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Records management system at the eNews Channel Africa

Nduduzo Simphiwe Sithole

University of South Africa

61779822@mylife.unisa.ac.za / Simphiwesjobe@gmail.com

Isabel Schellnack-Kelly

University of South Africa

schelis@unisa.ac.za

Orcid ID: 0000-0002-8033-016X

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Abstract

In this article, the researchers investigated the records management system used by the eNews Channel Africa archivists in South Africa to manage their records. The main purpose of this article was to ascertain whether eNCA archivists find their records management system user-friendly and if there was a need to improve it. This article focused on eNCA archivists in South Africa who are based in Johannesburg and Cape Town because they are the only ones who use the records management system at the eNCA. This article was guided by two theories: the records life cycle and the records continuum theories. This article adopted the positivism paradigm and the quantitative approach. The data were collected using questionnaires from all eNCA archivists. Purposive sampling was employed in sampling the targeted population for this article and the survey research method in research design was adopted. Quantitative content analysis was done using Microsoft Excel. This article revealed that the eNCA archives used records management systems to manage their records, since it was found that 2 (22%) respondents used Dalet Galaxy as their records management system and 7 (78%) used Dalet Plus Client. Furthermore, this article found that all 9 (100%) respondents mentioned audio-visual records as the type of records that were managed by the eNCA archive. Lastly, it was ascertained that only 1 (11%) respondent found their records management system to be not user-friendly, while 8 (89%) respondents found it user-friendly. This article recommends that institutions and organisations managing records should have records management systems to manage their records. It is also recommended by this article that the records management system suppliers should design systems that are user-friendly and provide refresher training to its clients.

Keywords: records management systems, audio-visual records, information technology, life cycle theory, continuum theory

Introduction

The fundamentals concerning information management are constantly changing in the information age. However, in order to remain relevant and deliver quality services adequately and meet organisational and societal requirements, the information management officials involved with the records management programmes in entities had to formulate frameworks that observe international standards, are cognisant of best practice models for corporate governance and formulate credible frameworks within the entities to strive for excellence,

innovation and leadership. Corporate governance, accountability and transparency provide a framework for determining the roles and responsibilities of record creators, custodians, archivists, users, and researchers whose voices reverberate through the information sources (Harris, 2007:14-15). The establishment of effective, collaborative partnerships which are composed of records managers, senior managers of all components, risk analysts, auditors, legal representatives, information technologists and systems designers contribute and determine the accuracy and authenticity of records created, captured, and maintained in electronic systems (Bantin, 1998:358). Records created provide evidence of actions, decisions, and intentions, serving as voices and memory sources of individuals and their entities (Blouin and Rosenberg, 2005:78). While records provide evidence pertaining to human rights and the pursuit of justice (Allan, 2009), they also provide evidence necessary for further planning and management of ventures, strategies, construction, and development. Enterprise Content Management (ECM) is defined as strategies, methods and tools used to capture, manage, store, preserve and deliver content and documents related to organisational processes (Association for Intelligent Information Management (AIIM), 2010) and seems to be a more encompassing postmodernist solution for managing digital information sources. Not only is it a more comprehensive solution, but it also strives to address the needs of all information users.

The implementation of information technology (IT) systems broadened the field of records management and allows people to manage their records electronically and/or in electronic format for the proper management of paper records and electronic records (Manikas, 2015:6). According to Techopedia (2020), a records management system (RMS) is a system used for managing the organisational information records during their life cycle. This management activity involves systematic and well-organised control of the creation, maintenance, and destruction of the records. On the other hand, Johnston and Bowen (2005:132) define the term 'records management system' as the electronic system for managing records on any media. An RMS could also be a system for managing electronic (computerised) records.

Access records management (2020) mentions that an RMS is more than just storage. It is, in fact, a complete end-to-end solution that adheres to a strictly defined policy for the creation, storage and destruction of all hard copy and digital information assets. Lastly, it generally includes records management software. According to Hounsome (2001), a good RMS offers long-term and short-term effects to every organisation, including the following:

- Information will be easily accessible and retrievable by any authorised user.
- All information, regardless of medium, will be managed effectively through its complete life cycle.
- Productivity will be improved, and costs will be lowered through easier access to records and less time spent on looking for information.
- There will be reduced requirements for equipment and prime office space for paper records.

The eNews Channel Africa (eNCA) is a television news channel that uses audio-visuals to report and present their news and current affairs programmes. The role of archivists at eNCA is to gather, organise and timeously provide audio-visual materials to their clients. This article focuses on eNCA archivists in South Africa who are based in Johannesburg and Cape Town because they are the only ones who use the RMS at the eNCA.

Problem statement

There are numerous problems related to RMSs. Manikas (2015:7) found that one of the main problems with RMSs is information security. He added that these systems are in danger of human disasters and require very good strategies to ensure the safety of data. Other researchers, like Addo (2010), revealed that the problem at most universities in Ghana is the shortage of funds and the lack of proper RMSs. Stein and Thompson (2015) mention vendor technical support, inaccurate search results, limited functionality, uploading limits and various requirements as some problems of RMSs. Kaplan (2009:34) states that the trick in choosing an RMS is that if one is not cautious in selecting the right system, you can end up with an accessible product that has an accessible public user-interface with no accessibility for the back-office interface. He adds that, “you can end up with a system that cannot be upgraded to a newer version” (Kaplan, 2009:34). At the time of writing this article, the researcher was working as an archivist at the eNCA and noticed that the RMS used by the eNCA archivists sometimes does not give search results on time. This then required the eNCA archivists to search the system manually, which took time and affected the archivists’ performance. This grabbed the researcher’s attention and prompted an investigation into the RMS used by eNCA archivists in South Africa to manage their records.

Research purpose and objectives

The purpose of this article was to investigate the RMS used by eNCA archivists in South Africa to manage their records. The article has the following objectives:

- To identify an RMS used by eNCA archivists in South Africa to manage their records.
- To identify types of records managed by eNCA archivists in South Africa.
- To ascertain whether eNCA archivists in South Africa find their RMS user-friendly.

