

Records Management at Eduardo Mondlane

Structure

- Introduction;
- Research methodology;
- The management context and theoretical framework of the study;
- Findings of the records survey;
- Tracking the movement and use of the records;

Structure

- Analysis and discussion of data;
- Challenges and opportunities
- Recommendations
- Conclusions;
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Introduction

- The University was first established in 1962 during the former Portuguese colonial regime;
- Renamed University of Lourenço Marques (now Maputo) in 1968;
- The only University of the colony;
- In 1975 became the National University experiencing profound changes

Introduction

- With almost 50 years of existence it has generated several administrative and academic records;
- With about 17 faculties and various research units, and branches with Polytechnic schools in Maputo, Inhambane, Gaza and Zambezia provinces.

Introduction

- The National Archives has undertaken initiatives towards developing programs for good record keeping within the university;
- Now it has no more than 17000 students, 2000 lecturers and 1500 administrative staff.

Introduction

The paper objectives:

- Evaluate the records processes established within the university;
- Identification of challenges and the opportunities that can be learned from our professional associations, the SUV-ICA and experiences of other universities in the region and worldwide;

Research methodology

- How the national system of state archives affects records processes at University?
- What are records management initiatives being carried out?
- Are there any challenges and opportunities on records management?

Research methodology

- Record surveys have been carried out in 15 central administrative units;
- The records processes analyzed namely are: creation, capture, registration, classification, retention period and disposal, storage and handling, access, monitoring and auditing, access, tracking and training.

Research methodology

- A literature review;
- Interviews and;
- Questionnaires;
- Interviews and questionnaires were directed to academic staff, students and administrative personnel;

Theoretical Framework of the Study

- **Records-** a document regardless of form or medium created, received, maintained and used by public and private organization or an individual in pursuance of legal obligations or in the transaction of business, of which it forms a part or provides evidence. Nevertheless, the electronic records do not exist fiscally as paper based environment and its access depends on technology that created (Roper and Millar, 1999) and (Henriques at all, 1998).

Theoretical Framework of the Study

- **Administrative records**-records relating to those general administrative activities common to all organizations, such as maintenance of resources, care of the physical plant or other routine office matters. Also known as housekeeping records (Roper and Millar, 1999). Opposing administrative records there business records of specific functions and activities of a organization (Henriques at all, 1998).

Theoretical Framework of the Study

- **Records management-** that area of general administrative management concerned with achieving economy and efficiency in the creation, maintenance, use and disposal of the records of an organization throughout their entire life cycle and in making the information they contain available in support of the business of that organization (Roper and Millar, 1999) and (Henriques et al., 1998).

Theoretical Framework of the Study

- Although there are other different concepts of the life cycle of records such as the records continuum model and the model of action plan the majority of scholar still have consensus on this definition. It means that the evolution of the concept of the life cycle of records has not introduced any significant changes to records management as a concept.

Theoretical Framework of the Study

- **Opportunities-** according to the SWOT analysis they come from external organization's environment. Nevertheless, some changes can be introduced within an organization. Important questions may be raised up such as are there any relevant trends and events that provide the chance to promote the organization and its services? And how can the organization take advantage of these trends and events?)

Theoretical Framework of the Study

- The central purpose is that the opportunities must deflect threats because they can affect changes to be introduced in an organization (Roper and Millar, 1999);

Findings

- The records series created and received are not well identified;
- Main records series that are captured to the management systems are legislation and correspondence;

Findings

- Most of administrative staff working for these units was locally trained by the Mozambique Historical Archives;
- Other members of staff hold different qualifications such as planning, human resources management, sociology, psychology, public administration, law and history;

Findings

- The designed records system does not accurately capture all necessary records within the central administrative units;
- The classification scheme and retention schedule and disposition for business activities have not been produced yet;

Findings

- Most of central administrative units surveyed have not ever experienced any records appraisal process that leads to records destruction;
- The existing retention schedule for common functions has been not implemented yet;

Findings

- The registration of records has not been standardized yet;
- There is an approved classification scheme for confidential records for public administration but this instrument has not been applicable yet;
- As an on going project training initiatives have been carried out;

Findings

- Most of the central administrative units use different kinds of furniture;
- Wood and iron shelving are the most common within these units;
- There are also wood and silver file cabinets with glass doors;

Findings

- Most of records are paper- based records;
- There are also photographs, maps and plants, sound records, microfilms, films, cd, dvd, hard and optical discs, video cassette and flash;
- Legislation, reports, emails, letters and correspondence are the main records series found protected from any hazards by plastic folders and boxes;

Findings

- The covering date of records is from 1960 to 2014;
- The records volume, in linear meters, varies from one to another and you can see from the chart of this paper;
- The access to records is considered as normal but there is a need for some improvements;

Findings

- The record tracking and use is made manually and there is a lack of a standardized approach;
- The removal of records is not done on a systematic and regular basis;
- Most of central administrative units do maintain their records for longer as possible;

Findings

- Registration, classification and access tracking are the main records management processes that are normally documented within the central administrative units;
- Other processes such as what records to be captured, storage and handling and retention period and disposition are still not documented at all;

Findings

- There is no any monitoring and auditing for the records management function at University;
- The central administrative units do not usually plan and budget strategically the records management activities;
- The support from the senior management is needed for the university.

Findings

- Most of administrative staff working for these units was locally trained by the Mozambique Historical Archives in records management;

Findings

- Other members of staff hold different qualifications such as planning, human resources management, sociology, psychology, public administration, law and history;
- Additional recruitment of staff member should be planned as well;

Recommendations

- Apart from recruiting staff needs to be retained, trained, developed and used effectively by the organization;
- They should not just contribute to organization but also feel that they are making progress and growing in the work that they are required to do (Roper and Millar, 1999).

Recommendations

- According to (Roper and Millar, 1999) the subordinate legislation and professional standards, guidelines and procedure manual should be added to the records and archives act that establishes a general framework;

Recommendations

- If there are not any up-to-dated records and archives legislation the integrated system for managing records and archives throughout their life cycle won't be efficient and effective.

Conclusions

Challenges are as follows:

- Recruiting qualified records managers and archivists;
- Continuum staff training;
- Designing standardized records management systems and policy;
- Creating records management infrastructures;

Conclusions

- Rising awareness on the importance of records management;
- Getting senior management support;
- Creating a structured records management units according to the concept of the life cycle of a record;
- Ensuring strategic planning of conservation and preservation activities;

Conclusions

- The lack of skills leads to inefficiencies and ineffectiveness of the existing records management program within the Eduardo Mondlane University;

Conclusions

- The existing records management program does not include monitoring and auditing processes in order to ensure it is efficiency and effectiveness complying with ISO 15489;

Conclusions

The opportunities are as follows:

- Generalization of use of information and communication technology by different administrative and academic units including students and lecturers;
- The growth of universities all over the country and the gradual increasing of graduate students on library and records and archives management fields;

Conclusions

- The increasing awareness of state on the importance of records and archives management for democracy, transparency, good governance and protection of human's right through the existence of an legal framework for the management of records and archives at public universities as well.

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It brings me to the end of my
presentation

Thanks a lot for your attention