

THE RELATIONSHIP BETWEEN BENEFITS OF RECORD
MANAGEMENT FILING SYSTEM AND THE JOB PERFORMANCE
AMONG SUPPORT STAFF OF ADMINISTRATIVE AT PUSTAKA
NEGERI SARAWAK

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“DECLARATION OF ORIGINAL WORK”

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degree.
- This project-paper is the result of my independent work and investigation except where otherwise stated.
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ABSTRACT

Many organizations today have implemented record filing system to shift from manual document which is found to be more reliable and efficient. However, in managing the information employees should comprehend with technology to support document practices. The objective of this study was to find out the relationship between benefit of record management filing system and the job performance among support staff of administrative at Pustaka Negeri Sarawak. There are three benefits of using record management filing system which are saving time, saving space and efficiency of system. A supervise structured questionnaire was used at the Social Science Software (SPSS) version 20.0. The researcher distributed 100 questionnaires to the support staff to respond the questionnaire at Pustaka Negeri Sarawak. But there is only 80 respond to the questionnaire. The findings showed that there was a relationship between benefit of record management filing system towards job performance. Hence, the result of this study showed that support staff is the key elements of successful implementation of record management filing system. As a conclusion, it is recommended for futures studies that an alternative method of data collection, such as conduct in the wide range of population.

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CHAPTER 1

INTRODUCTION

Background of the Study

Records focuses can be characterized as minimal effort storerooms lodging semi-dynamic and non-dynamic records of any association. Records have an existence cycle including the dynamic, semi-dynamic and dormant stages. Record focus likewise characterizes as a building which was typically outlined and built for the ease stockpiling, support and correspondence of current and semi-current records. Records focuses fill in as minimal effort stockpiling ranges for non-current records previously their examination and exchange to the national chronicles (Kemoni,1998). Records management which was also known as records and information management, was an organizational function devoted to the management of information in an organization throughout its life cycle, which from the time of creation or inscription to the disposition. This may include identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently saving the records.

Records management was both a discipline and management function concerned with the systematic application of management techniques to and control of the information created or received in the normal information of an organization's business. Thus, the government and non-governmental business kept records in whatever form they felt appropriate without the benefit of retention schedules, disposition guidelines or other formal information life-cycle procedures.