Theoretical framework and literature review

This article adopted two theories: the records life cycle theory and the records continuum theory. The adoption of these two theories was influenced by an African researcher, Mwangi (2017), who used them in her article on records management. Moreover, these theories have been used by other researchers worldwide. This includes the article by Johnston and Bowen (2005) on the benefits of an electronic RMS.

Records life cycle theory

The records life cycle theory, which was developed in the 1930s by the National Records and Archives Administration of the United States of America, is based on the concept that a record has a biological life (Luyombya, 2010). Where the life cycle concept is followed, the organisation will dispose of records whenever they reach the end of their lifetime because organisations cannot keep everything (Mwangi, 2017:20).

The life of a record has different stages, it begins from when it is received or created by the organisation through its usage and maintenance, and, finally, its disposal. The life cycle of a record is based on the RMS that is used by the organisation. The system stipulates the procedures and processes followed by the organisation in each phase of the record’s life cycle (National Archives and Records Service of South Africa, 2007). All records have a life cycle, which begins when they are created or received (birth), goes through when they are consulted for daily business purposes (youth) and when they are occasionally consulted as middle-aged

closed files, and, finally, when they are disposed of or sent to permanent archives (University of Education Winneba, 2000).

Records continuum theory

According to Nengomasha (2009), the records continuum theory accepts that records have a life cycle, but the stages are extended, particularly in electronic environments. The theory is supported by the belief that archivists and record managers must work together in the records management of the organisation. Ngoepe (2008) states that in the continuum theory there is no boundary between the management of archives and records, because the current records would become archives in the creation stage. The concept advocates for archivists who actively manage records right from the creation stage and do not wait until the end of the life cycle. In this concept, managing records is seen as a continuous process. An (2003:28) concludes that record managers and archivists should work in tandem throughout the life cycle of records. The continuum concept is more appropriate for the management of electronic records than the life cycle model, which was ideal for paper records. This theory is discussed in detail in the report.

Records management

Records management (RM) refers to the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records (International Organization for Standardization, 2016).

Records management is the application of standardised and technical controls to the documented information needed in the business activity of a company (Yusof & Chell, 1999). Records management is normally conducted manually or electronically through electronic mail or intranet. The information in the form of records is used by institutions through staff as a strategic weapon to gain a competitive advantage for the organisation that creates, receives and uses them effectively (Mrwebi, 2000).

According to Robek, Brown and Stephens (1995:7-8), the following are the 10 benefits of records management for any organisation:

- It preserves the corporate memory.
- It helps to protect vital records and information from catastrophe or disaster because every organisation is vulnerable to loss.
- It helps to control the creation and growth of records using various non-paper storage media. The amount of paper in offices continues to escalate.
- It helps to reduce operating costs.
- It helps to improve efficiency and productivity.
- It helps to assimilate new records management technologies.
- It helps to ensure regulatory compliance.
- It helps to minimise litigation risks.
- It helps to support better management decision-making.
- It helps to put in place disaster preparedness programmes.

Manual or paper-based records management

Records managers and archivists have a responsibility to create full and accurate records of all their organisation's activities and decisions, in accordance with the records management standards. When records are created and received, records managers have a responsibility to ensure that they are filed and documented correctly to facilitate their retrieval for future use (Azman, 2009). Records management has developed from a paper-based function responsible for the storage of an organisation's various documents and is concerned with the management of specified internal records and a multitude of media from creation to disposal, through their active use as sources of information (De Wet and Du Toit, 2000).

Gregg (2013) states that paper-based records management faces accessibility and existence problems. "Accessibility" with physical documents is limited because they can only exist in a single location at a time. Gregg (2013) further adds that with one copy of a document in "existence", only one person can access that information at any given time.

Electronic records management

The introduction of computers assists in achieving and adding value to the conclusion of business transactions (Johare 2001). Adu (2014:12) highlights that in this modernised world of computers, it makes sense to manage records electronically, using electronic RMSs. In fact, it is vital that many organisations absolutely require it, as it has become the standard in business rather than the exception. Adu (2014:13) adds that electronic records with their potential play a vital role in supporting efficiency, accuracy and accessibility of information. Sing (2005) found that there is a direct connection between investment in electronic records and improvement in productivity in the office, among which are better customer service, greater product/service variety, shorter response time, enhanced product/service quality and better customisation of products and services.

According to Adu (2014), even though information technologies have brought many benefits to organisations, they have also introduced some challenges and difficulties. Mnjama (2004) highlights the challenges such as a lack of stewardship and coordination in handling paper and electronic records, the absence of policies and procedures to guide the management of paper and electronic records, the absence of core competencies in records and archives management, the absence of budgets dedicated to records management, poor security and confidentiality controls, a lack of records retention and disposal policies and the absence of migration strategies for electronic records.

Records management systems

RMSs are systems specifically designed to manage the maintenance and disposition of records. They maintain the content, context, structure, and links between records to enable their accessibility and support their value as evidence (National Archives of Malaysia, 2011:7). An RMS refers to a system used to manage the organisational information and records during their life cycle (Techopedia, 2020). The storage and management of records can be costly, the same as paper-based environment information that keeps on accumulating in offices. This causes challenges in terms of storage space and retrieval. Hence, RMSs come as an answer as they are used to manage and share records and information in organisations (Mwangi, 2017).

One of the disadvantages of RMSs is that important data can be lost through the lack of an adequate management system for electronic records, obsolescent hardware, and the introduction of new or new versions of software (Smith and Dawson, 2007). Electronic document management (EDM) generally supports immediate business needs and does not embrace all records management functions (disposal). It usually handles the information at document level and typically provides for:

- storage of records
- version control
- indexing
- search and retrieval
- access control
- ability to archive offline
- auditing
- interface with other systems, such as workflow and document image processing.

