

Practices of Personal Records Keeping among Employees in Tanzania: A Case of Selected Tertiary Colleges in Tanzania

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Abstract: This study was carried out to assess the practice of employment personal records keeping among employees. The specific objectives of the study were to identify types of employment personal records kept by employees, to find out the place of keeping personal records by employees, to explore the impact of keeping employment personal records by employees, to determine the reasons influencing employees to keep their personal records and to determine the challenges facing employees in keeping their personal records. The study used descriptive survey design while simple random and purposive sampling techniques were used to select 154 respondents. Primary data and secondary data were used while questionnaire and interview were used to gather primary data. Data were analyzed qualitatively and quantitatively. Findings indicate that there are types of employment personal records kept by employees such as appointment letter, confirmation letter, performance letter, promotion letter, annual leaves, employment letter, next of kin form, salary slip, birth certificate, educational certificates, awards, promotional letter, marriage certificate and title deed. The study also found that different places and means are used to keep records such as in the offices and home using special bags and computers. It was also indicated that employment personal records has potential benefits such as easy retrieval of information, easy tracking personal files, usefulness of information, getting their rights and for the future reference. Also to increase awareness, enhancing accuracy, increasing confidence and enhancing decision making. The study came up with challenges facing employees in keeping their personal records such as low level of awareness among employees to keep their personal records effectively and efficiently, misplacement of equipment used to store or keep records, quality of equipment or any mechanism used to keep records, inadequate space and lastly technical skills. Generally, the study concluded that there is the practice of personal records keeping among the employees at TPSC and DIT. The study recommended that there is a need to have training for better personal records keeping, space provision, budget allocation, and policy.

Keywords: Personal Records Keeping, Employees, in Tanzania.

I. INTRODUCTION

Essentially personnel records management aims at ensuring that a complete and comprehensive employment history of each public servant is readily available whenever it is required, and that the information contained in personnel records supports the management, deployment, supervision and development of government employees (URT, 2007). The

key objectives of personal records keeping and management are to support transparency and organizational accountability and to enable accurate audits by creating and protecting human resource records as reliable evidence. Also standing orders for the Public Service 2009 Section C.19 Subsection (3) 'Every employer shall keep employment records for the purposes of reference for calculation of the employee terminal benefits and every employee is encouraged to keep his own records.'(URT, 2009). In that regard, every employee shall keep records of his /her employment in a proper way that will support any personal and employer's decision. Relevant and accurate public records are essential for preserving the rule of law and demonstrating fair, equal, and consistent treatment of citizens. Without access to records, the public does not have the evidence needed to hold officials accountable (Gerber, 2003).

Employment personal records' keeping is the task of ensuring that recorded information, both print and electronic are managed economically and efficiently Management controls the creation, maintenance, use and disposal of records so that the right records are provided to the right person at the right time (Ngoepe, 2015). In line with this approach, individuals are required to initiate proper personal records keeping mechanism in order to make their records timely available.

Statement of the Problem

Personal records of any employee are vital asset in ensuring that the institution is governed effectively and efficiently, and is accountable to its staff and the community that it serves (Gathoni, 2017). Records support decision-making, organize documents, provide evidence of policies, decisions, transactions and activities, and support the university in cases of litigation. Searching for a document or record that cannot be easily retrieved is one problem that affects many organizations and also consumes time for the individual searching for that particular document (Mtui, 2017). In this context, individual employee is required to make sure he keeps them in accordance so as when need to be easier to produce.

The overall research problem of the study seeks to address is that, even though personal records keeping are very crucial among employees, one of the major problem facing

employees is lack of practices of keeping their personal records which later affect them in providing evidence when required. For example, it was observed that most of the public employees lack their records such as confirmation letter, employment letter which are necessary documents to be accompanied when someone wants to take the process of getting retirement benefits. This case justifies as why personal records are necessary (Shadrack, 2015). It was in this context, that this study sought to assess the practice of personal records keeping among the employees with reference to Tanzania Public Service College (TPSC) and Dar Es Salaam Institute of Technology (DIT).

Objectives of the Study

The study was guided by the following research objectives, which aimed to:-

- i. determine types of personal records kept by employees in selected colleges
- ii. explore the benefits of personal records keeping among employees in selected colleges
- iii. determine challenges facing employees in keeping their personal records in selected colleges

II. LITERATURE REVIEW

The study by Freda (2014) on the assessment of records management practices among the administrative staff of university of education found that the administrative documents are stored in both manual and electronic forms. This leads to quick decision making, saves office space and promotes good corporate governance. Therefore, it was recommended that the management of University records should embrace the records management function to ensure its effectiveness, and also professionally trained records managers should be employed. On the other hand Shadrack (2015) examined how employees keep their personal records in the public sector. This investigation was a case study design which used one School in Morogoro Municipal as a study area while the population of the study included Teachers from Mafinga Secondary School and officers from Morogoro Municipality. Research results have shown that personal record is of great important and it's the responsibility of each employees is not only in the public sector but also in private to keep personal records for future references and as policy requirements. Despite existence of effort of government to come up with policies, labour Acts and employment Acts towards improving personnel records keeping still personnel records keeping has remained inferior. This state of affairs has continuously picked up the space towards loss of personnel documents and delay of payment of retired benefits and poor delivery of services. The study recommended several measures to be taken in order to improve. These recommendations are provision of on working training, rising of awareness' of the employees on importance of keeping personal records. Thus, if these recommendations will be effectively implemented, they will improve the services

delivery to the employees. This is due to availability of right records which are kept by employees themselves.

