

Thesis Title: Government Records Management: A Case of Public Works and Town & Country Planning Office at Upper North Provinces

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Abstract

The purposes of this study were (1) to study the records management systems of the Offices of Public Works and Town & Country Planning in the Upper Northern Provinces and (2) to identify the records related to the functions of the Offices of Public Works and Town & Country Planning .

This study was a quality research. Thirty-two section heads of the Offices of Public Works and Town & Country Planning in the Upper Northern Provinces were the population. Research tools consisted of interview forms about records management systems, on-site observation and functional analysis forms. Summary and description were used for data analysis.

The results revealed as follows: (1) Records created were government documents using computers with word processing software; city plans, maps and drawings by using computers with Auto CAD software and printed on paper size ISO-A0, A1, A3 to A4 for city plans, maps and drawings and government documents respectively. Receipt incoming mails and dispatch outgoing mails were the duty of the general administration section. Sending means were via post, fax, e-mail and electronic recordkeeping system provided by the department. Active records were kept by individual officers with their own methods and inactive records were kept in chronological order in 2- or 3-inch folders and given simple file titles on the covers, then kept in file storage equipment available in the offices. A central records repository was not available. Lending records were handled with no guidelines, destruction of old records had never been done by most offices, and there was no retention schedule. Technologies used for records management were computers and appropriate software for records creation and e-recordkeeping system for sending and receiving mails. The major problems and obstacles in the management of records of the Offices of Public Works and Town & Country Planning in the Upper Northern Provinces were keeping inactive records and the destruction of old records (2) Records which related to the functions of the Offices of Public Works and Town & Country Planning were as follows: plans, maps, drawings, and survey reports were those records which related to the functions of Public Works and the City Planning Section, the Maps and Drawings Section and the Operation Section respectively, and correspondence was those records related to the functions of the General Administration Section.

Keywords: Government Records Management, Recordkeeping System, Offices of Public Works and Town & Country Planning