

EVALUATION OF DOCUMENTATION MANAGEMENT AND BUSINESS CONTINUITY
IN FINANCIAL INSTITUTIONS: A CASE STUDY OF UNIQUE SACCO IN KABALE
MUNICIPALITY

BY

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A RESEARCH REPORT SUBMITTED TO THE FACULTY OF COMPUTING,
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DECLARATION

I, Komugisha Susan, declare that this is my original work and it has never been submitted to any institution for any academic award.

Signature~ Date **03/03/2023**

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APPROVAL

This research report titled *"evaluation of documentation management and business continuity in financial institutions a case study of Unique SACCO in Kabale Municipality"* by Komugisha Susan, has been under my supervision and is now ready for submission to the faculty of computing library and information science Kabale University with my approval.

Signature

Date

MS. CHANCE REST

UNIVERSITY SUPERVISOR

DEDICATION

I dedicate this research report to my parents Mr. Begumanya Emmanuel and Mrs. Ntegyereize Oliva for their encouragement and support they rendered to me. May the Almighty God reward them abundantly.

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First and foremost, I give my thanks to the Almighty Father whose mercy on me endures forever. I give him all the praise and adoration in Jesus' Name. There are many people especially course mates that deserve heartfelt thanks for their precious contributions to this study.

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"Glory to the Almighty God"

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ABSTRACT

The study evaluated documentation management and business continuity in financial institutions a case study of Unique SACCO in Kabale Municipality. The objectives of the study were; to identify the types of documents kept at Unique SACCO, to establish the relationship between documentation management and business continuity at Unique SACCO and to examine the documentation management practices used at Unique SACCO. A descriptive research design was used and data was collected using interviews and questionnaire. Quantitative data was analyzed using Microsoft excel to general rabies and qualitative data was analyzed using content analysis method. The study revealed that documents kept at Unique SACCO were; statement of cash flows, employment documents, bills and receipts, inventories of goods, financial documents, financial statements and balance sheet. The study on the relationship between documentation management and business continuity were; enables the SACCOs to operate effectively, assists in the planning of the organization, help to improve in service delivery, improves on the efficiency and productivity of the SACCO, essential informational resource, inventory is effectively managed and ensures easily information accessibility. The study recommended there should be employment of skilled workers to enable provision of effective and efficient services in document management at Unique SACCO for easy access and retrieval of the documents, the SACCO should provide enough capital to help the records department to perform its duties in document management effectively and there should be provision of enough storage space for expansion to facilitate proper documents management at Unique SACCO.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter covers the background of the study, statement of the problem, purpose of the study, objectives of the study, research questions, scope of the study, significance of the study and definition of key terms.

1.1 Background to the study

Documentation management plays a key role by providing recorded information which is essential in providing business continuity and used in the strategic formulation of organizational development policies and plans (Reed, 2010). Documentation is particularly important since it assists businesses to continue in their processes and maintain a consistent pattern in policy formulation and implementation (Kent, 2012).

Documentation also act as raw data for research in various disciplines including science, which is an important ingredient of socio economic development through enhanced business use and growth (Shepherd and Yeo, 2013). The uses and functions of documentation can be summed up as ranging from cultural, historical, legal, economic and scientific to promotion of good governance and business continuity, (Onaolapo, 2014).

Documentation management has positive impacts on business continuity in financial institutions as it enables the stakeholders to make appropriate business decisions, ensure survival of business, monitor and evaluate business continuity (Beyene, 2014). Despite these crucial roles played by good documentation management practices, financial institutions in Uganda have shown unsatisfactory documentation management practices, a factor that continues to affect their business performance and productivity. The evidence from the previous studies indicates that most of the financial institutions in Uganda run their businesses without proper documentation management.

Documentation management is crucial in any business that acts like blood in the human body; without it there is no survival, it is exactly the same for business regardless of the means of transaction (Deferrari, 2014). In this era of technological advancement, there are different ways of conducting businesses to facilitate their continuity. These include electronic payment, e-banking, e-marketing and even e-documentation keeping. Documentation management involves creation, control, maintenance and disposal of information in form of documents. Eric and Gabriel (2012) equate bookkeeping to documentation management and

states that documentation management is an essential tool which helps managers or business owners to exercise proper financial control and identify the strengths and weaknesses of their business to enable continuity of the business. This in turn assists them to make appropriate decision to improve business performance because they get to know the financial positions of their businesses and thus take certain control measures to improve profitability.

According to Onaolapo (2014), there are very few financial institutions which have knowledge and understanding about the importance of business documentation, which are used to reduce operating costs, improves efficiency and productivity. He explains that business documentation are very essential for decision making and majority of the financial institutions do not prepare weekly financial statements.

Rogers (2017) clearly puts it forward that documentation management has become essential in financial institutions to operate effectively and efficiently, this needs to depend on reliable information that has been recorded by records officers for some time to enable easy decision making for business continuity.

Muchira (2013) asserts that accurate documentation management of financial transactions is essential to the growth of the enterprises as it enables them to calculate the business profit more accurately. The financial institutions are also able to have some documents to back up their daily operations and hence can avoid losses by paying salaries and other bills accurately. Profitability of business enterprises rely on proper documentation management that refers to the ability of business to meet the required standards, increase market share, improve facilities, and ensure a return on investment. However this has not been achieved at Unique SACCO as evidenced in the internal report, (2020) and this prompted the researcher to carry out a study.

The internal audit report, (2020) indicated that Unique SACCO prepares documentations including statement of cash flows, employment documents, financial statements and income statements however, the SACCO has failed to provide proper accountability to her stakeholders to enable them plan well for the business continuity due to poor document management. Therefore this situation has prompted the researcher to go to the field to assess documentation process in financial institutions a case study of Unique SACCO in Kabale Municipality.

1.2 Problem statement

Managing business documents is an essential requirement for the continuity of the business as maintained documents that are created act as evidence of business transactions (Masuke, 2010). In Uganda, business failure rate was estimated at 75 percent, ranking among the highest in the world (Fatoki, 2011). Among the contributing factors to this failure rate include poor documentation management. Fatoki (2011) raised a concern that poor documents management and information irregularity prevent many businesses including financial institutions in Uganda from securing loans to finance their operations. Documentation management helps in decision making for business continuity (Sandberg, 2013). Maybe financial institutions take it for granted on proper documentation as there are always challenges in giving accountability to the business stakeholders to enable them plan well for the business continuity. In this regard, the (internal audit report, 2020) indicated that Unique SACCO failed to provide proper accountability to the SACCO stakeholders to enable them plan well for the business continuity due to poor documentation management and this indicates that the SACCO is at risk of collapsing if it does not embrace proper documentation management practices. Therefore this situation forced the researcher to make an assessment of documentation process in financial institutions a case study of Unique SACCO in Kabale Municipality.