Mnjama (2017) in his study stated that the need for accurate recorded personnel information is important for effective and efficient services delivery and in protecting the rights of the citizens. Personnel records serve a host of purpose and to be of value, these records must be accurate, up to date and easily accessible. Most information and personnel records management programmes intends to furnish accurate, timely and completely information for efficient decision making of the organization. Personnel records are facts to support decision made and facts upon which the future decision are carried out, facts to communicate to employee, to customers, to potential customers, to government and stockholders. The facts, if managed properly improve employee morale.

Mikidadi (2017) examined the efficacy of personnel record keeping in managing human resources in higher learning institutions in Tanzania, The Open University of Tanzania was chosen as a case study. The study used qualitative and quantitative approaches and had a sample of 83 respondents. The study applied stratified and convenience sampling techniques. Primary and secondary data were collected whereby questionnaires, interviews and documentation were used to collect data. Generally respondents ranked level of success attained in different areas with respect to the contribution of record keeping medium level. Importance of personnel record keeping, accuracy of personnel record, success and challenge in personnel record keeping were areas assessed. More than 80% of the respondents indicated knowing the importance of record keeping in decision making.

Theoretical framework

The first part of this section is presenting theoretical frameworks which are related to this study. The first theory is called **Big Bucket Theory**, according to Shadrack (2015), big bucket theory is related to the adaption of keeping records schedule, its deals with records management by proper identification, documentation, storage and readily accessible, it simply the use in records management and helps to allocate files in accordance with needs. This theory greatly simplified records keeping, improved employee's compliance and reduced risk of records mismanagement. The success of employees to keep their personal records is manifested and cleanly shown in the big bucket theory, which requires employees to categories records by developing the list of records; series of organization files, and gather relevant records. The success of keeping record needs employee to be aware with the importance of records keeping for their pension benefits but also in big bucket theory its insist on keeping records in categories so that no records could lost and misplaced. This theory needs employees to classify their records by hand full groupings which it base on their working history. The successful of personal records keeping in public service needs high sight on how to keep records for works and

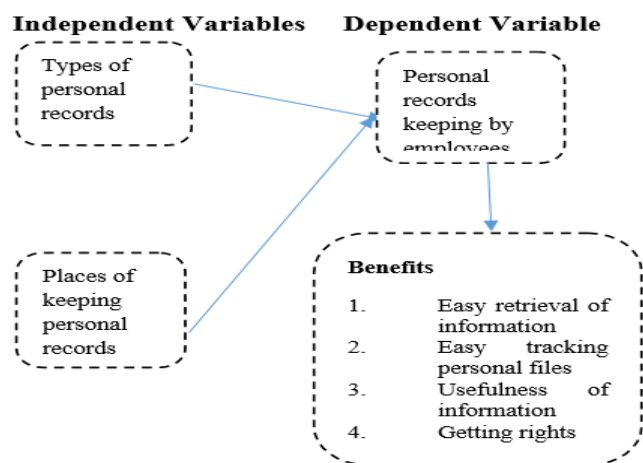
reduce the risk of mismanagement of files. Big bucket theory needs employees to keep their own records in different buckets and hence simplify records keeping. In big bucket theory personal records are created and maintained by employees themselves to simplify records keeping and safety of records.

The second theory adopted in this study is related to **Records Management Theory**. The core concept underpinning records management theory is that of the life cycle, which sees records having a series of phases from creation to final disposition ultimately resulting in either their controlled destruction or being retained on permanently basis as an archival record. The principle reason for applying the life circle concept to records management is to meet all internal business needs, enable the content of the record to be accessed, used and reused in a controlled and efficient manner, is compliant with all regulatory and statutory requirements (Buckland, 1990). Records management theory it put emphasis on important of keeping records, and those records should align with organizational goal, due to that organization must ensure it keep the necessary records of employees and other documents necessary for organization. Though organizations have to keep record but it is important for employees to keep their own records so as to meet statutory and regulatory requirement such as retirement benefits. Employee as the manager of his/her own records should be involved in life circle of records not only at work place but at home.

