

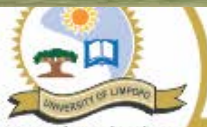


Archives and records management practices  
in selected tribal authorities in Polokwane  
Municipality.

Mr CPM Ngoasheng : Contract Lecturer  
Department of Information Studies  
University of Limpopo  
and

Mr L.A Makgahlela : Lecturer: Department of  
Information Studies University of Limpopo

Paper presented at the 2014 Archival Conference  
:Mpumalanga Provincial Archives : 09-11 July 2014



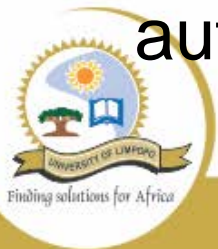
# Outline of the Presentation

- Introduction and Background of the study
- Aims and objectives of the study
- Research questions
- Literature review
- Results of poor records management in tribal authorities
- Research methodology
- Preliminary results
- Conclusion



# Introduction and background of the study

- Tribal offices are part of the governmental bodies.
- According to section 13 of the National Archives Act, 1996, (Records Management Policy Manual 2007), it requires from governmental bodies to manage their records systematically and to adhere to policies and procedures to ensure compliance with the Act.
- Tribal Offices are constituted with the purpose of providing service to the rural communities
- The study aimed to investigate the archives and records management practices in the tribal authorities of Polokwane Municipality



# Introduction and background of the study cont...

- The offices create and receive documents like allocation of stands and title deeds, assets register, deed of grants, business agreements, payments of levy and minutes of the meetings among other records and these records need to be stored and arranged for future use.
- However, studies have shown that most of the tribal authorities failed to manage their records effectively
- Organizations that are having proper records management produce better results (Motsaathebe and Mjama 2009)

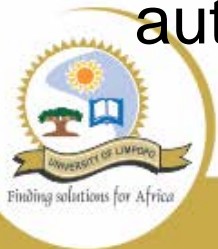


# Aims and objectives of the study

- The aim of the study is to investigate the practice of records management in tribal authorities in the Polokwane Municipality.

The objectives of the study are to:

- ✓ Establish the state of records management in tribal authorities
- ✓ Establish the arrangement of records in tribal authorities
- ✓ Investigate the access and use of records in tribal authorities



# Research Questions

- The research questions are:
  - ✓ What are the state of records management in tribal authorities?
  - ✓ How are records in tribal authorities arranged?
  - ✓ Are records in tribal authorities accessible and used by the community?



# Literature Review

- Asogwa (2012) and Svard (2012) posit that records are neglected particularly in governmental bodies. They refer to poor storage facilities, poor arrangements of record, lack of access of records by users and lack of skill and training of records managers.
- Their view is supported by earlier study by Adams (2005) who indicated that there are poor records managements of tribal offices in Ghana.



# Results of poor records management in tribal authorities.

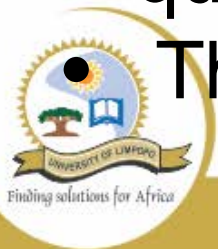
- **Disputes on chieftaincy**
- **Disputes on jurisdiction of traditional leaders and the legitimacy of the position holders**
- **Land claims disputes**
- **Community disputes (civil and legal)**
- **Demarcation disputes**





# Research methodology

- The research used mixed method approaches (qualitative and quantitative approach)
- Structured questionnaire was used to collect data from the employees of the tribal authorities
- Interviews will be used to collect data from the chief (in progress)
- 60 questionnaires were distributed and 57 questionnaire were returned
- This was a response rate of 95 %



# Research methodology cont...

- The population consisted of all the administration staff of the selected tribal authorities in the Polokwane Municipality ( Clerks, Admin Officers, Secretaries and Chief)
- Polokwane Municipality falls under Capricorn District Municipality of Limpopo Province.
- No sampling technique was used as the population was small and manageable.
- Polokwane Municipality consist of 11 tribal authorities
- Questionnaire were distributed to all the 11 tribal authorities

