the details of the education and progress of each student that ever passes through the Secondary Schools, it serves as a historical document or preference with detailed records of every student who was admitted by the school.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter deals with the methodology that is used in carrying out research study. It gives techniques, methods, and procedures that are used to acquire data for the success of the study. It also describes the research procedure, research design, and target population, sample size, vs sampling techniques, data sources and collection methods, data analysis, and expected limitations of the study.

3.1 Research Design

Research design is a planning of scientific inquiry, designing strategy for finding out something (Earl Robbie, 1979). The study was conducted on an explanatory basis for searching primary data. Qualitative data was collected and this enabled the researcher to draw valid and dependable conclusion and recommendation.

3.3 Target Population

According to Kirumira (1990) cited by Mbaga Kakinda (1986), Population is a complete set of individuals, objectives, objects and measurements having some observable characteristics. Population briefly does not necessarily only refer to people but in great deal it do any sample with similar characteristics from surrounding. Those characteristics were age, level of education, expenditure, sex status, geographical location. The study population constituted 60 respondents This involved records staff from Magistrate court Kabale and also users of records in order to capture more data about the records management and users satisfaction.

3.3.1 Sample size

The researcher was selected a sample of 25 respondents who represented the whole study population using purposive sampling, 5 records staff and 20 users of records were selected.

3.3.2 Sampling Techniques

Sampling is the process of selecting a sub set of observations from among many possible observations for the purpose of drawing conclusion about the larger set of possible observations. The researcher used purposive sampling to select a sample of 25 respondents from the study population.

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The researcher used purposive sampling by consciously or knowingly deciding who to include in the sample. This is based on researchers, prior knowledge that such individuals have information that the researcher is looking for purposive judgment of the sampling was used in choosing respondents especially full Records staff and users. This helped to provide facts fully.

3.4.1; Data source

Primary and Secondary Sources

The data was collected from both primary sources and Secondary Sources. This enabled easy comparability of Secondary data available with respondents from the Primary data sources that was generated from the field to drive to the meaning full interpretation of findings.

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3.4.1 Primary data

Primary data came from the magistrate court staff and clients. The researcher used observation guide, questionnaires and interview guide to the gather the data from respondents.

3.4.2 Secondary Data

Secondary data was got from the annual information resources, annual information resources, reports, newsletters and textbooks /publications from different records in Kabale District and Kabale District.

3.5 Data Collections Methods

The researcher used the following methods to collect data.

3.5.1 Observation Method

This is the way of gathering data by watching behavior, events or noting physical characteristics in their natural setting (Kothari, 1990). The researcher used observation method where she closely saw the way how records are maintained at Magistrate Court Kabale.

3.5.2 Interview Method

Kakinda, (1986) Interviewing is the face to face conversation between an interviewer and respondents conducted for the purpose of obtaining information. The researcher used the interview method through basing herself on personal contacts with respondents. The interview method focused on, the different types of records managed and the users satisfaction with records kept.

3.6 Data analysis and Presentation

Data was collected, interpreted, analyzed, organized, typed, coded and printed as a draft report.

Descriptive methods such as discussion and expectations were used to present data. Data was

then analyzed, edited, Coded, and presented in form of tables, for easy interpretation and understanding.

3.7 Research Procedure

The researcher got a letter of introduction from the head of department Records, Library and Information Science Kabale University which was presented the Magistrate, Of Magistrate court Kavale to conduct a research on the management of Records and users satisfaction at Magistrate Court Kabale.

3.8 Ethical Considerations

The researcher sought permission from the Faculty of Computing Library and Information science Kabale University to introduce her to the respondents from who participated in the study.

Respondents were briefed about the aims, significance and use of the study findings and its relevance to them. They were assured of confidentiality on their responses that their identities were not to be exposed anywhere.

In conducting this study, the researcher requested for voluntary participation and ethical consent to participate in the study were sought from respondents before they were interviewed.

Again, names of respondents were left anonymous as a confidentiality measure. Even the researcher told the respondents that this study was for academic purposes only. Besides, the researcher collected data by herself to ensure originality and adequate data.

3.9 Limitations to the study

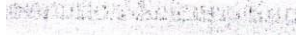
The researcher met the following challenges while conducting this research study.

The researcher met a challenge of failure of respondents to reveal the truth of their information and even others dodged answering some critical questions an incident which resulted into the researcher missing very important information. However, the researcher made sure that she used all the tricks possible to convince and entice respondents to provide relevant information in its fullness.

