

**RECORDS MANAGEMENT IN  
ACADEMIC INSTITUTIONS:  
A COMPARATIVE STUDY BETWEEN  
MARA UNIVERSITY OF TECHNOLOGY  
AND UNIVERSITI INDUSTRI SELANGOR**

by

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## ABSTRACT

This study sought to investigate and compare the records management system in UiTM and UNISEL. Other than that, this study also identifies the weaknesses of the current system as well as providing recommendations and suggestion on how effective records management programme can be established and sustained. Questionnaires distribution and interview session had been conducted in order to obtain sufficient information for this study. The results of the study have revealed that UiTM has adapted an effective record management system by utilizing Information Technology (IT). The system has proven to be useful and beneficial to the management of student records and registration. UNISEL also is not left behind by the use of electronic recordkeeping system. However, there are also weaknesses that make the records management system become inefficient. Both respondents in UiTM and UNISEL agreed that adequate training for the staffs could overcome certain problems in records management. It is hoped that in the future, both UiTM and UNISEL could become an example for many local universities as an institutions that have adapted good recordkeeping practices.

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# CHAPTER 1: INTRODUCTION

## 1. Introduction

There is no doubt that records management plays an important role in the organization. The role of records management has become more significant in the era of knowledge economy where information is regarded as fuel or factor that contributes to the economic growth besides other factors like capital, raw materials and power. Records, therefore, which are defined as '*any information captured in reproducible form that is required for conducting business*' are now seen as having an active and strategic role in contributing to the success of an organization.

The challenge for the future is to ensure that they are managed as any other business resource. The greatest transformation in records management since the origin of the profession is now taking place, mainly because of the use of digital technology, which changes the nature and use of both information and records. Effective records management systems provide information that is required for the proper functioning of organization, including universities and other academic institutions. It is regarded as an evidence of transactions and