1.3 Purpose of the study

The purpose of the study was to evaluate documentation management and business continuity in financial institutions a case study of Unique SACCO in Kabale Municipality.

1.4 Specific Objectives of the study

The objectives of the study were;

- i. To identify the types of documents kept at Unique SACCO
- ii. To establish the relationship between documentation management and business continuity at Unique SACCO
- iii. To examine the documentation management practices used at Unique SACCO

1.5 Research Questions

- i. What are the types of documents kept at Unique SACCO?
- ii. What is the relationship between documentation management and business continuity at Unique SACCO?
- iii. What are the documentation management practices used at Unique SACCO?

1.6 Scope of the study

1.6.1 Content scope

The study evaluated documentation management and business continuity in financial institutions a case study of Unique SACCO in Kabale Municipality.

1.6.2 Time scope

The study was conducted in a period of five years from 2015 to 2020 focusing on documentation management and business continuity in financial institutions a case study of Unique SACCO in Kabale Municipality.

1.6.3 Geographical scope

The study was limited at Unique SACCO in Kabale Municipality which is boarded by Ndorwa East and north east Rubanda district in the north and north west and Ndorwa west in the south and South West.

1.7 Significance of the study

The study benefited the following;

The study findings were beneficial to Unique SACCO because after the study the recommendations that were made by the researcher helped to improve on documentation management in SACCOs.

The study findings assisted stake holders to get knowledge and information that helped them to solve problems facing documentation management in SACCOs.

1.8 Operational terms

Documents

Refers to books, papers, photographs, sound documents or other material, irrespective of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of official business.

Documentation is any communicable material that is used to describe, explain or instruct regarding some attributes of an object, system or procedure that can be used for reference.

Documents management

Is the professional discipline that refers to the control, creation, maintenance and disposal of information in the form of document.

v.

Financial institution. A financial institution (FI) is a company engaged in the business of dealing with financial and monetary transactions, such as deposits, loans, investments and currency exchange.

CHAPTER TWO

LITERATURE REVIEW

2.0: Introduction

This chapter covers the review of the different related literatures. The study was guided by four objectives namely; to identify the types of documents kept in financial institutions, to establish the relationship between documentation management and business continuity in financial institutions and to examine the documentation management practices used in financial institutions.

2.1 2.3 Types of documents kept in financial institutions

Statement of cash flows

This report reveals the cash inflows and outflows experienced by an organization during the reporting period. These cash flows are broken down into three classifications, which are operating activities, investing activities, and financing activities. This document can be difficult to assemble, and so is more commonly issued only to outside parties and to the researcher this is true, Gibson et al (2017).

Employment documents

Carol (2012) stated that in addition to the documents required by the Australian Taxation Office (ATO) and State and Commonwealth industrial laws financial institutions may wish to set up some of the following employment related document systems that can help Financial institutions run smoothly. These could include: Documents of all job descriptions, selection criteria, related industrial agreements, past advertisements and job position evaluations; Documents of selection processes and outcomes; Formal documents of any meeting or discussion related to issues of employee performance and position review; Formal documentation of all proceedings related to any employer/employee, employee/employee, or employee/third party grievance; Documents on staff training and professional development; or Filed copies of all correspondence and memoranda relating to individual conditions of employment, changes or requests. The researcher agrees that keeping employment documents boosts the organizational performance and therefore the study intends to see the progress of the organization.

Bills and receipts

Jones (2011), stated that there are many different types of financial documents/ statements, but the main ones are bills, receipts invoice and account statements. The term bill is loosely

applied to a document that contains a document of the buyer, seller, items purchased, prices ad bill total. Invoices, which may also be referred to as accounts receivable, issued by a person up on the delivery of good on services. They are closely related to shipping slips, which make note of the method of delivery, usually by rail or ship. Recognition of payment can be written on the bill or separate receipt is sent. A business may also have documents of their receipts in a receipt book. An account statement lists the debits and credits on account. It follows the same format as a ledger but must be as detailed as a lay book (Keownet, (2018)

and the researcher agree with the statement too.

Inventories of goods

According to Deferrari, et al (2014), some business documents are not financial or related to the operations, like correspondences and minute books. There are often inventories of goods. Some business collections also include registers or wage lists and the researcher agree that this is the same with Unique SACCO.

Financial documents

Aleiyideini, (2012) pointed out as already noted, the act requires Financial institutions to keep documents of the organization's finances. Taxation and industrial legislation also require financial documents to be kept. Apart from these legal obligations, effective management committees need clear and accurate up-to-date financial information to keep them well-informed and to ensure that the financial institution and its services remain viable and the researcher is conducting a study to understand how Unique SACCO keeps its financial documents. The requirements of the Act are quite specific: Financial institutions must keep sufficient accounting (or financial) documents so that financial transactions and financial position of the organization are correctly documented; and These documents need to be kept in a way that will allow true and fair accounts (or financial statements) to be prepared from time to time, and so that these accounts can be conveniently audited if required. The types of accounting documents that financial institutions need to keep vary depending on their size and complexity, but we can safely assume that it is not sufficient to simply keep the cheque-book and receipts in a shoebox. These requirements are discussed in more detail in the following section.

Financial statements

According to Danford, Dan and Gary Myers (2012), financial statements (or financial reports provide an overview of a business long and short term profitability and financial condition. These financial documents have contributed to the development of financial institutions in the

following ways bellow; well organized documents provide unbiased account and responsibility, the maintenance of financial documents provides link between organizations to carry out transactions by concerning date of operation. A proper maintained document provides a means of preventing the figuring of economic crimes for example embezzlement of funds, corruption, misallocation of resources and theft. They provide a control mechanism with the management of financial documents which is an important aspect of control of an organization; it is through control that competency, occurrence and security of documents or to be ensured in order to facilitate decision making to provide efficiency and access and th is

is true to the researcher.

Income statement

This report reveals the financial performance of an organization for the entire reporting period. It subtracts out all expenses incurred during the period to arrive at a net profit or loss. An earnings per share figure may also be added if the financial statements are being issued by a publicly-held company. This is usually considered the most important financial statement, since it describes performance and to the researcher this is true, Barata et al (2016).