Finance, the researcher faced a challenge of limited funds to facilitate the research work to accomplish the tasks of the research process in terms of transport, buying stationary, pens, 14

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photocopying, typing, binding and also in procurement of all necessary essentials for the research study. In response to this the researcher economized the little resource that she budgeted.



CHAPTER FOUR

DATA INTERPRETATION, PRESENTATION AND DISCUSSION OF FINDINGS 4.0

Introduction

This chapter presents the study findings as collected from the field study that was set out to make a study. *On* management records and:users satisfaction in Magistrate court *at* Kabale. {he study was guided by the following objectives; O identify the different types of records managed at Magistrate Court, Kabale, to find out the users satisfaction with records kept at Magistrate Court, Kabale and to analyze the best ways of managing records kept at Magistrate Court, Kabale.

4.1 Categories of Respondents

The respondents' demographic characteristics which include age, sex and level of education were considered. The researcher managed to conduct interviews and carried out observations during the collection of data for the study.

4.2.1 Sex of the Respondents

The researcher found out information from the sex of the respondents as shown *in* the table below.

Most of the respondents who participated in the study were males. Other respondents were females. This means that females are the ones who mostly participated *in* the study.

4.2.2 Education Level of Respondents

The respondents had completed different levels of education starting from Primary school, secondary and tertiary institution.

4.3 Results from Objectives

The researcher found out information on specific objectives of the study and the results were analyzed.

It was revealed that administrative records are one of the types of records generated at Magistrate Court, Kabale. They reported that Administrative records are a collection of documents which form basis for an court's decision. They further described administrative records as those records formulated in the administration process of the school. This is also confirmed by Edoka, B. (2000) that Administration and withdrawal register record, financial records, and administrative records are most generated in most organizations.

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The others indicated that financial records which are generated in form of receipts and other finance related documents. These help to make accountability the materials that are purchased and donated hence makes classification and retrieval a walkover.

it Was also indicated that legal records is *also* another form of records kept. The others indicted_ Periodicals records and electronic records as other types of records kept respectively.

The respondents also noted corporate records as one of the types of records generated at school. They reported corporate records and these are records an organization needs to keep in order to show its functioning capability.

4.4 Users satisfaction with records kept at Magistrate Court, Kabale.

It was revealed that users of records are satisfied with an efficient records management which brings in cost-effective ways to store information. One of the users noted;

"With efficient records management, It enhances employee productivity and improves operational efficiency. Relatedly, It saves clients service costs and boosts the brand image of the company"

It was also revealed that providing timely information to users by ensuring that they get the records they need instantly is also another form of users satisfaction with records kept. It was revealed that;

"Building better services and providing better users support enhances users satisfaction. It saves clients service costs and boosts the brand image of the court"

The Users satisfaction with records kept can be observed by quick access to information relevant to users inquiry, resulting in faster, more accurate replies as revealed by respondents who accounted for 2(8%) of the respondents. This concurs with Mafabi (2005) who postulates that, an efficient records management brings in cost-effective ways to store information. It enhances employee productivity and improves operational efficiency.

It was also revealed that with effective access, easy retrieval and efficient retrieval communication and coordination of records in Magistrate Court Kabale are done easily. One 1/

respondent noted that; *"Easy records retention and disposition is key to an effective records management. It ensures that records are present when needed for litigation, audits, day-to-day court activities, or historical research, but that unneeded records do not take up costly storage space."*

4.5 The best ways of managing records kept at Magistrate Court, Kabale.

The study discovered the best ways of managing records kept at Magistrate Court, Kabale as details interpreted below.

The respondents mentioned use of acid free equipment as one of the best ways of managing records kept at Magistrate Court, Kabale. One respondent noted; *"... With acid free equipment like containers, cabinets and shelves should be coated with acid resistant paint for better Records Management."*

The study also revealed that control of pollution is another way of keeping records safely. Control of pollution is means of installing filters systems to filter out polluting air particles as indicated by some of the respondents.

It was also indicated that photographing may be another best way. They went ahead to define Photographing as the process whereby written or printed matter is directly copied by photographic techniques.

More so, it was indicated that digitization as another best way. They reported digitalization as the way of transferring Records or information into electronic form.

One other user noted that the use of box files as another important way to manage records at Magistrate Court Kabale. They defined filing as the way of storing or actually placing the records in file containers, such as folders.

One respondent who was a records officer at magistrate court noted; *"In box storage, similar documents can be stored together meaning you can order numbers of documents on a theme without having to list them in advance. This makes it easier to organize files for destruction at a set date in the future"*. This is also confirmed by Mnjama, (2010) who states that, Magistrate Courts should store records in acid free equipments and papers without high acidic content

should be stored separately, and containers, cabinets and shelves should be coated with acid resistant paint for records management (Mnjama, 2010).