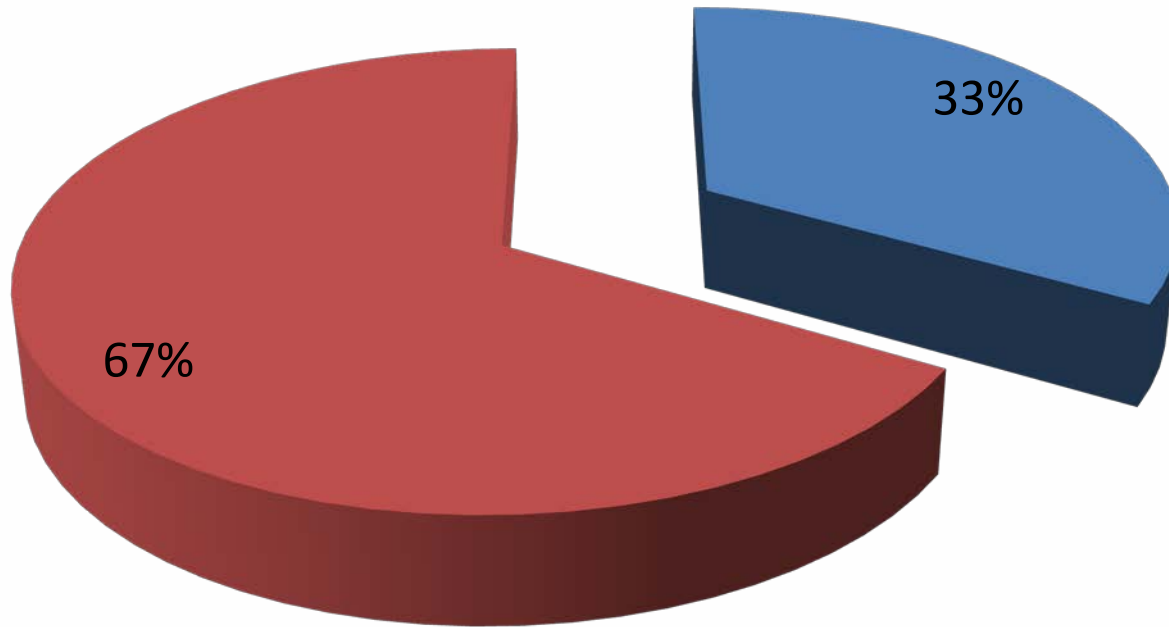


# Preliminary Results



# Gender

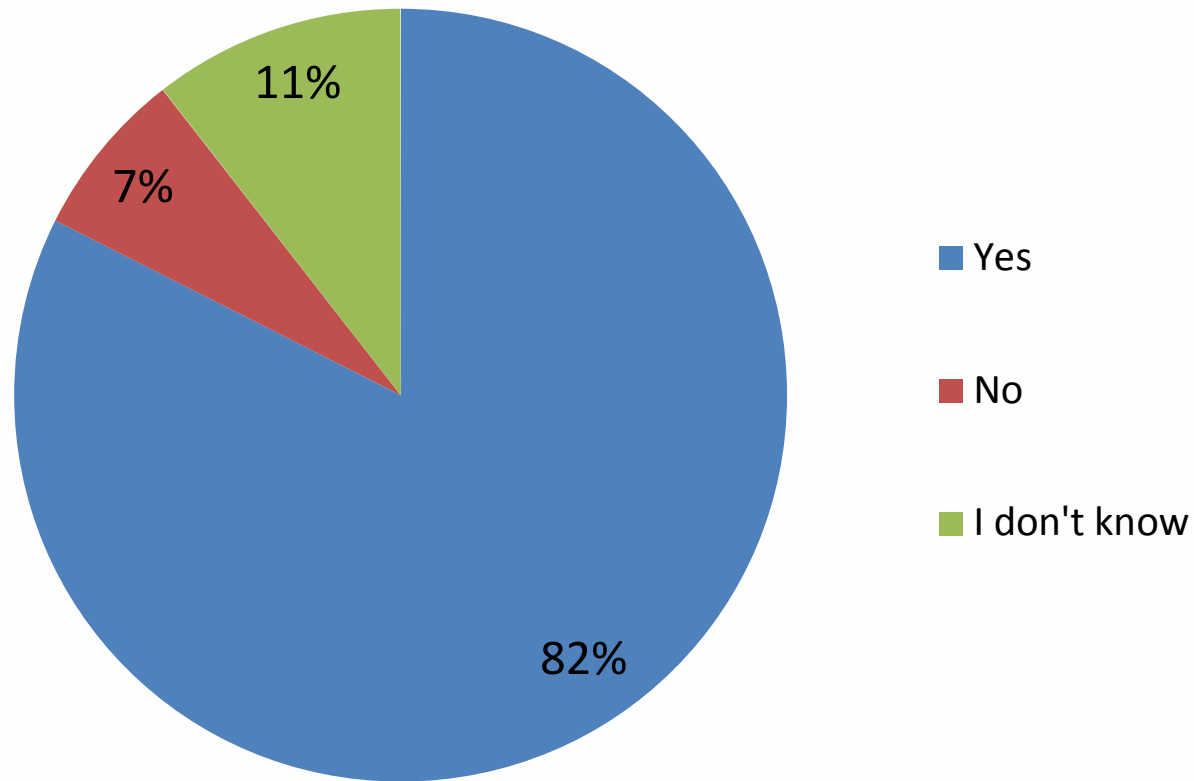