Balance sheet

This report shows the financial position of a business as of the report date (so it covers a specific point in time). The information is aggregated into the general classifications of assets, liabilities, and equity. This is a key document, and so is included in most issuances of the financial statements which the researcher accepts to be kept by SACCOs. Dore. Lucia, (2017).

2.3 Relationship between documentation management and business continuity in financial institutions

Enables the organizations to operate effectively

Rogers (2017), clearly puts it forward that documentation management has become essential in SACCOs to operate effectively and effacingly, this needs to depend on reliable information that has been recorded by records officers for some time to enable easy decision making for business continuity.

Assists in the planning of the organization

Spencer (2011), states that records management is important in SACCOs as this assists in the general improvement of the SACCOs information when well managed and planned by relevant authorities in these institutions for better performance of the SACCO.

Help to improve in service delivery

Millar (2011), states that with the application of documentation management helps to improve in service delivery in its departments since documentation management needs systemic way of handling the information in a way that it might not be distorted for quick decision making in the business.

Improves on the efficiency and productivity of the SACCO

Jeffrey (2012), further enumerates that documentation management helps to improve on the efficiency and productivity of the SACCO. Time spend searching for misfiled documents are non productive. A good storage system helps on an organization to enhance information retrieval with corresponding improvement in office and productivity.

Important to finical controllers

Stephen (2010), assets that documentation management is crucial to finical controllers and relevant officers involved in the finance sector and thus minimize chances of frauds and this therefore serves avail role of saving the SACCOs money from getting lost.

Help in decision making

Gilbert (2019), explained that documentation management helps in decision making with effective records good and wonderful decisions are likely to be made. This is because roles order instruction and the appropriate courses of actions depending on the events as they occur documents concerning with performance help in promoting and retaining the best and competent employees. This is manly about forecasting or predicting the most appropriate issues that are central to the day to day running of the SACCOs affairs.

Essential informational resource

Ngulube and Tafor (2016), documentation management plays a significant role in an organization throughout the stages of the IDP, namely, development, implementation, monitoring, evaluation and reviewal, and they are therefore an essential informational resource.

Very paramount for the maximizing of corporate social responsibility

George (2014), expressed that the proper management of documents in SACCOs is very paramount for the maximizing of corporate social responsibility. This is based on looking at the social issues such as protecting the SACCOs payments for wages to employees maintaining good and conducive working conditions.

Important in assessing the tax environment

Bruno (2011), asserted that documentations management is very critical in assessing the tax environment taxes may be either direct or indirect, they may be corporate income taxes alternative taxes and quarterly tax payment the best divisions about taxes may be effectively modeled by having a look at whether the organization has reviewed tax holidays or either some taxes are accruing.

Inventory is effectively managed

Dan (2013), with good documentation management in stock or inventory is likely to be effectively be managed or controlled. This emphasizes maintaining a connection between the production and sale of product. Inventory may be in transit raw materials and finished goods and may be effectively analysed by using the most efficient and flexible ways "Proper capital budgeting is attained with good documentation budgeting that involves proper allocation or utilization of the income at hand and the express to be purchased. Inventory may be in transit, raw materials and finished goods and may be effectively analyses by using the most efficient and flexible way.

Good monitoring and evaluation

Prim (2017), good monitoring and evaluation of the viability of the project is easily attained with good documentation management. This puts more on the projects undertaken by the organization, steps for accomplishing them, the progress towards their implementation and success.

Assists in planning organizing and coordinating all the activities of the organization

Mark (2016), stated that documentation management assists in planning organizing and coordinating all the activities of the organization. It is important in areas of controlling and working with other people. The documentation assist in formulating the most conducive and appropriate styles of management of the organization. This is analyzed in terms of the origination structure and norms that do influence the behavior of individuals or employees and the entire stake holders of the SACCOs.

Provide reference services

Bill Siwicki. (2010), pointed out that documentation management helps in providing reference services for paper documents stored. Customers may request whole boxes or specific files from their boxes. If the delivery schedule does not meet the customer's needs, they may contact the center to arrange pickup or drop off of their records. Requests for

accession of new boxes into the SACCO will be completed within seven working days, provided the submitted information is accurate and complete.

Ensures easily information accessibility

Layman (2017), described that documentations management helps to ensure that information accessed easily, can be destroyed routinely when no longer needed, and enables organizations **not** only to function on a day to day basis, but also to fulfill legal and financial requirements. The preservation of the documentation ensures that the organization can be held accountable for its actions, that society can trace the evolution of policy in historical terms, and allows access to an important resource for future decision making.

Enables legislative requirements to be met

Bill. Siwicki (2014), stated that documentation management helps to offer tangible benefits to organizations, from economic good practice in reducing storage costs of documents, to enabling legislative requirements to be met. An unmanaged documentation system makes the performance of duties more difficult, costs organizations time, money and resources, and makes them vulnerable to security breaches, prosecution and embarrassment. In an unmanaged records environment, up to 10% of staff time is spent looking for information.

Provide secure off-site storage for microfilm and microfiche at minimal cost

Chaplin. (2013), stated that documentation management helps to provide secure off-site storage for microfilm and microfiche at minimal cost. Services include microfilm inspection, reference service and disposition. Film is stored in fireproof, climate-controlled vaults and protected from degradation through storage in acid-free boxes. The SACCO provides off-site storage for magnetic media, such as tapes, disks, and cartridges at minimal cost. The documentation are stored in secure, climate-controlled vaults that maintain optimum temperature and humidity levels. Access to the vaults is restricted and they are equipped with intrusion alarms for maximum security.

Help prepare financial statements

Shalliam. (2016), indentified that documentation management can help in preparing financial statements and tax returns, and determine what expenses are deductible. You'll want to have records on hand to support the entries on your books, statements and returns. You should also keep records on hand in case you need to resolve any questions about your business operation.

:.3 Documentation management practices used in financial institutions

Documents Creation

Documents are normally created to document a transaction, to support a right or a claim, to explain/implement a policy, to inform clients and users, to protect organizational rights and **ability** and to provide accountability. In order for documents to accomplish these functions. **hey** must, be prepared in the normal course of business and have an independent business purpose, Ssenabulya, (2013).

