

UNIVERSITI TEKNOLOGI MARA

**ASSESSING THE PRACTICE OF TRUSTED
ELECTRONIC RECORDS MANAGEMENT IN
MALAYSIAN GOVERNMENT-CONTROLLED
COMPANIES**

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Thesis submitted in fulfillment of the requirements
for the degree of
Doctor of Philosophy

Faculty of Information Management

February 2010

Candidate's Declaration

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

In the event that my thesis be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

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12 February 2010

ABSTRACT

Trusted electronic records relates to the concept of reliability and authenticity where records need to be maintained and preserved as a mechanism of providing evidence and accountability. Records reliability reflects the trustworthiness of the content of record through the practice of good recordkeeping. Records authenticity guarantees the content has not been changed, altered or manipulated since their first creation through out their life cycle. Managing trusted electronic records is becoming an emerging issue to many organizations today. With the rapid growth of electronic communications and information systems, electronic records have presented new challenges in ensuring the survival of reliable and authentic records over time. The primary goal of this study is to establish and develop a robust framework for trusted electronic records management. A multiple case studies approach is utilized to examine the electronic records practices in six (6) Malaysian Government-Controlled Companies (MGCC). The findings from these cases lead the researcher to generate the trusted electronic records management framework. In summary, the study contributes to the understanding and the development of the framework which embraces the governance structure to provide the mandate, a policy framework and responsibilities of managing records in electronic environments, the people factor that requires specialist knowledge and skills to manage and exploit the records, information and knowledge assets of the organization effectively and efficiently, the good recordkeeping practices and systematic archival management to protect and preserve the organizational memory, the integration of the existing information systems to records management systems to ensure the integrity and the authenticity of those records produced in electronic environments. On top of this, top management leadership, endorsement and support are crucial as one of the critical success factors to undertake this endeavor.

ACKNOWLEDGEMENTS



In the Name of ALLAH SWT, the Most Compassionate and the Most Merciful

I would like to record my appreciation to all the individuals who have helped to make this endeavor possible.

My gratitude is extended to Universiti Teknologi MARA (UiTM) and the Faculty of Information Management for their support that make it possible for me to realize both research and educational objectives.

My appreciation to the many people involved in the organizations which served as case studies for this research. They deserve special recognition. All my interviewees associated with this research were open, supportive and patient with my many probing questions.

My gratefulness is specially extended to both my supervisors, Associate Professor Dr. Adnan Jamaludin and Associate Professor Dr. Rosmimah Mohd. Roslin for their contributions of time, energy and knowledge. Their thought provoking questions and comments were a source of constant growth and ultimately enriched my learning process and experience. I aspire to bring the same amount of passion to the art of teaching and research. Thanks for being the best mentors.

My special dedication goes to my beloved husband for his patience and understanding. His greatest gift of love, constant encouragement and unfaltering support has taught me the meaning of perseverance and make it possible for me to endure the hard times in accomplishing this mission. To all my children, thank you for being my aspirations to succeed in this quest. To my mum, thank you for being there.

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