

THE RELATIONSHIP BETWEEN BENEFIT OF RECORD MANAGEMENT
FILING SYSTEM AND THE JOB PERFORMANCE AMONG SUPPORT
STAFF OF ADMINISTRATIVE AT KOTA SENTOSA PUBLIC LIBRARY

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“DECLARATION OF ORIGINAL WORK”

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- 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 Filing System to shift from manual document which was found to be more reliable and efficient. However, in managing the information employees' will comprehend with technology to support document practices. The objectives of this were to find out the relationship between efficiency of record management filing system and the job performance among support staff. A supervise structured questionnaire was used at the main instrument and the data was analyzed using Statistical Package in the Social Science Software (SSPS) version 20.0. Researcher distributed 100 questionnaires to the support staff at Kota Sentosa Public Library but only 80 support staff responds the questionnaire. The results of the study show the support staff are common factors are the key elements regarding successful implementation of record management filing system. It is recommended for futures studies that an alternative method of data collection, be employed so as to obtain in depth information on what factors that really impact the intention to use record management filing system.

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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 were 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 were also known as records and information management, were 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 were 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