Control storage and access

To ensure that digital and paper files are stored securely, the organization need to control who has access to them. When it comes to managing documents according to best practices, how **and** where the documents are stored, is as important as who has access to them, when planning to store boxes of documents in the office, One must consider whether he/she has the requisite space or whether it would be more effective to outsource the storage needs to a documents management company. Or, if the organization has hundreds of files that don't need to be stored in physical form, consider whether it has the in-house resources and document scanning equipment to convert them to a digital format. Once it has determined the **best** methods of storage, it needs to put a policy in place that clearly states how files can be retrieved and by whom. This plan needs to pay special attention to portable storage devices that are easily lost, stolen or misused. Authorized users need to know exactly how to take care of company files, Pember, (2014).

Retention and disposal procedures

Every document will have its own lifespan. It's necessary to ensure that al I retention and disposal schedules are correctly applied to each type of document generated in each department. To make this as simple as possible, draw up a list of all the various documents of the organizations works with and set a clear process for each type. This should include which documents need to be retained; the minimum period of retention as defined by UK law; the medium in which they are retained; the review process and frequency of review; how they should be destroyed; and who is responsible for a particular set of documents, Penn, Pennix, and Coulson, (2014).

Document, track and monitor

Documents move around all the time: in and out of storage and between colleagues and departments. Without a comprehensive cataloguing and monitoring system in place, it's easy for files to fall between the cracks and disappear. To prevent this, implement a system which

ws the organization to monitor all movement of documents. One way to keep track is to **use** bar-coding systems. Each time an archived box or file is removed, its barcode is scanned **and** should someone else need the file, they can quite literally track it down. If the organization is working with a documents management provider, this process is a lot simpler,

safady, (2014).

Destroy and/or delete

When documents do come to the end of their lifecycle, they need to be destroyed securely.

Put a policy in place for the destruction of confidential and personal documents that meets all **legal** requirements for each type of document. This should also include a general 'good housekeeping' plan for the destruction of non-critical or non-sensitive information to free up **office** and digital storage space. The policy should also cover the method of destruction per **type** of document. Destroying a paper file, for example, is not the same as destroying a CD or **USB**. What's more, shredding has to be done correctly or you may inadvertently expose

confidential information, Saleemi, (2009).

Outsource documents management

Storing paper and digital documents securely and with 100% compliance is not as simple as it **may** sound. It's far easier to outsource document storage needs to a provider whose business it is to manage documents. This saves the company time and money that would otherwise be spent on administrative tasks. Work with true experts who can help to define a clear documents management strategy and enable one to get on with business, Sanderson, & Ward,

(2013).

2.4 Research gap

Despite the fact that documentation management is essential for the continuity of the business, there is no single study in this literature review which has been done on documentation management and business continuity in financial institutions. Therefore there was a research gap to be filled by the researcher after a critical review by evaluating documentation management and business continuity in financial institutions using a case study of Unique SACCO in Kabale Municipality.

CHAPTER THREE

METHODOLOGY

3 Introduction

This **chapter** covers research design, area of the study, population, sampling size, sampling **chniques**, methods of data collection, research instruments, Data quality control, ethical **-S!derations**, data analysis and limitations of the study.

3.1 Research Design

According to Kothari (2014), a research design is the arrangement of condition for collection **and** analysis of data that aims to combine relevance to the research purpose with economy **procedure**. The researcher employed a descriptive research design because this helps to get **detailed** characteristics of the organization being studied. Both qualitative and quantitative **13ta was** collected and this enabled the researcher to draw valid and dependable conclusions and recommendations.

3.2 Area of the study

The study was limited to Unique SACCO in Kabale Municipality.

3.3 Target population of the study

Mugenda (2011) defines population as a complete set of individual's with some common observable characteristics. Target population according to (Gralye, 200 I), is the unit in the population that the researcher wishes to target for the study. In this study the total number of population was eighty (80) respondents. This included the records staff two (02) and seventy eight (78)clients of Unique SACCO.

3.4 Sampling size

According to Gralye (2013), sampling is defined as the means by which subjects or study units from the target population are included in the research project. He further described sample size as the number from whom the researcher obtained the required information. The study was limited to only forty (40) respondents these were 2 records staff and 38 clients of the SACCO.

The researcher adopted Yamane's formula (1967) in determining the sample size where n- Yamen's sample size, N- is population size, e-sampling error

$$n = \frac{N(1 + Ne)}{1 + N(e)}$$

$$n = \frac{80}{1 + 80(0.1)}$$
$$n = 40$$

3.5 Sampling techniques

Simple random sampling

This is a subset of individuals (a sample) chosen from a larger set (a population) (Akussah, 2012). The researcher employed simple random sampling on thirty eight (38) clients of **Unique** SACCO in order to reduce bias in sampling. This was done by writing numbers on **pieces** of papers both even and odd and they were folded and placed in a bucket where the respondents were allowed to pick at random in order to reduce bias in sampling and respondents who picked even numbers were considered for the study.

Purposive sampling

This refers to a non-probability sample that is selected based on characteristics of a population and the objective of the study (Brendan, 2012). Purposive sampling was used on two (02) SACCO staff because these were believed to be updated and informed with the information that was required for the study.

3.6 Data collection methods

Busha and Harter, (2004), define data collection methods as different approaches the researcher attempts to use in gathering facts from respondents. In carrying out this research, the researcher used three methods of collecting data which included; interviewing and questionnaire.

3.5.1 Interviewing

Kahn (2015) states that interviewing is a face to face conversation between an interviewer and the respondents conducted for the purpose of obtaining information. It is a method of collecting data from the respondents and it involves person to person verbal communication in which one person or group of persons asks the other questions the researcher intends to list information or opinions. The researcher used this method to gather data that was not directly observed or difficult to put down in writing. The researcher used interview whereby structured questions on the types of documents created at unique SACCO, relationship between documentation management and business continuity and the documentation

management practices used at unique SACCO was constructed and used to ask the respondents as they were answering them back. The researcher wrote down the information

Tar was used in reporting.

35.2 Questionnaire

Fanat (2013) states that a questionnaire is a collection of questions but these are comprehensive that they enable you to get detailed picture of the study. He further asserted that for one to formulate questionnaire, the researcher has to be guided by the objectives or research question. This contained questions on the life-cycle of documents created at unique SACCO, the documentation management practices used at unique SACCO and types of documents created and maintained at unique SACCO which was simple, clear and straight forward. The researcher used this method as a result of collecting items in which respondents were expected to react in.

