

UNIVERSITI TEKNOLOGI MARA

**INVESTIGATING THE AWARENESS OF
RECORDS MANAGEMENT PRACTICE
AT PRIVATE ORGANIZATION**

**NUR NADIA FATMA BINTI
MAT RIPAH**

MSc

September 2021

AUTHOR'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 results 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 degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student : Nur Nadia Fatma Binti Mat Ripah

Student I.D. No. : 2018831758

Programme : Master of Science in Information Management –
IM750

Faculty : Information Management

Thesis Title : Investigating the Awareness of Records Management
Practice at Private Organization

Signature of Student : 

Date : September 2021

ABSTRACT

Records Management has become the main aspects for any organizations either public or private organizations in achieving their goals. As for the public organizations, the records management aspects are properly practiced because it is part of the rules and regulations required in handling the entire government business and activities. However, in the private organizations, the aspects of records management practices is treated as low priority which has led to the loss of many vital records. Generally, good records management practices can be successfully implemented by using the proper references, methods, knowledge and skills. Besides, implementing good records management practices can directly contribute to the successful management of businesses activities conducted in the organizations. This is also can facilitate the organizations in providing recorded information that act as evidence and proof of any business transaction activities conducted by the organizations. Unfortunately, records management practices have become unfamiliar term in most of private organizations as they are being ignorant and unaware about the practice and its importance. This has led to the issues of losing the trustworthiness of vital records as well as unable to provide the trusted evidence on any business transaction activities conducted by the private organization. Triggered by the issues, this study is formulated to investigate the awareness of private organizations in term of their current activities of records management practiced. On top of that, there are various literatures on the previous and related studies are reviewed and synthesized. These include identifying several elements from the related models and literatures that would contribute as part of the elements that can be used in investigating the awareness on records management practices at private organization. By using the qualitative approach, this study has conducted an interview and discussion session with the four (4) respondents from a private organization. The respondents are selected based on their experience and current job specification which directly involved in managing the records produced by their organization. As discussed, the findings gathered shows the overall aspect of records management practices are reflected through three (3) main elements namely Awareness, Appraisal and Disposition. This followed by seventeen (17) sub-elements verified by the private organization. The sub-elements under Awareness are Effect, Level, Opinion, Challenges, Reference and Misplacement. As for Appraisal sub-elements, there are Understanding, Schedule, Storage, Method and Outcome. Next, the sub-elements under Disposition are Concept, Result, Access, Reason, Technique and Guidance. This is shown that the existence of sub-elements contributes to the formulation of complete elements required by the organization for the investigation purposes. Therefore, by merging the main elements and sub-elements in a dedicated model, it has become the extensive findings presented from this study. In fact, mapping those elements with the identified aspects of the current practices and awareness, this study has contributed to the formulation of Records Management Practice (RMP) model which is used as the main findings of this study. Hence, the formulated model is expectedly adopted and applied by other researchers in investigating the awareness of records management practice in their fields of study.

ACKNOWLEDGEMENT

In the name of Allah (SWT), Most Gracious, Most Merciful, for rewarding me the strength, inspiration, health, and prudence to bring this thesis to a close. Special peace is upon His Messenger Muhammad (SAW) and his honorable family.

I am very fortunate to have Ts. Dr. Ap-azli Bunawan as main supervisor for my master's study. I received invaluable advice and guidance from all of them. Their guidance to provide more extensive narrative and tighter focus that has made this thesis better than it would otherwise have been. No words can express my appreciation of their attitude, effort, spirit and energy. Their grateful supervision has enabled this study to be completed appropriately and in an enjoyable manner.

My deep gratitude also goes to my family members for their love, endless kindness, support, understanding, advice and trust. To my beloved father, mother and brothers and sisters, thank you for tirelessly giving full support and encouragement. I am grateful for having the understanding, tolerance, and positive attitude that they have shown me while I have been away or during my long absence. Your prayers and wishes have given me strength to continue in troubled times.

Many thanks also go to every staff at Faculty of Information Management, Universiti Teknologi MARA (UiTM) for their kindness and considerate cooperation for having provided a friendly environment around the faculty.

Last but definitely not least, a million thanks to the all people that directly or indirectly participated in helping to complete this thesis. Without their assistance and commitment, this thesis could not be completed.

Thank you very much.

TABLE OF CONTENT

| | Page |
|---|-------------|
| CONFIRMATION BY PANEL OF EXAMINERS | ii |
| AUTHOR'S DECLARATION | iii |
| ABSTRACT | iv |
| ACKNOWLEDGEMENT | v |
| TABLE OF CONTENT | vi |
| LIST OF TABLES | xi |
| LIST OF FIGURES | xii |
| LIST OF ABBREVIATIONS | xiii |
| | |
| CHAPTER ONE: INTRODUCTION OF THE STUDY | 1 |
| 1.1 Introduction | 1 |
| 1.2 Background of Study | 1 |
| 1.3 Problem Statement | 4 |
| 1.3.1 Lack of Awareness | 5 |
| 1.3.2 Inappropriate Appraisal Process | 6 |
| 1.3.3 Improper Disposition Process | 7 |
| 1.4 Research Questions | 8 |
| 1.5 Research Objectives | 8 |
| 1.6 Scope of the Study | 8 |
| 1.7 Significance of the Study | 10 |
| 1.8 Outline of the Thesis | 11 |
| 1.9 Summary | 12 |
| | |
| CHAPTER TWO: LITERATURE REVIEW | 13 |
| 2.1 Introduction | 13 |
| 2.2 Records | 13 |
| 2.3 Records Lifecycle | 14 |
| 2.4 Records Management | 16 |