User-friendliness and requirements of records management systems

Smith and Dawson (2007) state that the current IT infrastructure could be modified to have an electronic document management system or enterprise content management system that is effective in managing current records but lack the functionalities relating to disposal. According to Smith and Dawson (2007), the latter covers the environment in which the system operates, such as:

- the ease of use
- scalability
- performance
- maintainability
- standards
- documentation
- training and consultancy.

According to Smith and Dawson (2007), before embarking on a general discussion of the development of the requirements, it is useful to describe the different RMSs that are available. Smith and Dawson (2007) continue by saying that the requirements for electronic RMSs have the following four parts:

- Functional requirements
- Metadata standard
- Reference document
- Implementation guide

Smith and Dawson (2007) continue by saying that while all electronic RMSs need to meet several generic requirements, each organisation/institution always has to consider its own needs and context when determining its specifications. The broad parts of generic requirements that all systems ought to meet (often referred to as the 'core requirements') are:

- declaring an electronic document to be a corporate record
- maintaining the record as reliable and authentic evidence of a business action or decision
- building and managing a file plan so that files and folders can be classified
- managing the metadata of the records
- managing the retention and disposal of records
- searching for and retrieving records
- controlling access to records.

According to Smith and Dawson (2007), the information generated by the organisation must be managed so it forms a proper corporate record. The basic requirements for this are as follows:

- The record is present
- The record is accessible
- The record can be interpreted
- The record can be trusted
- The record can be maintained
- The record is documented

Lastly, Smith and Dawson (2007) state that you need to specify two types of requirements (functional and non-functional). These requirements include:

- declaration of records as corporate records – the ability to make or create a record
- classification (the file plan) – the ability to classify and group similar records together
- sustainability – the ability to maintain a record
- retention and disposal – the ability to set out disposal schedules and to put them into effect
- access management – the ability to control access to the records
- authentication – the ability to manage records to the standards necessary for compliance with requirements for legal admissibility and to demonstrate that compliance
- audit – the ability to record an audit trail of events within the system
- managing hybrid records – the ability to support the management and integration of information about paper records
- importing information and records from other systems (databases) – the ability to import bulk records and structures without degradation of content or format
- advanced records retrieval – the ability to retrieve records and folders to a specified standard.

Importance of records management systems

For several years, EDM systems had existed, which help organisations to provide better access to information, specifically to support workflow arrangements typically undertaken by teamwork (Smith and Dawson, 2007). According to the National Archives of Malaysia (2011), RMSs have the following benefits:

- Eases creation of records in context
- Helps to manage and maintain records
- Maintains records for as long as they are required
- Helps to configure record management metadata
- Records can be reassigned or reclassified, closed and if required, duplicated and extracted
- Reports can be easily undertaken
- Security processes can be put in place

Research approach

Welman, Kruger and Mitchell (2010:6) state that there are two main methodologies in research: qualitative and quantitative. Allwood (2012:1421) differentiates between qualitative

and quantitative in three ways: firstly, to focus on one part of the research process that is then called quantitative or qualitative; secondly, to describe specific research methods as either qualitative or quantitative; and, thirdly, to differentiate between a quantitative and a qualitative research philosophy. O’Leary (2004:99) defines qualitative and quantitative as “adjectives for type of data and corresponding modes of analysis”, where qualitative data are presented through numbers and analysed using statistics; and quantitative data are presented through words, pictures, or icons and analysed using thematic exploration. This study adopted a quantitative method of research approach.

Research design

Babbie and Mouton (2006:74) define a “research design” as “a plan of how the researcher methodically collects and examines the data necessary to answer the research questions”. Meanwhile, Coolican (2004:19) explains research design as a step that researchers pursue to complete their article from the beginning to the end. According to Babbie and Mouton (2001:83), there are three main research strategies: experiments, surveys, and case studies. The researcher adopted a survey research design for this article.

Survey research design

According to Babbie and Mouton (2001:232), the survey research method is “probably the best method available to the social scientist interested in collecting data for describing a population too large to observe directly”. Thody (2006) clearly outlines the purposes of the survey research method as he says that surveys should demonstrate the following:

- Attraction – which gives readers a feeling of what it would be like to be the researcher
- Applicability – which indicates how far the methodology is generalisable
- Credibility – which shows that other researchers used similar methods or that the researcher has built on other researchers’ methods
- Limitations – which humbly admit to a few difficulties but do not undermine the research by overwhelming self-criticism
- Reliability – which demonstrates whether the researcher has not invented or misrepresented the data, or been careless in their recording or analysis
- Replicability – which includes enough details to enable other researchers to check the research findings by repeating the method
- Validity – which shows the foundation in truth through the justification in other literature and similar research projects

Based on the above discussion, the researcher was prompted to use the survey research design for this article.

Data collection tool(s)

Leedy and Ormrod (2015:31) define data collection as “a systematic approach of gathering and measuring information from a variety of sources to get a complete and accurate picture of an area of interest”. Leedy and Ormrod (2015:31) mention that data are collected for a certain purpose and there are different methods that are used such as questionnaires, interviews, observation, experiments, and existing records. The researcher used structured questionnaires to collect data for this article.

Online questionnaires were distributed electronically by e-mail or web links (Picardi and Masick, 2013:156). For the purpose of this article, the researcher obtained e-mail addresses

for the target population, sent questionnaires to those e-mail addresses and gave an e-mail address to which they responded after completing the questionnaires to maintain anonymity. Participants were given one week to complete and return questionnaires, and reminders were sent to try to ensure a 100 per cent return rate of the questionnaires that were distributed.

Pilot testing of the instrument

According to Sekaran and Bougie (2010:210), pretesting involves the use of a small number of participants to test the suitability of the questions and their understanding. Consequently, the researcher pretested the instrument by distributing the questionnaires to the South African Broadcasting Corporation (SABC) archivists working at the SABC archives, and these archivists were not included in the actual article. The researcher believed that pretesting the instrument could help him determine whether all questions were understood and to make the necessary changes, where required.

