

ASSESSMENT OF THE ELECTRONIC RECORDS MANAGEMENT READINESS AT KENYA NATIONAL ARCHIVES AND DOCUMENTATION SERVICE (KNADS), NAIROBI, KENYA

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ABSTRACT

The purpose of this study is to assess the electronic records (e-records) management readiness at the Kenya National Archives and Documentation Service (KNADS), Nairobi, Kenya, with an aim of finding out policies put in place in the e-records management; finding out strategies adopted in e-records management readiness and how best they can be implemented. The paper presents the background information about KNADS clearing pointing out the function of the institution in relation to the readiness in the management of the electronic records. This study uses a survey research design. The target population is 347. Simple random sampling is used to select a sample of 104 respondents, comprising of 60 active users and 44 archival staff. Two senior members of management are purposively selected to provide information that the users and archival staff may not be able to avail. A structured, open and closed ended questionnaire is the main instrument for data collection. This is supplemented by a structured interview for the senior members of management. Document review is conducted to collect independently verifiable data and information related to the area of study. The collected data are analyzed and findings presented in graphs and tabulated summaries. This study provides an attempt to validate the management of e-records in the context of a developing country. The paper presents a practical- based representation to policy makers of e-records management, record managers, researchers and archivists. The study also provides insights to other institutions in the adoption of ideal mechanisms that ensure the readiness in the management of e-records for effective and efficient service delivery.

Keywords: Electronic records, readiness, Records Management, Kenyan National Archives Documentation Services.