UNIVERSITI TEKNOLOGI MARA

THE DEVELOPMENT OF INTEGRATED FRAMEWORK FOR ELECTRONIC RECORDS MANAGEMENT IN SARAWAK STATE GOVERNMENT

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ABSTRACT

The effective implementation of records management is largely dependent on the policy, legislation, standards, codes of best practice, guidelines and manuals, training, services and support. However, many existing models lack the integration of these elements particularly in the implementation of electronic records management (ERM). Hence, this study aims to develop an integrated organizational framework on ERM for the Sarawak State Government through three operational objectives: (a) to examine ERM practices in the Sarawak State Government within the context of best practice organizational framework; (b) to propose new modified organizational framework elements suitable to the findings of the study; and (c) to identify the role and responsibility for ERM within the organizational framework. To address these objectives, the research adopted a case study approach with qualitative data gathered from the literature review and face-to-face interviews. Qualitative data was gathered from five informants from five purposive samples of Sarawak State Government agencies. The study has identified a generic organizational framework model for records management with its conceptual underpinning elements from the literature. The elements of the generic organizational framework model were used to explore electronic records management practice in the selected Sarawak State Government. Ultimately, the findings revealed that the six elements of the generic organizational framework model matched the situation of the Sarawak cases, but with extra 24 new elements, local to the Sarawak context were identified as strong drivers to be integrated into the six main elements of the generic organizational framework. As a result, a new modified integration framework was developed for the implementation of electronic records management in the Sarawak State Government. In order to assess the extent of its universal application, similar projects employing the same methods but conducted in contrasting environments such as the Malaysian Federal Government or other Malaysian State Governments or in other countries would be of great value.

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CHAPTER ONE

INTRODUCTION

This opening chapter outlines the general background of the study which begins with an overview of the justification for undertaking this study within the context of Sarawak State Government. This is followed by the problem statement, aims and objectives of the study, research questions, relevance of the study, definition of terms applied throughout this study.

1.1 BACKGROUND OF THE STUDY

Individuals, organisations and governments around the world have embraced computerized technologies in creating and managing information and records. The literature suggests that in 1977 there were fewer than 50,000 personal computers in use; as of 2002, over one billion computers had been shipped around the world. Then, over 40 percent of the computers in use world-wide were found in the United States and 25 percent were in Europe. During that period only 20 percent of the world population had Internet connectivity and access (IRMT, 2009).

In 2009, there were over two billion cell phones in use worldwide: 600 million in China alone, and given the convergence of technologies, these phones are effectively extending the widening range of internet coverage.

Ten or fifteen years ago, computer technologies were seen as tools used by governments and institutions in wealthier, more developed nations, but today they have increased by thousand folds or more as these technologies are increasingly seen as essential resources in every nook and corners of every countries around the world (IRMT, 2009; Nurrusobah & Rusnah, 2014).

The development in the use of computer technologies brings both benefits and drawbacks in creating and managing records. There are many benefits associated with the use of computer technologies in managing electronic records which includes widespread access; flexibility in the creation, storage, use and management of

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