Validity and reliability

The validity and reliability of the data collecting instruments are very important for the researcher to ensure that the methodology adopted, and data collection instruments are valid and reliable. Babbie and Mouton (2001:119) note that reliability is the degree to which a test consistently measures what it is set out to measure while, at the same time, yielding the same results. Validity is the degree to which a measure does what it intended to accomplish. For this article, the validity and reliability of the instrument were tested through pilot testing of the instrument.

1. Population and sampling

Population

According to Sekaran and Bougie (2016:236), “population is the entire group of people, event, or things that the researcher desires to investigate”. Bless, Higson-Smith and Kagee (2006:394) define the term “population” as a set of elements that the researcher focuses on and to which the results obtained by testing the sample could be generalised. Sometimes it is called the target population. The sample comprised 11 staff members working as archivists at the eNCA in South Africa. The researcher obtained the sampling frame from the head of department of archives at the eNCA and collected data from the eNCA archivists in South Africa by means of online questionnaires.

Purposive sampling

“Purposive sampling is based on the judgment of the researcher” and this means that the respondents should meet a specific criterion to be included as part of the sample of the article (Maree, 2016:198). Kumar (2012:207) concurs that purposive sampling is when a researcher chooses only those people who are likely to have the required information and are willing to share it. Bless et al. (2013:770) reason that purposive sampling rests on the assumption that the researcher knows what type of participant is needed. In this case, the researcher collected data from 11 eNCA archivists in South Africa by means of online questionnaires.

Data analysis

Savin-Baden and Major (2013: 435) simply define data analysis as “a systematic search for meaning”. Once the data is collected in an appropriate form, Babbie and Mouton (2001:122) advise that it is ready to be interpreted to make conclusions that mirror the interest, idea and theories that initiate the inquiry. In the data analysis, the researcher was required to spell out

the purpose of analysis. The researcher used Microsoft Excel to analyse the data collected for the article.

Ethical considerations

Cohen, Manion and Morrison (2011:62) state, “formal procedures for obtaining permission to conduct a research article must be carried out in all fields of research”. Hence, for this article, the researcher obtained an ethical clearance letter from the Institutional Research Ethic Committee (IREC) at the University of South Africa (UNISA). The researcher also asked for the gatekeepers’ permission to collect data from the eNews Channel Africa (eNCA) archive.

Presentation of findings

This section discusses the findings of this article obtained by means of questionnaires. The aim of this article was to investigate the RMS used by eNCA archivists in South Africa to manage their records. The researcher analysed collected data using Microsoft Excel, and tables and figures are used to present the findings of this article.

2. Return rate

A total of 11 questionnaires were distributed to the representatives via e-mail who were given a period of one week to answer and return the questionnaires. To maintain anonymity, the representatives were given a different e-mail address to return the questionnaires to. Two reminders were sent to the representatives and, finally, only 9 (82%) were returned. Table 1 below displays these findings.

Table 1: Return rate

| | |
|-----------------------------------|---------|
| No. of distributed questionnaires | 11 |
| No. of returned questionnaires | 9 (82%) |

3.

4. Branch of the eNCA archive

To establish the branches where respondents work, they were asked in which branch of the eNCA archive they worked. The findings are presented in table 2 below.

Table 2: Branches of the eNCA archive

| | |
|------------------------------|---------|
| eNCA archive in Johannesburg | 7 (78%) |
| eNCA archive in Cape Town | 2 (22%) |

The majority of respondents 7 (78%) stated that they worked at the eNCA archive in Johannesburg branch while 2 (22%) stated that they worked at the eNCA archive in Cape Town branch.

5. Current position

The respondents were asked to state their current positions and the results are indicated in table 3 below.

Table 3: Current position

| | |
|-----------|----------|
| Archivist | 9 (100%) |
| Other | 0 (%) |

All 9 respondents (100%) mentioned “Archivist” as their current position.

6. *Years of experience in current position*

Respondents were asked to confirm their years of experience in their current position. Figure 1 illustrates the findings.

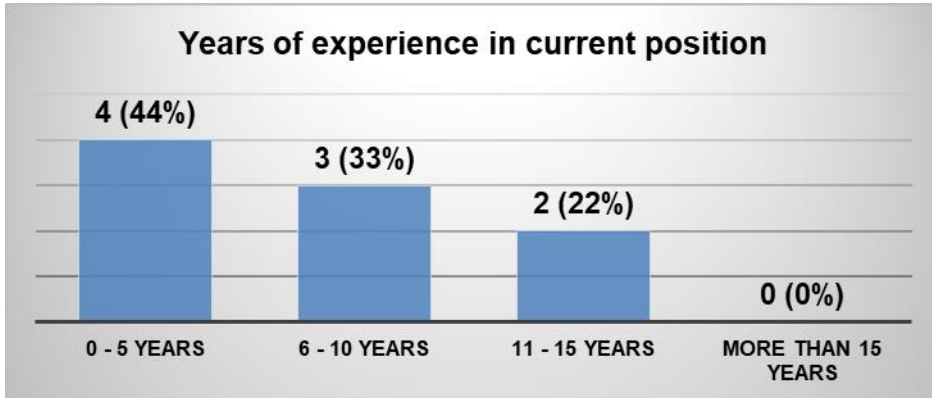


Figure 1: Years of experience in current position

This study revealed that 4 (44%) of respondents had 0-5 years of experience in their current position, 3 (33%) had 6-10 years of experience and 2 (22%) had between 11-15 years of experience in their current positions.

7. *Years of experience in archives*

The participants were asked to confirm their years of experience in archives. The results are illustrated in figure 2 below.

