

# **RECORDS MANAGEMENT: MANAGING GOVERNMENT INFORMATION IN THE INFORMATION AGE**

by

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In partial fulfilment of the requirements for the degree of  
Master of Science in Information Studies

**Faculty of Information Studies  
University Technology MARA  
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**SMM 850 Independent Study**

April 2002

## **ACKNOWLEDGEMENT**

**This Independent study could not have been written without a great deal of help and advice from many persons. In particular, I am very grateful to my supervisor En. Sohaimi bin Zakaria for his valuable comments, guidance, and advice in the preparation of this paper.**

**My deepest gratitude is due to my husband, children, my dearest mother and sister for their undivided support during my studies. They have quietly sustained and encouraged me throughout the course. Their understanding has been crucial. I could not have done it without their support.  
I love you all.**

**Special thanks goes to my colleague Habibah, Rohani and Saenah for their suggestion and comments. To the Librarian and staff of National Archives of Malaysia, Wan Faridah and Noraida for their assistance and help in my research.**

**Thank you.**

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## **ABSTRACT**

Many Centuries ago records were created on the clay tablet, papyrus, parchment papers and today it was created on the electronic and digital media. Since then people have been trying hard to manage and preserve records as it contain valuable information. That is how records management begin.

It is the objective of this paper to look for a better way to manage and organise the new medium of records and information, that is the records in electronic form in government agencies. The study is also to find out about the effectiveness of electronic working system to human working culture, particularly the government employees. Whether they are ready and aware of the new information system used by their agencies in their daily work process. Their awareness of the Electronic Government (EG) program, which is to reinvent the public sector with the aim of using information technology as tools to improve quality and productivity.

This study was done through the observation, informal meeting, discussion, review of related documents and interview with the staff on information management program in selected government department or agencies.

From the observation, it is obvious that government agencies need to have an integrated records management programme, to manage and organised the government information. The paper is giving recommendation on how to starts an integrated records management programme and system based on several best practices that was done in other countries. It is hope that this paper could throw some light in search for best Electronic Records Management (ERM) practice in years to come.

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# 1. Background of the paper

## 1.1 Introduction

Today we are living in the new world or rather known as the 'Information Age', we are now facing the new environment, where globalisation of information and knowledge are parts of every aspect of our activities. The globalise information has shrink the world where people are connected from any part of the world within seconds at a touch of fingertips. Whether we like it or not we are now in the information age, facing the realities of high-speed communication around the world, global economy and the idea of borderless country are now at our doorstep.

In order to prepare ourselves to deal with information age, Prime Minister, Dato' Seri Dr. Mahathir Mohamad has made an announcement on a plan to establish the "Multimedia Super Corridor" or MSC on 1<sup>st</sup> November 1995. Starting from this date, programme, discussions, seminars, visits have been organise to materialise the plan. The MSC is a 15 by 50 km zone will offers 'an integrated environment with all the unique elements and attributes necessary to create the perfect global multimedia climate' (MDC, 2000). This programme is part of Vision 2020, a national agenda for Malaysia to become a fully develop nation with the knowledge-based society. With the Vision, Malaysia `has embarked on an ambitious plan to leapfrog into the Information Age by providing intellectual and strategic leadership' (MDC, 2000)

This has set new challenge for information management in the country. Together with the MSC, there are plans for seven flagship applications for public and private sector to collaborate in creating and implementing the multimedia environment. The seven flagship applications are the electronic