3.6 Data Collection Instruments

This study adopted interview guides and self-administered structured questionnaires as data collection instruments

3.6.1 Interview guide

Kahn (2010), states that this is an instrument of collecting data from the respondents and it involves a person to person verbal communication in which one person or group of persons asks the other questions the researcher intends to list information or opinions. The researcher conducted interviews using an interview guide to respondents who were the records staff by holding face to face interaction. The interview guide in this respect enabled the researcher to get historical information as well as gaining control over the nature of questioning.

3.6.2 Structured questionnaires

Farrat (2013), states that a structured questionnaire is where the researcher drafts a list of questions to enable him/her get detailed information about the study. The researcher used structured questionnaires to gather data from the respondents about documentation process in financial institutions a case study of Unique SACCO in Kabale Municipality. The structured questionnaires were consisted where closed and open ended questions were administered to the respondents. The questionnaire as instruments was used due to the fact that they collected information from large sample and diverse areas and was easily explained in writing over a short period of time.

3.7 Research procedure

The researcher obtained an introductory letter from the Head of Department Library and information Science of Kabale University to conduct a research. A copy of this letter was presented to respondents that were approached in data collection; questionnaires were distributed to the selected respondents, observation and interview, check list, field diaries --ere used and kept to record events that were important in interpretation and analysis of the results.

3.8 Data quality control

3.8.1 Validity

Validity is the degree by which the sample of test items represents the content the test is designed to measure (Kombo& Tromp, 2013). Validity is an indication of how sound your research is. The researcher gave the supervisor the research instruments to rate the items that were valid to collect data using content validity. Thereafter, content validity index was calculated. Amin (2015) puts it that for any instrument to be accepted as valid the overall average index should be 0.70 and above. Therefore after calculation of the content validity index when the researcher got 0.70 and above she was able to continue with data collection with the permission from the supervisor and the head of department library and information science Kabale University.

3.8.2 Reliability

Reliability is the degree to which an assessment tool produces stable and consistent results, Riordan (20 I 2).The researcher pre-tested the research instruments particularly the questionnaire which was the most used instrument to a group of respondents that did not participated in the study.

3.9 Data analysis

Data analysis involves sorting, cleaning and coding of the data ready for analysis (Babbie, 2011). After collection of questionnaires from the study area, the researcher sorted them to establish whether they were correctly filled. Only questionnaires that were correctly filled were considered for analysis. Data after being collected was processed and analyzed for presentation. The researcher analyzed the collected quantitative data by coding and use of Microsoft excels to generate tables. Thus the study used statistics with the use of tables. Qualitative data was analyzed using content analysis method. All information from interviewees were collected through recording, and transcribed on a piece of paper to analyze the responses according to the stated objectives.

31 Ethical considerations

The researcher was able to ensure privacy of the information that was given by the respondents whereby mentioning of the respondents names were avoided. Obtaining a valid **sample** entailed gaining access to specific lists and files which its self is an infringement of **te** participant's information, (Benedom, 2011). However the participants had the freedom to ignore items that they did not wished to respond to. For instance, the researcher did not allowed the participants to mention their names, avoided embarrassing questions to the participants.

3.11 Limitations of the study and how they will be handled

--e researcher encountered some challenges while conducting this research study. These **included** the following;

The researcher faced the challenge of finance. The researcher faced a chat lenge of lack of enough funds to accomplish the tasks of the research process in terms of transport .buying stationary ,pens ,photocopying ,typing ,binding and also in procurement of all necessary essentials for the research study. The funding problem was solved by using available resources economically and soliciting funds from the interested funders or sponsors so that research process was completed successfully.

The researcher faced limited time. This was because data collected was much and the time frame short therefore the solution of this was to concentrate or forego other activities such as parties watching football and concentrate on research.

Rigidity of respondents who were not willing to answer some of the research questions, this was due to respondent's attitudes towards the topic to some of the reasons like nature and personality of some of the respondent's and the solution to this was to explain to them the purpose of the study by telling them how it was important to people in future.

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSION OF THE FINDINGS

4.0 Introduction

This chapter presents the findings and interpretations from the research study. The findings were based on the information collected from the respondents using the research instruments that were designed in the methodology section. Data was presented basing on the research objectives of the study and data was analyzed using excel, a computer software to generate descriptive statistics such as frequencies and percentages.

4.1 Demographic characteristics of respondents

A total of forty (40) respondents were selected for the study. The researcher considered the age, sex, marital status and education level of the respondents. This demographic data was very essential for the researcher and the study in order to describe the best respondents that were selected for the study as presented below.

4.1.1 Age of the respondents

The researcher considered the age of the respondents and the results presented below in table 1 were recorded.

Table 1: Age of the respondents

Age of the respondents	Frequency	Percentage
<20	03	8
21-30	8	20
31-40	13	32
41-50	09	23
51>	07	17
Total	40	100

Source: Primary Data, 2022

According to the results presented in table 1 above, 32% the highest numbers of the respondents had 31-40 and they made the biggest number of the I iterate respondents whereas the least number of respondents 8% had <20 years, 20% of the respondents had 21-30 years, 23% had 41-50 years and the remaining number of respondents with 17% had 51 > years of age. The researcher considered the age of respondents with the aim of acquiring data from respondents in relation to their lifetime experiences and understanding.

4.1.2 Sex of the respondents

The researcher also considered the gender of respondents and the results in table 4.1.2 below

ere recorded

Table 4.1.2: Sex of the respondents

Sex	Frequency	Percentage
Male	25	63
Female	15	37
Total	40	100

Source: Primary Data 2022

The study results presented in Table 4.1.2 above indicated that 63% the highest numbers of respondents were males whereas 37% the least number of respondents were females. The researcher considered the sex of the respondents with the aim of ensuring gender balance in the study. However, the results indicated that the number of males was bigger than that of females because, males were mostly involved in the study since they were willing to give the required information.

4.1.3 Highest level of educational attained by the respondent

The researcher further considered the highest levels of education attained by respondents and the results presented below in Table 4.1.3 were recorded.

Table 4.1.3: Showing the highest level of educational attained by the respondents

Educational Level	Frequency	Percentage
Certificate	07	18
Diploma	15	37
Degree	18	45
Total	40	100

Source: Primary Data 2022

According to the results presented in Table 4.1.3 above, 45% the highest numbers of the respondents had degree whereas 18% the lowest number of respondents certificate. The other respondents included 37% had diploma. The researcher considered the respondents' levels of education in order to get relevant data based on the respondents' literacy levels.