Conceptual Framework

This study was guided by independent and dependent variable whereas for this study independent variables are types of records and means of keeping records while dependent variable is personal record keeping by employees.

Figure 2.1 Conceptual Framework of personal records keeping



Source: Constructed by researcher (2021)

As indicated above, the independent variables have an influence on dependent variable. From that point of view, the dependent variable which is personal record keeping by employees is influenced by types of records and format and

means of keeping records. The conceptual also indicates the benefits as the result of keeping personal records and these benefits are easy retrieval of information, easy tracking personal files, usefulness of information, getting rights and for the future reference.

Research Gap

It is clearly indicated that most of the reviewed studies such as the study by Mikidadi (2017) on the efficacy of personnel record keeping in managing human resources in higher learning institutions in Tanzania, Freda (2014) on the assessment of records management practices among the administrative staff of university of education and the study by Shadrack (2015) on how employees keep their personal records in the public sector and Tweve (2017) ethical practices of records keeping in government ministries. However, these studies did not identify types of personal records kept by employees, benefits and the challenges facing employees in keeping personal records. Hence this study filled the gap by assessing the practice of personal records keeping among the employees as case of selected tertiary colleges in Tanzania.

III. METHODOLOGY

The study used a descriptive research design. The logic behind on the selection of this design is useful and helpful in explaining issues at hand and since the researcher had to state the existing issues. The design also was also deployed to learn the features between the variables of certain groups in order to form a clear picture of the situation. Moreover, the design was employed due to the fact that it was appropriate to provide data that explain the existing phenomena such as opinions, attitudes, and perceptions on the practice of personal records keeping among the employees. The population of this study was TPSC staff who were 150 staff while for DIT were 100 staff as well. Hence the total were 250 staff. The categories of study population included academicians and administrators from both studied organizations. The sample size of this study was determined by Slovin’s formula (1960), therefore, the sample size for this study was 154 respondents.

The study used purposive and simple random sampling procedures. Purposive sampling was used to select 10 respondents who were heads of departments while simple random sampling procedure was used to select 144 respondents who ordinary staff. The study used questionnaire and interview to collect data. Questionnaires were administered to questionnaires were employed to 144 respondents whereas the questionnaire contained personal particular which involved research questions based on the study objectives namely to identify types of personal records kept by employees, to find out means of keeping personal records by employees, to explore impact of keeping personal records by employees, to determine the reasons influencing employees to keep their personal records and to determine challenges facing employees in keeping their personal records. Meanwhile interview was conducted to the 10

respondents who are heads of departments. The researcher made sure that an arrangement is made so as to ensure that everything is under control for the purpose of avoiding wastage of time. Interviews are very useful in this study as they are useful to obtain detailed information about personal feelings, perceptions and opinions, they allow more detailed questions to be asked, they usually achieve a high response rate and respondents' own words are recorded.

IV. FINDINGS

The experience was one of the factors to consider in this study. Personal records keeping is connected to working experience, therefore, this study took the working experience of respondents into consideration so as to ascertain different categories of working experience of staff participated. The findings of working experience among respondents of both study area have been presented in Table below:-

Experience of respondents

Experience	Frequency	Percent
1-3 yrs	32	22.9
4-6 yrs	52	37.1
5-7 yrs	40	28.6
More than 7 yrs	16	11.4
Total	140	100.0

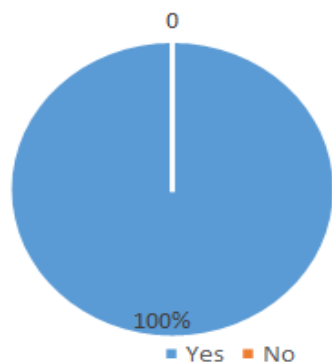
Source: Field Data (2021)

Majority of respondents had working experience between 4-6 years. This implies that most of staff at TPSC and DIT are well experienced people and therefore are knowledgeable on the practice of personal records keeping among the employees.

Awareness on Keeping Personal Records

The first question of this objective, aimed at determining whether employees are keeping personal records. They were requested to answer yes or no. The findings show that keeping personal records is considered as one of the important practice of employees. The study came up with the following responses as summarized in Figure below has a summary: -

Figure 4.1 Keeping Personal Records : Source: Field Data (2021)



Findings indicate that all 140 (100%) of respondents said they keep personal records related to their employment. Respondents admitted that they keep personal records regardless which type and format being used. This implies the staff at TPSC and DIT are aware of the importance of keeping their employment personal records for different purposes and future use. It is the considerable fact that personal records keeping among employees provide an assurance of work since such records can also be utilized by the organization to make some clarifications. As Mtui, (2016) comments that all employees are obliged to make sure personal records are kept well by both parties employer and the employee.

