

**MANAGEMENT OF ELECTRONIC RECORDS  
AT SHAH ALAM SPECIALIST MEDICAL CENTER  
(SASMC)**

**QARYAWANI A.ZIZ  
2002347128**

Dissertation submitted in partial fulfillment of requirement  
for the degree of  
**Master of Science in Information Management  
SMM850 Independent Study**

**Faculty of Information Management  
University Technology Mara**

October 2004

# TABLE OF CONTENTS

<b>ACKNOWLEDGEMENT</b>	i
<b>ABSTRACT</b>	iii
<b>LIST OF TABLES</b>	iv
<b>LIST OF FIGURES</b>	vi
<b>CHAPTER 1: INTRODUCTION</b>	<b>1</b>
<b>1.0 BACKGROUND OF STUDY</b>	<b>1</b>
1.1 Problem Statements	4
1.2 Significance of the Study	5
1.3 Objectives of the Study	6
1.4 Definition of Terms	7
1.5 Methodology of the Study	12
1.6 Limitation	13
<b>CHAPTER 2: COMPANY PROFILES</b>	<b>14</b>
<b>2.0 COMPANY SELECTED</b>	<b>14</b>
<b>2.1 COMPANY BACKGROUND</b>	<b>14</b>
2.1.1 Mission	15
2.1.2 Vision	15
2.1.3 Organization Chart	16
2.1.4 Paper-Based Records Management System	17
2.1.5 Reasons for the Migration	17
<b>2.2 THE IMPORTANCE OF ERMS TO THE MEDICAL CENTER</b>	<b>22</b>
2.2.1 ERM Practices at SASMC	23
2.2.2 ProCare Recordkeeping Systems	26
2.2.3 The Recordkeeping Metadata	27
2.2.4 File Name Convention	28
2.2.5 Numbering System	29
2.2.6 Preservation Strategy	29
2.2.7 Laws and Regulations	30

## ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful. All praise to Allah, the Lord of this universe. Greet and glory is upon Prophet Muhammad S. A. W., his relatives, his comrades and the people who follow his path. Only GOD knows how thankful I am to have finally completed this extremely daunting task. Never that I imagined for this subject to be challenging but nonetheless, I would like to thank to the people and parties who had slightly or much granted me with this wonderful moment of great experience.

In this acknowledgement, I would like to express my gratitude to many people for being very helpful along the preparation of this thesis. Deep appreciation is extended to my supervisor, Puan Norasiah Harun, who patiently gives comments on my work and for her willingness to advise, motivate, teach, and friendship throughout this study. Special thanks to Puan Noralizan Zainal Abidin, Senior Administration & Operation Executive of SASMC for her cooperation given. I gratefully acknowledge the Records Manager of SASMC, Encik Ismail Salim for allowing me to conduct a research in the medical center. Not to be forgotten, special thanks to 30 staffs from the selected department for their willingness to complete the questionnaires.

The important acknowledgement is owed to my family for their understanding, support and expectations. To my parents and husband, thank

## **ABSTRACT**

Records are a vital business and information resources. Records are very valuable and play a big role in this era, now days we can see that people realize the importance of records as information resources that provide evidence of activities and it is very expensive to produce and keep. The process of caring for records is known as records management. The exponential growth of records encourages organization to move forward to use the electronic records management system which can exploit information more effectively and support the immediate operational requirement for business information. This study was conducted in order to investigate the electronic records management system that has been practices at Shah Alam Specialist Medical Center (SASMC) located in Shah Alam, Selangor. This transaction to a fuller electronic environment presents challenges faced by the records manager and the staffs involved in encounter the issues and problems rise from the migration. The sample chosen for this study is from the four selected department in SASMC. The 30 respondents were chosen to answer the questions designed based on the objectives of the study. It seems that not all of the respondents get good exposure about the current electronic records management system used in the organization. Their level of knowledge, skills and ability in using the system is moderate. They obtain knowledge in managing the electronic records through colleagues, records manager, education and training. How accurate and efficient are they able to adapt to electronic environment will be evaluated in this study.

---

## CHAPTER 1

---

### INTRODUCTION

#### 1.0 BACKGROUND OF STUDY

All records need to be kept by organizations for business decisions and transactions to meet the demands of corporate accountability. At one time, the management of records was considered to mean the storage, retrieval, and protection of papers, basically filing. However, records management today, includes not only filing but also the creation, control, use, and disposition of records. Records management and filing are not the kinds of responsibilities that are usually assigned to one person or department. But, the fact, it is. Everyone who handles records such as the correspondence and document needs to be knowledgeable in the subject of records management and to be aware of the importance of proper and correct creations, storage, protections, control, use and dispositions of records. Both the public and private sectors need information to function properly, if that information is mismanaged or is not available, organizations might cease to exist.

Records are created by the day-to-day work that takes place in an organization where they need to be captured, managed and safeguarded in an