4.2 Types of documents kept at Unique SACCO

The researcher found out that the types of documents kept at Unique SACCO the results presented below in table 4.2. Where F=Frequency and %=percent

Table 4.2: Respondent's opinions on types of documents kept at Unique SACCO.

' Types of documents kept at Unique SACCO	Strongly agree		Agree		Not sure		Disagree		Strongly disagree	
	F	%	F	%	F	%	F	%	F	%
ii Employment documents	24	60	16	40	-	-	-	-	-	-
iii Bills and receipts	15	38	18	44	7	18	-	-	-	-
iv Inventories of goods	8	20	16	40	16	40	-	-	-	-
v Financial documents	16	40	8	20	8	20	8	20	-	-
vi Financial statements	16	40	16	40	8	20	-	-	-	-
vii Balance sheet	22	54	18	46	-	-	-	-	-	-

Source: Primary Data 2022

4.2.1 Employment documents

The employment documents are the final, complete and exclusive statement and expression of the agreement between employer and employee, and the employment. The study results revealed that 60% of the respondents strongly agreed with employment documents and 40% agreed. This is in agreement with Carol (2012) who stated that in addition to the documents required by the Australian Taxation Office (ATO) and State and common wealth industrial laws financial institutions may wish to set up some of the following employment related document systems that can help Financial institutions run smoothly. This implies that 100% of the respondents were in agreement with the statement of employment documents.

4.2.2 Bills and receipts

Bills or invoices are sent out to customers after the goods have been delivered or the services completed. Bills and receipts were revealed by 38% of the respondents who strongly agreed with the statement and 44% agreed. This is in line with Jones (2011) who stated that there are many different types of financial documents/ statements, but the main ones are bills, receipts invoice and account statements, the term bill is loosely applied to a document that contains a document of the buyer, seller, items purchased, prices ad bill total, 18% were not sure because they considered other records other than employment records to be vital in the organization. This means that majority of the respondents 82% were in agreement with bills and receipts.

4.2.3 Inventories of goods

Inventory of goods refers to the goods and materials that a business holds for the ultimate goal of resale, production or utilization. The respondents with 20% strongly agreed with inventories of goods and 40% agreed with inventories of goods. As Deferrari, et al (2014) who stated that some business documents are not financial or related to the operations, like correspondences and minute books. There are often inventories of goods. Some business collections also include registers or wage lists and the researcher agree that this is the same with Unique SACCO and 40% were not sure. This means that majority of the respondents 80% were in agreement with inventories of goods.

4.2.4 Financial documents

Financial documents are documents used for reporting financial information about a business, in a standardized format. Financial documents were revealed by 40% of the respondents strongly agreed with financial documents and 20% agreed. This is in line with Aleiyideini, (2012) who pointed out that it requires financial institutions to keep documents of the organization's finances, taxation and industrial legislation also require financial documents to be kept. Apart from these legal obligations, effective management committees need clear and accurate up-to-date financial information to keep them well-informed and to ensure that the financial institution and its services remain viable and the researcher is conducting a study to understand how Unique SACCO keeps its financial documents, 20% were not sure and 20% disagreed. This means that majority of the respondents 60% were in agreement with financial documents.

4.2.5 Financial statements

Financial statements are formal records of the financial activities and position of a business, person, or other entity. The study findings revealed that 40% of the respondents strongly agreed with financial statements and 40% agreed. This in agreement with Danford, Dan and Gary Myers (2012) who stated that financial statements (or financial reports provide an overview of a business long and short term profitability and financial condition. These financial documents have contributed to the development of financial institutions in the following ways bellow; well organized documents provide unbiased account and responsibility, the maintenance of financial documents provides link between organizations to carry out transactions by concerning date of operation and 20% were not sure with financial statements.

4.2.5 Balance sheet

Balance sheet is a summary of the financial balances of an individual or organization, **whether** a sole proprietorship, a business partnership, a corporation, private limited **company** or other organization such as government or not-for-profit entity. Balance sheet was **defined** by 54% of the respondents who strongly agreed with balance sheet and 36% **is** in line with Dore & Lucia, (2017) who stated that the financial position of a **business as** of the report date (so it covers a specific point in time). The information is

regarded into the general classifications of assets, liabilities, and equity. This is a key **document**, and so is included in most issuances of the financial statements. This means that **majority** of the respondents 100% were in agreement with balance sheet.

From **the** interviews the researcher held with the respondents on types of documents kept at **unique** SACCO, one of the respondents stated that *"we keep statement of cash flows which helps us during the reporting period of the SACCO progress, we keep employee records which helps us when paying our employees and we keep documents of inventories of goods which helps us to know the expenses we incur in our organization for better planning"*, other respondents mentioned that Unique SACCO kept ledger books and sheets, pass books, receipt **books**, payment voucher books and membership application forms.

4.3 Relationship between documentation management and business continuity in financial institutions

The researcher found out that the relationship between documentation management and business continuity in financial institutions and the results presented below in Table 4.3.

Where F=Frequency and %=percent

Table 4.3 Respondents views on the relationship between documentation management and business continuity in financial institutions

Relationship between documentation management and business continuity	Strongly agree		Agree		Not sure		Disagree		Strongly disagree	
	F	%	F	%	F	%	F	%	F	%
Enables the SACCOs to operate effectively	16	40	24	60	-	-	-	-	-	-
Assists in the planning of the organization	7	17	16	40	17	43	-	-	-	-
Help to improve in service delivery	14	35	26	65	-	-	-	-	-	-
"Improves on the efficiency and productivity of the SACCO	8	20	8	20	24	60	-	-	-	-
Essential informational resource	24	60	8	20	8	20	-	-	-	-
Inventory is effectively managed	32	80	8	20	-	-	-	-	-	-
Ensures easily information accessibility	16	40	16	40	8	20	-	-	-	-

Source: Primary Data 2022

4.3.1 Enables the SACCOs to operate effectively

The study findings indicated that 40% of participants strongly agreed with the findings that documentation enables the SACCOs to operate effectively and 60% agreed. This is in agreement with Rogers (2017) who clearly puts it forward that documentation management has become essential in SACCOs to operate effectively and efficiently, this needs to depend on reliable information that has been recorded by records officers for some time to enable easy decision making for business continuity. This implies that 100% of the respondents were in agreement with the statement of enables the SACCOs to operate effectively.