■ Male      ■ Female



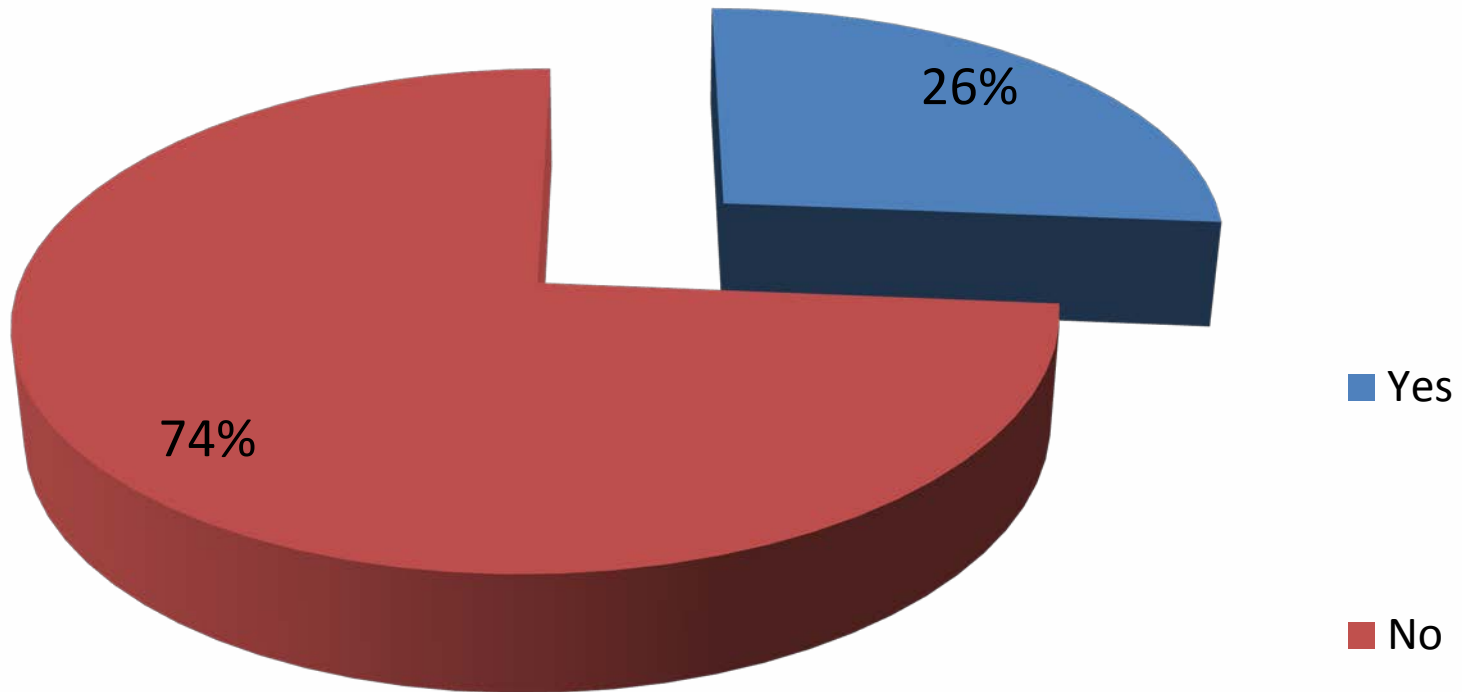
# Number of years working in the tribal authority