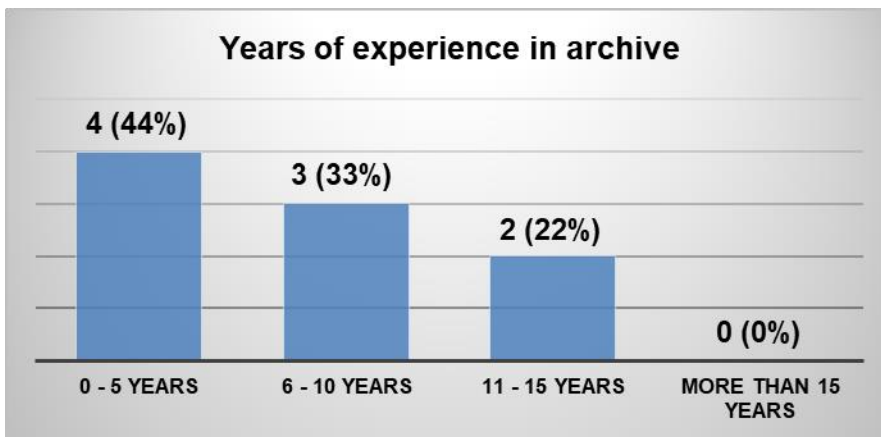


Figure 2: Years of experience in archive

This article shows that 4 (44%) of respondents had 0-5 years of experience in their current position, 3 (33%) had 6-10 years of experience and 2 (22%) had between 11-15 years of experience in the archive environment.

8.

9. *Academic qualification*

The respondents were asked to reveal their academic qualifications and the results are shown in table 4 below.

Table 4: Academic qualification

| | |
|---|---------|
| Honours Degree in Library and Information Science | 1 (11%) |
| National Diploma in Library and Information Studies | 5 (56%) |
| Post-Graduate Certificate in Education | 1 (11%) |
| Higher Certificate in Archives and Records Management | 1 (11%) |
| Bachelor’s Degree in Library and Information Science | 1 (11%) |

According to the findings of this article, most respondents (5: 56%) had a National Diploma in Library and Information Studies, 1 (11%) respondent had an Honours Degree in Library and Information Science and 1 (11%) respondent had a Post-Graduate Certificate in Education. Furthermore, this study found that 1 (11%) respondent had a Higher Certificate in Archives and Records Management and 1 (11%) had a Bachelor’s Degree in Library and Information Science.

10.

11. RMS used by the eNCA archivists

Participants were asked to state the name of the records management system that is used at the eNCA archives. The results are shown in table 5 below.

Table 5: RMS used by the eNCA archivists

| | |
|-------------------|---------|
| Dalet Galaxy | 2 (22%) |
| Dalet Plus Client | 7 (78%) |

This study revealed that 2 (22%) respondents used Dalet Galaxy as their RMS and 7 (78%) used Dalet Plus Client.

12. Types of records managed at the eNCA archive

To determine the types of records managed at the eNCA archives, respondents were asked to mention the types of records they managed at the eNCA archive. Table 6 below presents the findings.

Table 6: Types of records managed at the eNCA archive

| | |
|-------------------------------|----------|
| Manual or paper-based records | |
| Electronic records | |
| Audio-visual records | 9 (100%) |
| Audio records | |
| Visual records | |
| Other | |

According to the findings of this article, all 9 (100%) respondents mentioned audio-visual records as the type of records that were managed by eNCA archive.

13.

14. *User-friendliness of the RMS used at the eNCA archive*

The participants were asked whether they find records management system used at the eNCA archive user-friendly/easy to use. Figure 3 below illustrates the findings.

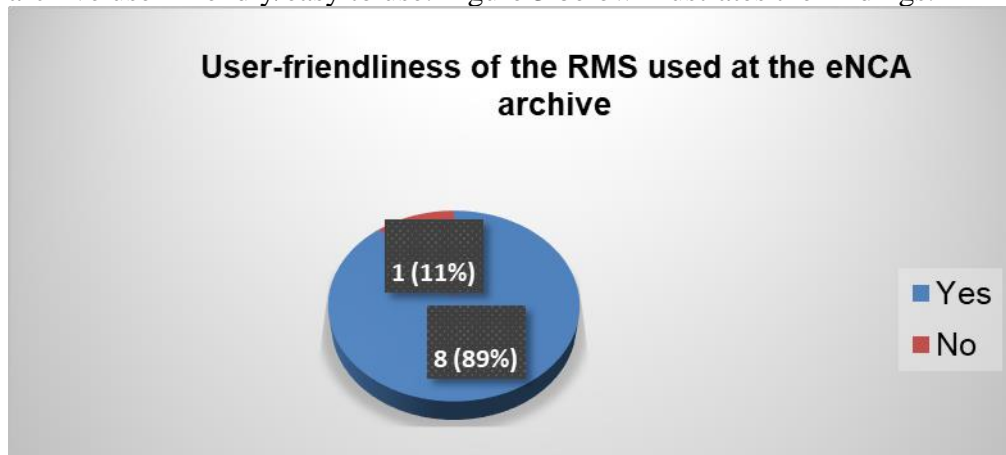


Figure 3: User-friendliness of the RMS used at the eNCA archive

It was ascertained that only 1 respondent (11%) said their records management system was not user-friendly, while 8 (89%) respondents said that it was user-friendly. The reasons stated by participants as to why they thought it is user-friendly or not user-friendly to use are found below.

Reasons for the user-friendliness of the RMS used at the eNCA archive

The respondents who chose “Yes”, gave the following reasons:

It is fast and straight forward. Not different from what I've learnt in school. With the efficient kind of training the system is user friendly and easy to use as a tool. Whilst there are certain limitations on the system.

I say yes because most of the staff members have access to Dalet system and are able to use it... If it's an IT-related issue, some just don't know what to do. They just ask for assistance in archives. Then, we (archivists) direct them to relevant department (IT) for assistance.

It is easy to navigate and work around when it comes to archiving and storage of information.

It is user friendly because even our clients (journalist) find it easy to do their own searches. Even though sometimes the system can be slow to return results but IT support is always available to help.