4.3.2 Assists in the planning of the organization

From the table 4.3 above, the study results revealed that 17% of the respondents strongly agreed with assisting in the planning of the organization and 40% agreed. This is in line with Spencer (2011) who states that records management is important in SACCOs as this assists in the general improvement of the SACCOs information when well managed and planned by relevant authorities in these institutions for better performance of the SACCO and 43% were not sure. This implies that 57% of the respondents were in agreement with the statement of assists in the planning of the organization.

4.3.3 Help to improve in service delivery

The study findings from table 4.3 above revealed that 35% of the respondents strongly agreed with improvement in service delivery and 65% agreed. As Millar (2011) states that with the application of documentation management helps to improve in service delivery in its departments since documentation management needs systemic way of handling the information in a way that it might not be distorted for quick decision making in the business and 54% were not sure. This means that majority of the respondents 100% were in agreement with help to improve in service delivery.

4.3.4 Improves on the efficiency and productivity of the SACCO

From study finding 20% of the respondents strongly agreed that documentation improves on the efficiency and productivity of the SACCO and 20% agreed. This is in line with Jeffrey (2012) who enumerates that documentation management helps to improve on the efficiency and productivity of the SACCO, time spend searching for misfiled documents are non productive and a good storage system helps on an organization to enhance information retrieval with corresponding improvement in office and productivity and 60% were not sure. This means that majority of the respondents 80% were in agreement with improves on the efficiency and productivity of the SACCO.

4.3.5 Essential informational resource

The study findings from table 4.3 above revealed that 60% of the respondents strongly agreed with essential informational resource and 20% agreed. This is in agreement with Ngulube and Tafor (2016), documentation management plays a significant role in an organization throughout the stages of the IDP, namely, development, implementation, monitoring, evaluation and reviewal, and they are therefore an essential informational resource and 20% were not sure. This means that majority of the respondents 80% were in agreement with essential informational resource.

d - Inventory is effectively managed

From the table 4.3 above, the study results revealed that 80% of the respondents strongly **agreed** that inventory is effectively managed and 20% agreed. This is in agreement with Dan **et al.** (2013) who stated that with good documentation management in stock or inventory is likely

to be effectively managed or controlled, this emphasizes maintaining a connection between the production and sale of product. Inventory may be in transit raw materials and finished goods and may be effectively analyzed by using the most efficient and flexible ways. Proper capital budgeting is attained with good documentation budgeting that involves proper **allocation** or utilization of the income at hand and the express to be purchased. This implies **that** 100% of the respondents were in agreement with the statement of inventory is effectively managed.

+3.7 Ensures easily information accessibility

The study findings from table 4.3 above revealed that 40% of the respondents strongly agreed **with** ensures easily information accessibility and 40% agreed. This is in line with Layman (2017) who described that documentations management helps to ensure that information accessed easily, can be destroyed routinely when no longer needed, and enables organizations not only to function on a day to day basis, but also to fulfill legal and financial requirements and 20% were not sure with ensures easily information accessibility.

From the interviews the researcher held with the respondents on the relationship between documentation management and business continuity, it was revealed that documentation management provides a system of prevention and recovery from risks to ensure that SACCOs assets are protected and are able to function quickly in case of a disaster, however one of the respondents mentioned that *"documentation management provide reference services and effective management of all the undertaken tasks and activities we do here at the agency for effective planning"*.

4.4 Documentation management practices used at Unique SACCO

The researcher found out that the documentation management practices used at Unique SACCO and the results presented below in Table 4.4. Where F=Frequency and %=percent

Table 4.4: Respondent's views on documentation management practices used at Unique

SACCO

Documentation management practices used at Unique SACCO	Strongly agree		Agree		Not sure		Disagree		Strongly disagree	
	F	%	F	%	F	%	F	%	F	%
Documents creation	16	40	24	60	-	-	-	-	-	-
Control storage and access	8	20	8	20	24	60	-	-	-	-
Document, track and monitor	16	40	16	40	8	20	-	-	-	-
Destroy or delete	16	40	24	60	-	-	-	-	-	-
Outsource documents management	8	20	24	60	8	20	-	-	-	-

Source: Primary Data 2022

Documents creation

The study findings indicated that 40% of participants strongly agreed with Documents creation and 60% agreed. This is in agreement with Ssenabulya, (2013) who said that documents are normally created to document a transaction, to support a right or a claim, to explain/implement a policy, to inform clients and users, to protect organizational rights and liability and to provide accountability. This implies that 100% of the respondents were in agreement with the statement of documents creation.

Control storage and access

From the table 4.4 above, the study results revealed that 20% of the respondents strongly agreed with control storage and access. As Pember, (2014) stated that to ensure that digital and paper files are stored securely, the organization need to control who has access to them. When it comes to managing documents according to best practices, how and where the documents are stored, is as important as who has access to them, when planning to store boxes of documents in the office, one must consider whether he/she has the requisite space or whether it would be more effective to outsource the storage needs to a documents management company, 20% agreed and 60% were not sure with control storage and access.

This implies that 40% of the respondents were in agreement with the statement of control storage and access.

Document, track and monitor

The study findings from table 4.4 above revealed that 40% of the respondents strongly agreed with document, track and monitor and 40% agreed. As Saffady, (2014) stated that Documents move around all the time: in and out of storage and between colleagues and departments. Without a comprehensive cataloguing and monitoring system in place, it's easy for files to fall between the cracks and disappear. To prevent this, implement a system which allows the organization to monitor all movement of documents, one way to keep track is to use barcoding systems and 20% were not sure because they did not value the filling methods used. This means that majority of the respondents 80% were in agreement with document, track and monitor.

Destroy or delete

From study finding 40% of the respondents strongly agreed with destroy or delete and 60% agreed. This is in agreement with Saleemi, (2009) who stated that when documents do come to the end of their lifecycle, they need to be destroyed securely, put a policy in place for the destruction of confidential and personal documents that meets all legal requirements for each type of document, this should also include a general 'good housekeeping' plan for the destruction of non-critical or non-sensitive information to free up office and digital storage space. The policy should also cover the method of destruction per type of document. This means that majority of the respondents 100% were in agreement with destroy or delete.

Outsource documents management

The study findings from table 4.4 above revealed that 20% of the respondents strongly agreed with outsource documents management and 60% agreed. As Sanderson, & Ward, (2013) stated that storing paper and digital documents securely and with 100% compliance is not as simple as it may sound, it is far easier to outsource document storage needs to a provider whose business it is to manage documents, this saves the company time and money that would otherwise be spent on administrative tasks, work with true experts who can help to define a clear documents management strategy and enable one to get on with business and 20% were not sure. This means that majority of the respondents 80% were in agreement with outsource documents management.