Types of Personal Records kept

Keeping personal records is considered as one of the important practice of employees and that why respondents were asked types of personal records they keep. The findings are therefore presented in Table 4.5:-

Types of personal records

Types of records	Frequency	Percent
Birth certificate	100	71.4
Educational certificates	90	64.3
Employment letter	76	54.3
Salary slip	76	54.3
Next of kin form	58	41.4
Appointment letter	56	40.0
Confirmation letter	56	40.0
Annual leaves	56	40.0
Promotion letter	50	35.7
Awards	30	21.4
Transfer letter	22	15.7
Performance letter	18	12.9
Marriage certificate	12	8.6

Source: Field Data (2021)

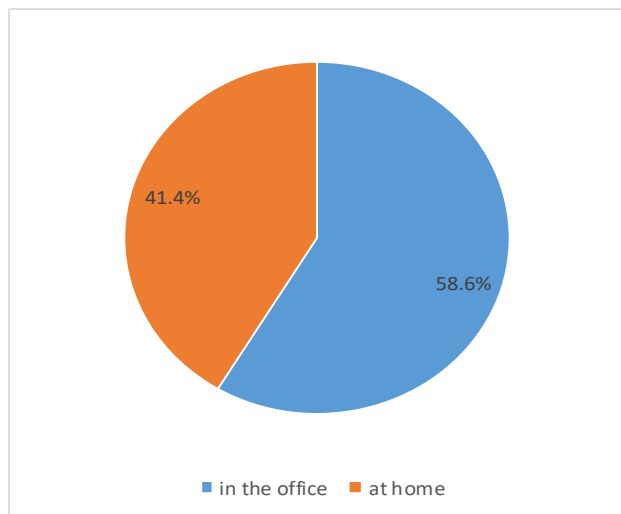
With regard to the above Table, birth certificate got higher frequency because before an employee gets employed, he or she must have birth certificate and that is why every employee owns it. On the other hand, educational certificate got high frequency because every employee should have this certificate as one of the job criteria. With regard to the lower frequencies, for example marriage certificate, most of them are not married and this makes the frequency to be low. On the point of performance letter, not every employee is given and thus it needs employees' commitment and hardworking.

Place of keeping Personal Records by Employees

This was the second objective of the study which aimed to find out place of keeping personal records by employees. There are various places of keeping personal records among

employees; some keep these records at the office or home or any other place. It was in this context, researcher asked respondents regarding the place of keeping their personal records.

Figure 4.2 Place of keeping personal records



Source: Field Data (2021)

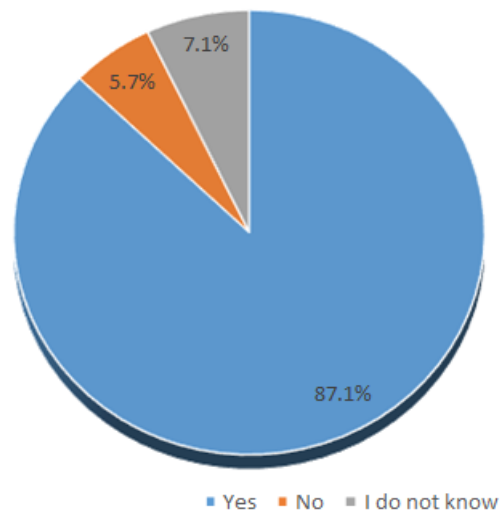
Findings indicated that 82(58.6%) of respondents said to keep their personal records in the office while for those who said to keep their personal records a home were many with 58(41.4%). This indicated that those who keep their personal records related to employment at office were many (58.6%). This gives an implication of the fact that majority of respondents used to keep their personal records at their offices because of the security as most of them consider that offices have more security in keeping personal records as home. But the researcher is of the opinion that both places are better for the personal records to be kept. According to big bucket theory, all records relating to personal records needs to be kept with high care and security because it's the one used to calculate pension benefits in retirement period, big bucket theory influences records keeping by showing how records should be categories and kept in its buckets.

Meanwhile Standing order for public service 2009 part C section 19 (1) states that 'full and accurate particulars and records of all public servants must be kept and maintained at the presidential office, public services management and at the public servants respective organization headquarter, care must be taken to ensure that whenever communication are addressed to the treasury or to the office responsible for public service management or to the public service commission concerning an individual public servants and where these communication have a bearing on the public servants terms of services shall be furnished(3) every employee and employer shall keep records for the purpose of references of the calculation of the employee terminal benefits and every employee is encouraged to keep his/her own records.

Safety of Personal Records

Respondents were asked whether their personal records kept in the identified means are safe.

