

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

**THE ROLE OF RECORDS MANUALS IN THE MANAGEMENT OF SALARY SERVICE
BUREAU RECORDS**

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ABSTRACT

The records manual is a standard tool or document used by the records office in performing records management duties. The records manual serves as a guide that ensures consistency; coherence and systematic continuity in the way routine activities on records management are carried out. The research discusses the role of the records manual in a Public Service Institution (Salary Service Bureau) when managing records; factors to consider when designing a records manual; how it should be distributed; and the importance of updating the records manual. Various literature sources were consulted from records management scholars and institutions to justify the study. From the review the researcher discerned that the records manual is a handbook for managing records it to should be fully utilised in order to achieve uniformity and consistency throughout the life cycle of records. The quantitative research approach through a survey research design was used. Self administered questionnaires, guided interviews and indirect observations were used as instruments for gathering data from a total sample made up of twenty people. The data collected was presented and analysed using presentation tools such as graphs, tables and charts. It was established that the effective use of the records manual will enable Salary Service Bureau to manage its records in a standard, consistent, coherent and systematic manner. The development of institutional regulations; periodical updating of the records manual; involvement of all stakeholder participants; and the training of records personnel are just but a handful of the recommendations put forward by the researcher in an endeavour to ensure full utilization of the records manual by the Salaries Service Bureau and related public sector institutions.