From the interviews the researcher held with the respondents on documentation management practices used at Unique SACCO, the respondents mentioned control storage and access, retention and disposal procedures, destroy and delete and documents creation. It was revealed from one of the respondents that *"documents creation was mostly done since the SACCO tends to do most of her activities daily to provide services to the intended clients although there is control storage and access of the documents which are created."*

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter covered summary, conclusions and recommendations based on analysis of the results and on the order according to the objectives of the study.

5.1 Summary of findings

This study investigated types of documents kept at Unique SACCO, relationship between documentation management and business continuity and documentation management practices used at Unique SACCO.

5.1.1 Types of documents kept at Unique SACCO

The study results on the types of documents kept at Unique SACCO were; statement of cash flows, employment documents, bills and receipts, inventories of goods, financial documents, financial statements and balance sheet.

5.1.2 Relationship between documentation management and business continuity

The study on the relationship between documentation management and business continuity were; enables the SACCOs to operate effectively, assists in the planning of the organization, help to improve in service delivery, improves on the efficiency and productivity of the SACCO, essential informational resource, inventory is effectively managed and ensures easily information accessibility.

5.1.3 Documentation management practices used at Unique SACCO

The study findings on the documentation management practices used at Unique SACCO were; documents creation, control storage and access, document, track and monitor, destroy or delete and outsource documents management.

5.2 Conclusions

The study finding on the types of documents kept at Unique SACCO, the highest number of respondents with 60% mentioned employment documents and balance sheet and the least number of respondents with 20% mentioned inventories of goods.

The study finding on the relationship between documentation management and business continuity in financial institutions, the highest number of respondents with 80% mentioned that inventory is effectively managed and the least number of respondents with 17%

mentioned assists in the planning of the organization and improves on the efficiency and productivity of the SACCO.

The study finding on the documentation management practices used at Unique SACCO, the highest number of respondents with 40% mentioned documents creation and the least number of respondents with 20% mentioned statement of control storage and access.

5.3 Recommendations

There should be employment of skilled workers to enable provision of effective and efficient services in document management at Unique SACCO for easy access and retrieval of the documents.

The SACCO should provide enough funds to help the records department to perform its duties in document management effectively

There should be provision of enough storage space for expansion to facilitate proper documents management at Unique SACCO

There should be supervision of records officers by the SACCO manager to ensure effective and efficient document management for business continuity within the SACCO.

Training of staff should be done in order to effectively use digitization at the SACCO and this can reduce delays in retrieving of the electronic documents to base on in decision making.

5.4 Areas for further studies

1. Effect of documentation on organizations performance in Uganda
11. Roles played by managers in managing SACCOs in Uganda.

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APPENDICES

APPENDIX 1 : QUESTIONNAIRE

Dear Respondent,

I am called Komugisha Susan a student of Kabale University pursuing a degree in Records and information Management. This questionnaire is designed to get information on *"Evaluation of documentation management and business continuity in financial institutions a case study of Unique SACCO in Kabale Municipality"*. The information you give will help me to undergo this project of research. I request you to openly give me the information and I promise to keep anonymous the information that you will provide to me and will be used solely for academic reasons.

Thank you for your cooperation.

KOMUGISHA SUSAN

SECTION A: BIO DATA OF RESPONDENTS

1. Age

2. Sex

a) Femalee

b) Male

3. Highest level of Education b)

certificate

c) Diploma

d) Degree

SECTION B

5. Types of documents kept at Unique SACCO

Please respond to the following statements on the scale provided Tick appropriately using SA- Strongly agree, A- Agree, N- Not sure, D- Disagree and SD- Strongly disagree the boxes that most closely fit your opinion

Types of documents kept at Unique SACCO	SA	A	N	D	SD
Employment documents					
Bills and receipts					
Inventories of goods					
Financial documents					
Financial statements					
Balance sheet				--	-

What are the types of documents kept at Unique SACCO?

6. Relationship between documentation management and business continuity at Unique SACCO

Please respond to the following statements on the scale provided Tick appropriately using SA- Strongly agree, A- Agree, N- Not sure, D- Disagree and SD- Strongly disagree the boxes that most closely fit your opinion

Relationship between documentation management and business continuity at Unique SACCO	SA	A	N	D	SD
Enables the SACCOs to operate effectively					
Assists in the planning of the organization					
Help to improve in service delivery					
Improves on the efficiency and productivity of the SACCO					
Essential informational resource					
Inventory is effectively managed					
Ensures easily information accessibility					

What is the relationship between documentation management and business continuity at Unique SACCO?

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7. Documentation management practices used at Unique SACCO

Please respond to the following statements on the scale provided Tick appropriately using SA- Strongly agree, A- Agree, N- Not sure, D- Disagree and SD- Strongly disagree the boxes that most closely fit your opinion

Documentation management practices used at Unique SACCO	SA	A	N	D	SD
Documents creation					
Control storage and access					
Document, track and monitor					
Destroy or delete					--
Outsource documents management					

What are the types of documents created and maintained at Unique SACCO?

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Thank you for your cooperation

APPENDIX II: INTERVIEW GUIDE

1. Do you manage documentations at Unique SACCO?
2. How are documentations managed at Unique SACCO?
3. Are you aware of the types of documents created and maintained at Unique SACCO?
4. What are the types of documents created and maintained at Unique SACCO?
5. Is there a relationship between documentation management and business continuity at Unique SACCO?
6. What is the relationship between documentation management and business continuity at Unique SACCO?
7. What are the documentation management practices used at Unique SACCO?

Thank you for your cooperation

KABALE

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FACULTY OF COMPUTING, LIBRARY AND INFORMATION SCIENCE DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

Date:/..\$... (.::~}..~9. ?::~

To: THE..... MANAGER..... UNIQUE SACCO.....

Dear Sir/Madam:.....

Re: RESEARCH INTRODUCTORY LETTER

This serves to introduce Mr. /Ms .. Kor.1~HJ.~ t~.....
Reg No.2/4//rg9lg33.lf....., a student in **the Deparent** of Library and information Science,
Faculty of Computing, Library and Information Science at Kabale University. He/She is conducting
research on the following topic:

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We humbly request you to accord him/her the necessary assistance with regard to data collection from
your Organization/Institution.

Any assistance rendered wi l reciated .

Thank you.

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Yours sincere

Ahi we Benjamin (Mr.)
HoD