It was indicated by one of the respondents that automated record keeping should be promoted as automating it is better for the management to enable complete management of records from creation to declaration to disposition. a.. • O.±SZS, SSZ.±

CHAPTER FIVE

SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS 5.1

Introduction

This chapter is mainly concerned with summarized discussion of the results or findings of the research study in relation to research questions, and in comparison with what other researchers and scholars formally presented and corresponding interpretation of their information. It comprises of conclusions drawn based on what has been found in the study, and recommendations.

5.2 Summary of the findings

The findings from the study on objective one of the study revealed that there were several types of records generated by at Magistrate Court, Kabale and among others include, Administration and withdrawal register record, financial records, and administrative records.

Considering the findings on of the study objective two, it was revealed that users are satisfied with an efficient records management which brings in cost-effective ways to store information. Relatedly, It saves user service costs and boosts the brand image of the Magistrate court of Kabale.

The findings also revealed that automating archival information systems which includes assimilating the arcades of memory and hallways of events, conversion of existing records and data should be the way to go. On the other hand, managing electronic records incorporates specifications, strategies and considerations for capturing, handling and accessing such records Magistrate court of Kabale.

5.2 Conclusion

Basing on the findings, the researcher concluded that there are different types of records generated at Magistrate Court, Kabale and therefore, In order to enhance service delivery, a regulatory framework for records management should be developed and implemented. It is also management together with the Records Manager should identify training needs for records users and records management personnel.

It was concluded that customer satisfaction with the current records was inefficient and does not effectively support public service delivery. This was evidenced by the fact that there was no awareness and existence of the records management policy, procedures manual and service standards from the Magistrate Court, Katale. This resulted in an ineffective records management programme.

5.3 Recommendations

It was thus realized that in order to improve Management of Records and Clients Satisfaction in Magistrate Court at Kabale the following recommendation need to be put in place.

The researcher recommends that there should be establishment of records retention and disposal schedules. These schedules should set out instructions for transferring records from the all departments to records office . The schedules should also provide instructions for the eventual disposal of the records, either by destruction or by transfer to the archival, repository

The records office should be safe, secure, clean, efficient and economical. It should be capable of holding all designed semi-current records in all media and able to provide dependable retrieval services.

The researcher recommends management of magistrate courts to preserve documents for feature for example use of digitization, putting them into boxes and in containers.

The records management department should be given the support and facilitation needed to play leadership role in planning, development and management of records activities at Magistrate Court at Kabale.

The records staff should be met at least once per month in a year to compare their activities, study new developments in record management and plan the future of the records. Stakeholders should plan for the expansion space in order to accommodate more records.

The researcher recommends that records offices can be planned on the basis of calculations made of relevant factors ,the quantity of Bach log records to be absorbed :the rate of creation of new records, rules for the retirement of records from current systems, retention policy as expressed in

the disposal schedules: legal requirement. In this way, the optimum space can be provided centrally.

The researcher also recommends that records staff should be given their computers connected to internet to store confidential information about the school here the research1::r);>as,,,d on tht: fact that a **lt** of records are ket in pssonal computers

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APPENDIX I: INTERVIEW GUIDE FOR THE RECORDS MANAGERS

1. How do you maintain records?
2. In which ways are Records kept at Magistrate court at Kabale?
3. What are types of Records kept at Magistrate court at Kabale?
4. Are the users satisfied with records kept at Magistrate Court, Kabale?
11. What do you think can be done to improve on Records kept at Magistrate court at Kabale?
12. What are the best ways of managing records kept at Magistrate Court, Kabale?

APPENDIX II: INTERVIEW GUIDE FOR USERS OF RECORDS

1. How often do you use the Records kept at Magistrate court at Kabale?
2. What are different types of Records kept at Magistrate court at Kabale? -3.
In case you need access to your records, do you get them quickly?
4. Are you as users satisfied with records kept at Magistrate Court, Kabale? r
5. If yes, what do you think can be done to improve on Records kept at Magistrate court at Kabale?
6. Any other comment on records kept at Magistrate Court, Kabale?

APPENDIX III: OBSERVATION CHECKLIST

The researcher observed the following;

- a) The Arrangement of shelves.
- b) The filling systems used.
- The **storage equipments** used
 - d) the types of records kept
 - e)The measures being employed to curb Records Deterioration. f)
 - The amount of Records storage space.
 - g) The researcher challenges facing Records being kept.

13.