

CASE STUDIES: ELECTRONIC MAIL
RECORDS MANAGEMENT PRACTICES OF
ACADEMIC INSTITUTION IN NORTHERN
REGION MALAYASIA



INSTITUT PENGURUSAN PENYELIDIKAN
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2. Letter of Offer (Research Grant)

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Dengan segala hormatnya perkara di atas adalah dirujuk.

Sukacita dimaklumkan bahawa pihak Universiti telah meluluskan cadangan penyelidikan puan untuk membiayai projek penyelidikan di bawah Dana Kecemerlangan UiTM.

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Sekian, Terima kasih.

"Transformasi Berkualiti Ke Arah Kecemerlangan"

Yang benar

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4. Research Title and Objectives

Original Title as Proposed:

Case studies: electronic mail records management practices of academic institution in northern region Malaysia

Original Objectives as Proposed:

- To assess the best practices of managing email as records in academic institutions in northern region Malaysia.
- To analyze email records management policy in the academic institutions.

Improved/Enhanced Objectives:

- To identify the electronic mail records management practices in selected organization in northern region Malaysia.
- To investigate the email records management guidelines on the context of records management in the selected organization.

5. Report

5.1 Proposed Executive Summary

The aim of this study is to identify the electronic mail records management in selected organization in northern region Malaysia. Electronic mail or also known as e-mail is one of the types of electronic records which regularly used in business or personal transactions. E-mail records management need to be organized accordingly in the selected organization so it can increase productivity and efficiency. The main purpose of the study is to assess the practices among the organization which use an e-mail as their electronic records and business process. The study is to identify the existence of a proper recordkeeping system in managing the organization. A framework was developed to assist selected organization in managing their e-mail records more effectively. The researcher gathered the data for the research question from interview session with selected respondents regarding what are the best practices of managing e-mail as record in academic institutions, northern region, Malaysia in accordance with National Archive Act 2003 and MAMPU policy, and how the organization keeping and storing the e-mail records. The results from the study, will come out with the e-mail records management practices framework and flow following the records management guideline and record keeping system. The findings from the study will help the organization to manage the e-mail and service effectively and efficiently.