I find it user-friendly because all archived visuals are searchable. The search board allows you to either search by the slug (name used to save the visuals) names of the people, date or year.

The digital system has various fields to use and they are all interlinked, making it efficient for archivists when inputting metadata and editing videos. It also user-friendly for users and clients when retrieving data. The current one does not need one to visit archives, for assistance.

I find the system to be user-friendly once you have been trained on the SOP. The folders in the system make it is easier to differentiate between the various footage types. The system picks up key words efficiently and that makes searching for footage to retrieve easier.

15.

16. *Reasons why RMS used at the eNCA archive was not user-friendly*

Respondent who chose “No” mentioned the following reasons:

You need a basic training, which sometimes takes time to learn. In addition, you might need approval from your senior to operate on your own since it is a very fragile system.

17.

18. *Performance of the RMS used at the eNCA archive*

The participants were asked to rate the performance of the records management system used at the eNCA archive. Figure 4 below demonstrates the results.

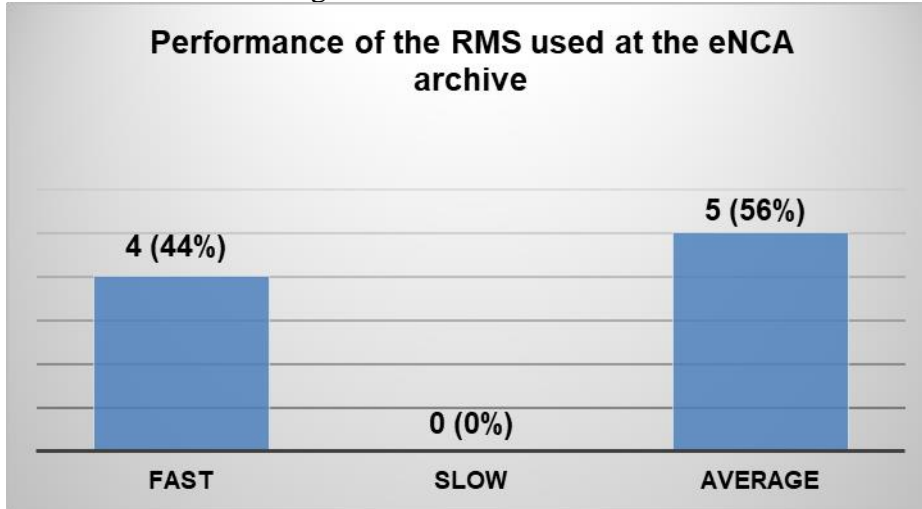


Figure 4: Performance of the RMS used at the eNCA archive

This article revealed that 4 (44%) participants believed that the records management system used at the eNCA archive was fast, while 5 (56%) participants found its performance to be average.

19. *Maintainability of the RMS used at the eNCA archive*

The participants were asked if the records management system used at the eNCA archive was maintainable. The findings are depicted in figure 5 below.

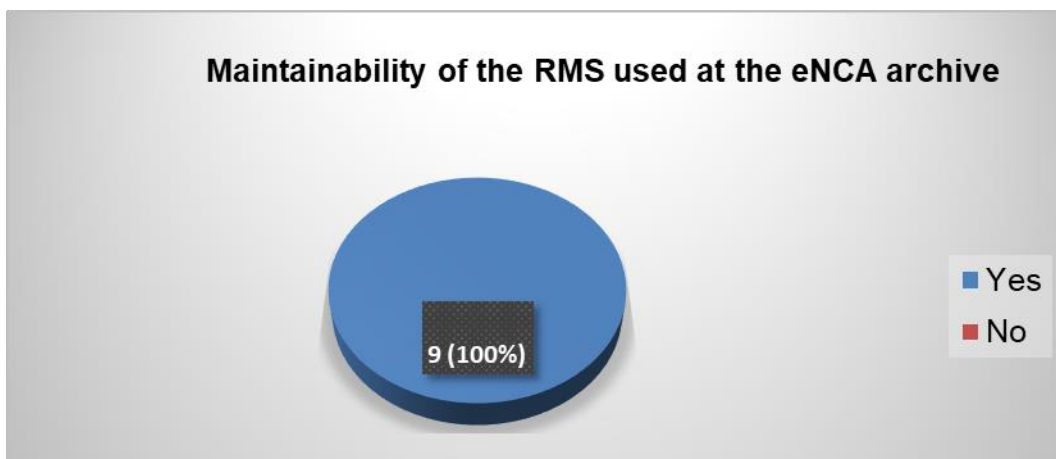


Figure 5: Maintainability of the RMS used at the eNCA archive

All 9 (100%) participants stated that the records management systems used at the eNCA archives were maintainable.

20.

21. *Training/refresher training by the RMS provider*

To determine if the records management system provider provided them with training or refresher training, the respondents were asked if the records management system provider provided them with training or refresher training. Figure 6 below displays the results.

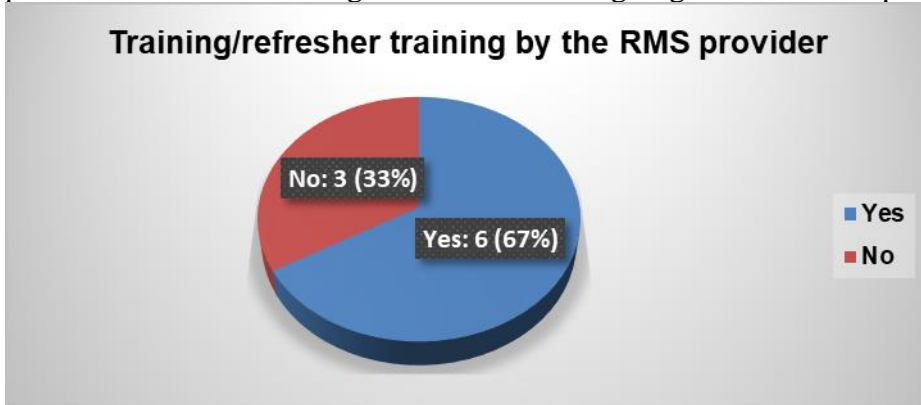


Figure 6: Training/refresher training by the RMS provider

A total of 6 (67%) participants confirmed that the records management system provider provided them with training or refresher training, while 3 (33%) confirmed that they were not provided with the training or refresher training.