Figure 4.3 Safety of employment personal records



Source: Field Data (2021)

About 122(87.1%) of respondents said yes, meaning that their personal records kept in the identified means are safe while 8(5.7%) of respondents said no and 10(7.1%) of respondents said they do not know. Therefore, majority of respondents said yes, meaning that their personal records kept in the identified means are safe. This indicated that all identified means and methods are safe and that is why they are all used to keep personal records. It is the considerable fact that the personal records should be kept in a safe place to avoid the loss of them and even misplacement. This has become a major practice to both organizations. All records relating to personal records needs to be kept with high care and security because it's the one used to calculate pension benefits in retirement period, big bucket theory influences records keeping by showing how records should be categories and kept in its buckets. Standing order for public service 2009 part C section 19 (1) states that 'full and accurate particulars and records of all public servants must be kept and maintained at the presidential office, public services management and at the public servants respective organization headquarter, care must be taken to ensure that whenever communication are addressed to the treasury or to the office responsible for public service management or to the public service commission concerning an individual public servants and where these communication have a bearing on the public servants terms of services shall be furnished(3) every employee and employer shall keep records for the purpose of references of the calculation of the employee terminal benefits and every employee is encouraged to keep his/her own records.

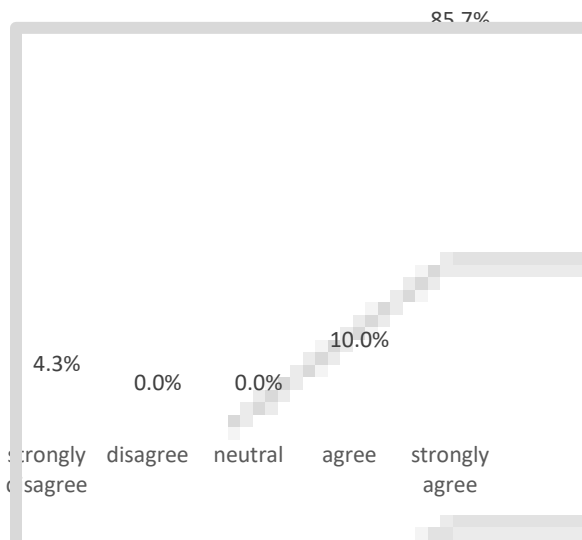
Benefits of keeping Personal Records

The purpose of this specific objective was to determine the benefits the employee can get through keeping personal records. The following sub sequent sections presents the findings.

Easy Retrieval of Information

Easy retrieval of information was determined as one of the benefits or reasons for keeping personal records. Therefore, respondents were asked on their level of agreement or disagreement regarding this ascertain.

Figure 4.7 Easy retrieval of information



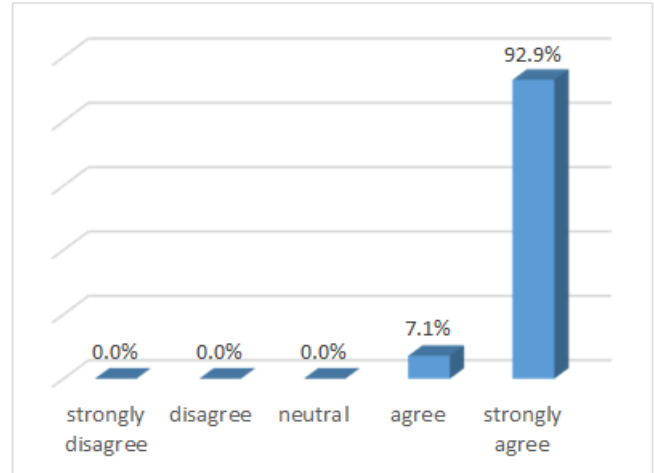
Source: Field Data (2021)

Study findings revealed that about 6(4.3%) of respondents strongly disagreed that one of the benefits of employees to keep personal records easy retrieval of information while 0.0% disagreed and 0.0% were neutral. Also 14(10%) agreed and 120(85.7%) strongly agreed with the statement. Therefore majority of respondents strongly agreed that one of the benefits of employees to keep personal records was easy retrieval of information. This indicated that personal records keeping have potential benefits to the employees due to easy retrieval of information. Through personal records, the employees are capable to retrieve them at any time they want or they are needed and that is why it is the considerable fact that easy retrieval of information is achievable through proper personal records keeping. The study findings are supported with the study by Shadrack (2015) that personal records are kept for the easy retrieval of information and easy tracking of the files.

Easy Tracking Personal Files

Easy tracking personal files was determined as one of the benefits or reasons for keeping personal records.

