FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BACHELOR IN SCIENCE (HONS) RECORDS MANAGEMENT
SUBJECT: IMC 651: EVALUATION OF INFORMATION SERVICES

THE STUDY OF RECORDS MANAGEMENT POLICIES AND PROCEDURES IN SAFEGUARDS CORPORATION SDN BHD

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ABSTRACT

Records management should be systematic and organize system in dealing with records. It is a process starting from the creation of records until disposal which requires skills and knowledge towards it. The purpose of this research is to analyze the behavioural of employee towards the policies and procedures thus the Safeguard Records Management Department was chosen to determine and identify policies and procedures used and investigate their staff expertise and qualification in this field. The questionnaire was designated and distribution of questionnaires was distributed to the all level of staff. Data were gathered from 57 respondents who came from selected branches and based on the study there are some findings arise in dealing with records management thus the recommendation towards the issues were suggested in this research.

Keywords: *Records management, records management policy, records management procedures, staff expertise and qualification and private organization.*

LIST OF ABBREVIATION

GT	Generalizability Theory
IT	Information Technology
ISO	International Organization for Standardization
IRMT	International Records Management Trust
NAM	National Archives of Malaysia
PhD	Doctor of Philosophy
RM	Records Management
SPM	Sijil Pelajaran Malaysia
STPM	Sijil Tinggi Persekolahan Malaysia
SPSS	Statistical Package for Social Science