22. *Availability of the RMS provider for consultation*

The participants were asked to confirm if the records management system provider was available for consultation or support. The findings are displayed in figure 7 below.

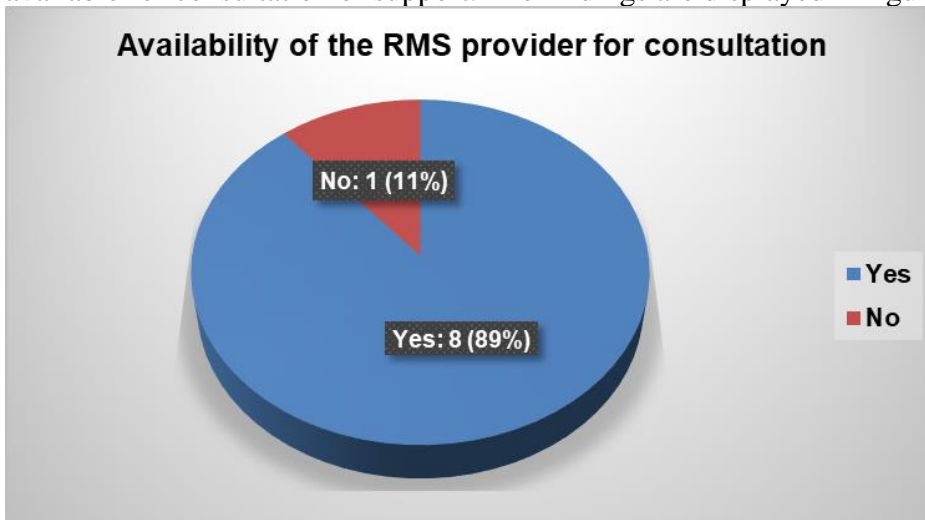


Figure 7: Availability of the RMS provider for consultation

Most respondents (8: 89%) agreed that the records management system provider was available for consultation or support while 1 (11%) disagreed.

23. *Safety and security of the RMS used at the eNCA*

To confirm the safety of the RMS used at the eNCA archives, the respondents were asked whether they thought the records management system used at the eNCA archive was safe and secure. The findings are shown in figure 8 below.

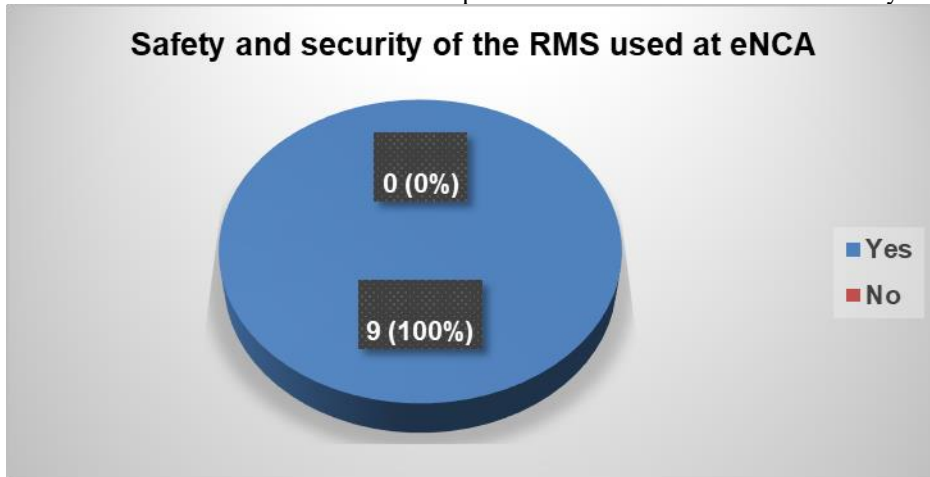


Figure 8: Safety and security of the RMS used at eNCA

This article revealed that all 9 participants (100%) agreed that the records management system used at the eNCA archive was safe and secured.

24. *Challenges faced with the RMS used at eNCA archives*

The respondents were asked if they experienced any challenges with the records management system used at the eNCA. If yes, they had to indicate those challenges. The results are illustrated in figure 9 below.

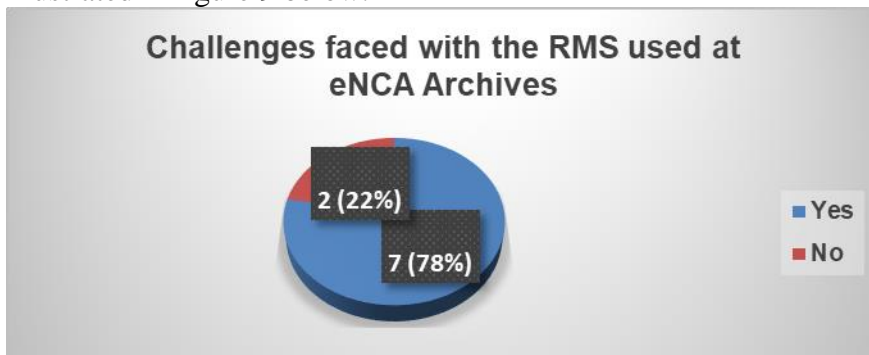


Figure 9: Challenges faced with the RMS used at eNCA Archives

This article shows that only 2 (22%) participants said they never faced any challenges with the records management system used at the eNCA. A total of 7 participants (78%) agreed that they did come across some challenges with the records management system used at the eNCA. Below are some of the challenges that they faced.