Figure 4.8 Easy tracking personal files



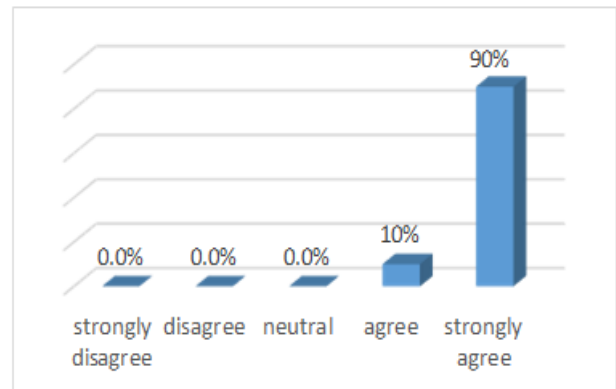
Source: Field Data (2021)

About 10(7.1%) agreed and 130(92.9%) strongly agreed with the statement that one of the benefits of employees to keep personal records was easy tracking personal files. Therefore majority of respondents strongly agreed that one of the benefits of employees to keep personal records was easy tracking personal files. This indicated that a personal record keeping has potential benefits the employees due to easy tracking personal files. That is to say without keeping personal records, it is very hard to track personal files as there will be misplacements of the personal records which become hard to track them. From that point of view, it can be said that the reason for keeping personal records is to ensure that there is an easy tracking personal files. The study findings are supported with the study by Shadrack (2015) that personal records are kept for the easy retrieval of information and easy tracking of the files.

Usefulness of Information

Usefulness of information was determined as one of the benefits or reasons for keeping personal records.

Figure 4.9 Usefulness of information



Source: Field Data (2021)

About 14(10%) agreed and 126(90%) strongly agreed with the statement that one of the benefits of employees to keep personal records was usefulness of information. Therefore majority of respondents strongly agreed that one of the benefits of employees to keep personal records was usefulness of information. This indicated that a personal record keeping has potential benefits to the employees due to usefulness of information. That is to say all personal data related to the appointment letter, confirmation letter, performance letter, promotion letter, annual leaves, employment letter, salary slip and birth certificate etc can be found easily if there are no proper employment personal records keeping by the employees themselves. The findings are in line with Mnjama (2007) who stated that the need for accurate recorded personnel information is important for effective and efficient personal records. Personnel records serve a host of purpose and to be of value, these records must be accurate, up to date and easily accessible since they provide useful information.

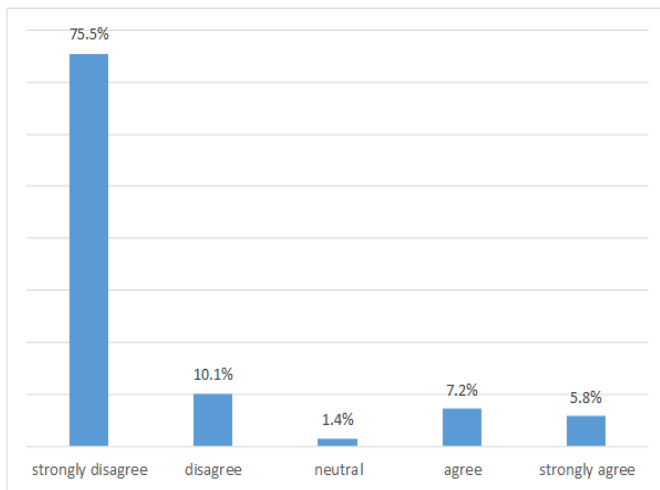
Effects of not keeping Personal Records among employees

Apart from getting the benefits of keeping personal records among employees; it was also important to find out the effects. This part aimed to explore the effects of employees not keeping personal records in selected tertiary colleges surveyed. The following is a list of the major findings.

Increase Conflict

Respondents were asked whether or not on the impact of employees to keep personal records was to increase conflict:-

Figure 4.4 Increase conflict



Source: Field Data (2021)

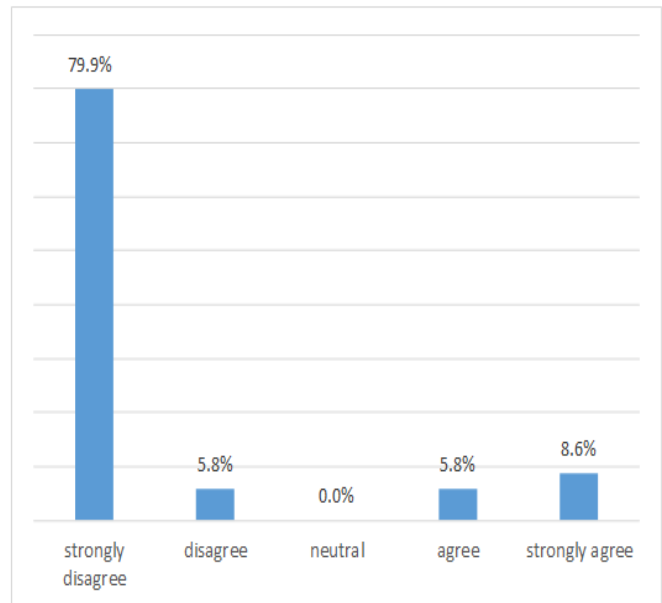
About 106(75.5%) of respondents strongly disagreed that one of the impact of employees to keep personal records was to increase conflict while 14(10.1%) disagreed and 2(1.4%) were neutral. Also about 10(7.2%) agreed and 8(5.8%) strongly agreed with the statement. To sum up majority of respondents strongly disagreed that one of the impact of employees to keep personal records was to increase conflict. This indicated that increase of conflict is not the impact of employees to keep

personal records at TPSC and DIT. On the other hand, the researcher is of the view that proper records keeping does not increase conflict rather than it increases good relationship between the management and the staff and for that reason conflict cannot take place in such way.

Low Accountability

Respondents were asked whether or not on the impact of employees to keep personal records was low accountability.

Figure 4.5 Low accountability



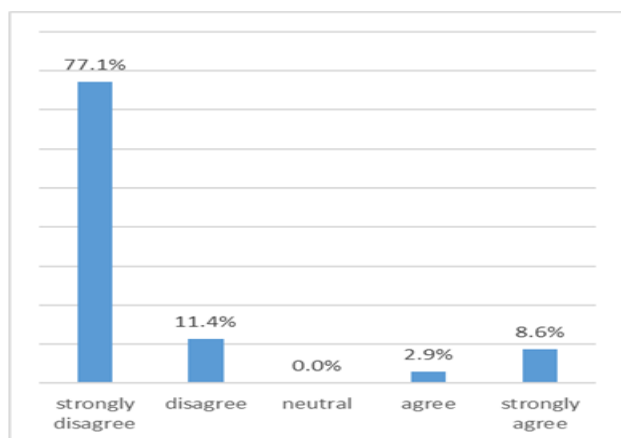
Source: Field Data (2021)

About 112(79.9%) of respondents strongly disagreed that one of the impact of employees to keep personal records was low accountability while 8(5.8%) disagreed and 0.0% were neutral. Additionally, about 8(5.8%) agreed and 12(8.6%) strongly agreed with the statement. To sum up majority of respondents strongly disagreed that one of the impact of employees to keep personal records was low accountability. This indicated that low accountability is not the impact of employees to keep personal records at TPSC and DIT. On the other hand, the researcher is of the view that proper records keeping does not lead to the low accountability rather than it increases enhances accountability among the employees since the employees are aware of the presence of their personal records.

Poor Decision Making

Furthermore, respondents were asked whether or not on the impact of employees to keep personal records was poor decision making.

Figure 4.6 Poor Decision Making



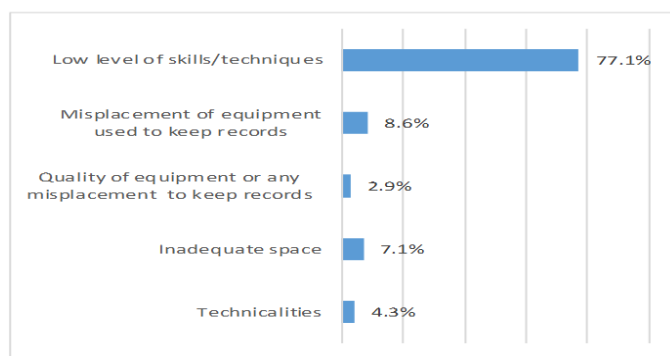
Source: Field Data (2021)

Findings unveiled that about 108(77.1%) of respondents strongly disagreed that one of the impact of employees to keep personal records was poor decision making while 16(11.4%) disagreed and 0.0% were neutral. Furthermore about 4(2.9%) agreed and 12(8.6%) strongly agreed with the statement. To sum up majority of respondents strongly disagreed that one of the impact of employees to keep personal records was poor decision making. This indicated that poor decision making is not the impact of employees to keep personal records at TPSC and DIT. In other words it can be said that proper records keeping does lead to poor decision making since it is easy for the organization to demand such records from the employees and employees can provide such records so that the organizational management can make proper and wise decision.

Challenges Facing Employees in Keeping their Personal Records

The purpose of this objective was to determine challenges facing employees in keeping their personal records in selected tertiary colleges. Respondents were asked to point out challenges they encounter in keeping personal records. The sub sequent section presents the challenges faced by employees while keeping their records.

Figure 4.10 Challenges faced by employees



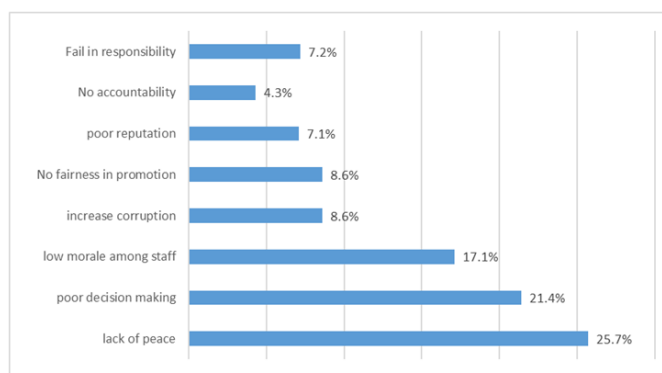
Source: Field Data (2021)