Challenges identified with the RMS used at eNCA

Those respondents who said “yes” they faced challenges of the RMS used at the eNCA stated the following:

The Dalet Plus system at times stops working and one is forced to close it and that, at times, results in work being lost. The system does at times get overloaded when too many users are recalling and archiving footage which leads to the work load moving at an extremely slow pace. Old footage is also an area that presents challenges and the visuals then need to be reloaded with certain fields that were missing added.

If there is a high volume of usage, the system can be very slow sometimes.

IT systems support availability can be a challenge sometimes.

If the system crashes, we lose the records and there’s no way to recover them unless if we have a backup.

The system has technical issues all the time when it comes to archiving and recalling, we constantly have errors due to the high number of users using the system at the same time.

Space challenges, as recently we have been advised not to archive some of the footage because the company won't be buying space anymore.

When used by many people at once, especially when performing the same tasks/jobs the system gets strained.

25.

26. *Please provide comment/s on the RMS, if you have any*

The respondents were requested to share comments on the RMS, if they had any. Unfortunately, none of the respondents shared any comment on a records management system.

Discussion of findings and recommendations

This section discusses the findings relevant to the objectives of the article and the critical questions that were generated to address these objectives.

RMS used by the eNCA archivists

Records management systems are systems specifically designed to manage the maintenance and disposition of records. They maintain the content, context, structure and links between records to enable their accessibility and support their value as evidence (National Archives of Malaysia, 2011:7). RMSs help organisations to provide better access to information, specifically to support workflow arrangements typically undertaken by teamwork (Smith and Dawson, 2007). Similarly, this article reveals that the eNCA archives are using RMSs to manage their records as it found that 2 (22%) respondents were using Dalet Galaxy as their RMS and 7 (78%) were using Dalet Plus Client as their RMS. Smith and Dawson (2007) emphasise that the information generated by the organisation must be managed so that it forms a proper corporate record.

Types of records managed at the eNCA archive

Picincu (2018) says it is important to properly store and manage the documents created in the course of business. These can include anything from digital files, project reports, and so forth. This is where records management comes in with the main goal to process recorded information, improve general work processes and provide faster retrieval of data. Several types of RMSs exist and each has distinctive characteristics. For this article, all 9 respondents (100%) mentioned audio-visual records as the type of records that are managed by the eNCA archive.

User-friendliness of the RMS used at the eNCA archive

Smith and Dawson (2007) state that the RMS is effective when it includes the following:

- Ease of use
- Scalability
- Performance
- Maintainability
- Standards
- Documentation
- Training and consultancy

It was ascertained by this article that only 1 respondent (11%) found the records management system to be not user-friendly, while 8 respondents (89%) found it user-friendly. The respondents who confirmed that the RMS used at the eNCA was user-friendly, mentioned the following reasons:

It is fast and straight forward. Not different from what I've learnt in school.

With the efficient kind of training the system is user friendly and easy to use as a tool. Whilst there are certain limitations on the system.

I say yes because most of the staff members have access to Dalet system and are able to use it... If it's an IT-related issue, some just don't know what to do. They just ask for assistance in archives. Then we (archivists) direct them to relevant department (IT) for assistance.

It is easy to navigate and work around when it comes to archiving and storage of information.

It is user-friendly because even our clients (journalist) find it easy to do their own searches. Even though sometimes the system can be slow to return results but IT support is always available to help.

I find it user-friendly because all archived visuals are searchable. The search board allows you to either search by the slug (name used to save the visuals) names of the people, date or year.

The digital system has various fields to use and they are all interlinked, making it efficient for archivists when inputting metadata and editing videos. It also user-friendly for users and clients when retrieving data. The current one does not need one to visit archives for assistance.

I find the system to be user-friendly once you have been trained on the SOP. The folders in the system make it is easier to differentiate between the various footage types. The system picks up key words efficiently and that makes searching for footage to retrieve easier.

Reasons why RMS used at the eNCA archive is not user-friendly

There are numerous problems related to RMSs. Manikas (2015:7) found that one of the main problems with RMSs is information security. Furthermore, Stein and Thompson (2015) mention vendor technical support, inaccurate search results, limited functionality, uploading limits and requirements as some problems of RMSs. In this study, the respondent who confirmed that the RMS used at the eNCA was not user-friendly mentioned the following: "You need a basic training, which sometimes takes time to learn. In addition, you might need approval from your senior to operate on your own since it is a very fragile system."

The conclusion of this article is based on the major findings obtained from staff working with the RMS at the eNCA archives in South Africa. Based on this discussion, the following conclusions were made:

- The findings of this study revealed that 2 (22%) respondents used Dalet Galaxy as their records management system and 7 (78%) used Dalet Plus Client.
- This article found that all 9 respondents (100%) mentioned audio-visual records as the type of records that are managed by the eNCA archive.
- It was ascertained by the current article that only 1 (11%) respondent found the RMS to be not user-friendly, while 8 (89%) respondents found it to be user-friendly.

The researcher hopes that these conclusions will be useful to the eNCA archives and other institutions and organisations that are using RMSs to manage their records.

Conclusion and recommendations

An RMS is responsible for ensuring effective and accountable management of information sources. South African records managers enable their entities to fulfil their legal and ethical obligations, thereby sanctifying corporate governance. Digital recordkeeping is a challenge for all role-players who should comply with laws, regulations, standards, policies, and strategies which ensure reliable digital evidence for accountability, operational continuity, institutional and social memory (Bantin 1998). Records managers need to ensure that their entities regard the management and preservation of digital records as an integral component of their records management policy and related procedural records. ECM provides entities with the functionalities of gathering, filing, organising, certifying, and classifying electronic generated evidence, providing control over the ownership and collection of such records (Lin, Ramaiah & Wal 2003).

Based on the findings and discussion of this article and discussions, the following recommendations are made:

- Institutions and organisations managing records should have an RMS to manage their records.
- RMS suppliers should design RMSs that are user-friendly and easy to use.
- The RMS suppliers should provide refresher training courses to its clients.

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