About 77.1% of respondents said low level of skills/techniques among employees to keep their personal records effectively and efficiently, 8.6% said misplacement of equipment used to store or keep records and 2.9% said quality of equipment or any mechanism used to keep records, 2.9% said inadequate space and lastly with 4.3% said technicalities. Therefore, different challenges were identified by respondents and this indicates that in one way or another, these challenges affect employees in keeping their personal records effectively and efficiently. That is to say the identified challenges affect proper manner of keeping personal records to a great extent and for that reason it is the considerable fact that all these challenges should be taken into consideration so as to ensure proper manner of keeping personal records accordingly. From the interview, all heads of departments from both institutions had similar views about challenges faced by employees in personal records keeping. These challenges identified were low level of skills or techniques, misplacement of equipment used to keep personal records as well as the quality of equipment.

Challenges faced by Organization

Respondents were asked to point out challenges encountered by organization if employees are not keeping their personal records.

Figure 4.11 Challenges faced by organization



Source: Field Data (2021)

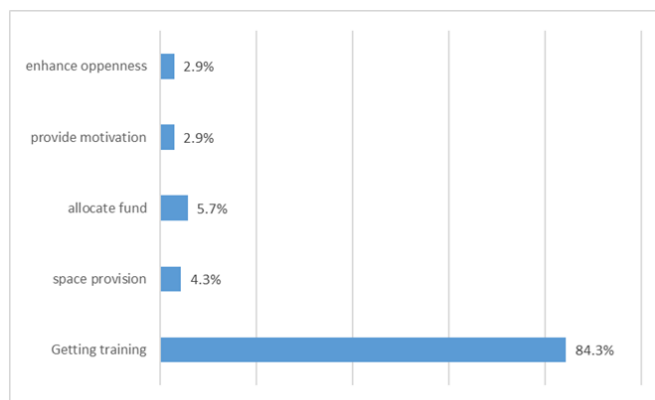
It was found that about 36(25.7%) said lack of peace, 30(21.4%) said poor decision making, 24(17.1%) said low morale among the staff while 12(8.6%) said increase of corruption, 12(8.6%) said no fairness in promotion, 10(7.1%) said poor reputation, 6(4.3%) said no accountability and 10(7.2%) said failure in responsibility. Therefore, different challenges were identified by respondents and this indicates that in one way or another these challenges affect organization if employees are not keeping their personal records. That is to say the identified challenges affect proper manner of keeping personal records to a great extent and for that reason it is the considerable fact that all these challenges should be taken into consideration so as to ensure proper manner of keeping personal records accordingly. For example, lack of peace, if organisation does not have or recall personal records, it is hard

to have peace in the organisation and that can fail to achieve organizational goals. In the similar case, it is difficult to make proper decision if there are no personal records since the records can determine proper decision. In the same trail, low morale among the staff can be caused by lack of personal records.

Mechanisms to improve the situation

Respondents were asked to point out action to be taken by employees to improve their personal records.

Figure 4.12 Action to be taken by employees



Source: Field Data (2021)

It was indicated that about 118(84.3%) said getting training for better personal records keeping, 6(4.3%) said space provision, 8(5.7%) said allocation of fund while 4(2.9%) said enhancing openness. Therefore, various suggested actions to be taken were pointed out and the researcher considers that these aspects may address the problem of personal records keeping. For example, getting training is important so as to increase skills and technique and without that, it is hard for the employees to keep properly and scientifically the personal records. Also with regard to the space provision, this is very important as it ensures that the records are well kept to avoid misplacement at large.

V. CONCLUSION AND RECOMMENDATIONS

Conclusions

Generally, the study concluded that there is the practice of personal records keeping among the employees at TPSC and DIT because there are different types of records which are kept such as letter, confirmation letter, performance letter, promotion letter, annual leaves, employment letter, next of kin form, salary slip and birth certificate. Other records that were identified were educational certificates, awards, promotional letter, marriage certificate and title deed. However, the proper mechanism they use to keep personal records need to be more considered for training or through awareness promotion so as they keep in the rights format and required records for the future reference. The study findings inform the literature that

proper personal records keeping among employees might enhance informed decision making in the organization.

Recommendations

There is a need to have training for better personal records keeping which organizations or any institution management should prepare for their employees. Having training program will enable the employees to keep well their personal records and thus will enhance proper records keeping management.

There is a need to ensure space provision as it was revealed that those organisations do not offer special spaces where the employees can keep their personal records. In that regard, having special space for keeping personal records will improve personal records keeping by employees.

There is a need to have allocation of funds, as it was revealed that there is no specific allocation of fund to finance the practice of personal records keeping among employees. In this regard, allocation of fund will enable organization to conduct training to the employees on the proper manner of keeping personal records. The funds also will help the employees to make sure facilities and space are placed.

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