Experience (In years)	Frequency	Percentage (%)
0 or less than a year	0	0
1 – 2 years	3	5
3 – 4 years	26	46
5 – 6 years	12	21
7 – 10 years	13	23
More than 10 years	3	5

# Formal written policy



# Disposal and retention policy



# Number of years in which records are kept

Number of year	Frequency	Percentage (%)
2 – 3 years	2	4
4 – 6 years	3	5
7 – 10 years	21	37
More than 10 years	31	54



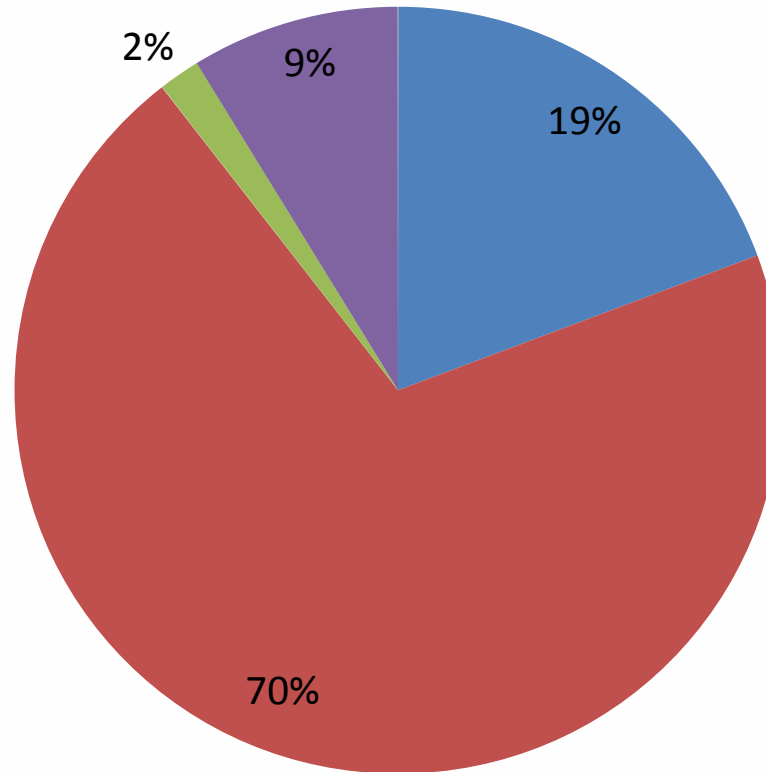


# Arrangements of records

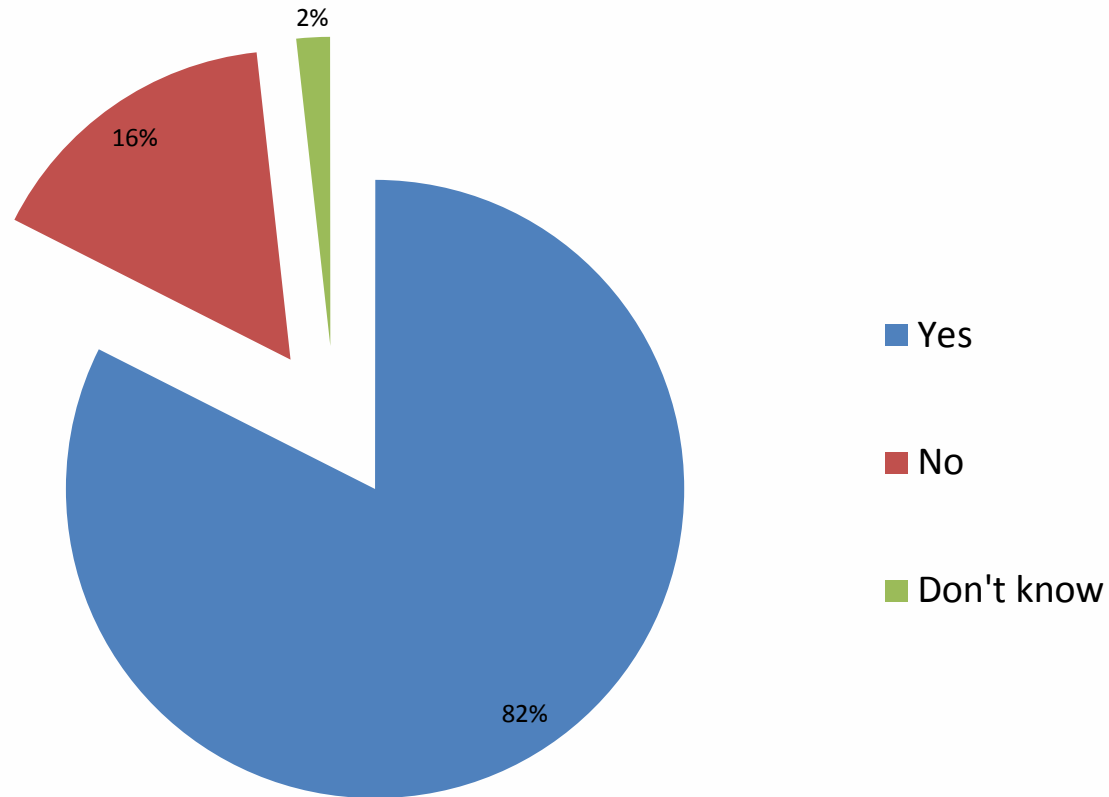
Purposes	Frequency	Percentage (%)
Alphabetical	15	26
Numerical	40	70
Alpha-numerical	0	0
No specific arrangement	1	2
Other	1	2

# Retrieval of records

■ Very easy ■ Easy ■ Very difficult ■ Difficult



# Accessibility of records to the community



# Frequent users of records

Users	Frequency	Percentage (%)
Community	9	16
Tribal council	44	76
Stakeholders	2	4
Outside people	2	4

# Challenges

- Not enough space for records
- No dedicated person dealing with records.
- No filing cabinet
- Storage (Safety)
- Differentiation between royal and traditional and council files, because royal council files has to be secret
- No training and support from province.



# Conclusions

- Records if properly managed are important assets that assist individuals and organizations in meeting their goals
- It is therefore necessary that tribal authorities ensure that the records generated as a results of their activities are managed properly for easy retrieval and use while the current and those assessed to be of permanent value preserved for posterity.



# Recommendations

- In order to ensure proper records management in the tribal authorities, the study recommend that:
  - ✓ All employees of tribal authorities must be provided with records management training
  - ✓ Dedicated person be appointed to deal with records.
  - ✓ There should be more office space and safe storage
  - ✓ Department of Corporate Governance, Human Settlement and Traditional Affairs in Limpopo province (CoGHSTA) must assist the tribal authorities in managing their records
  - ✓ Provincial Archive must ensure that tribal authorities comply with the National Archives of South Africa Act and assist tribal authorities with preservation of records



# References

- Adams, M. 2005. The management of chieftaincy records in Ghana: an overview. *Afr. J. Lib. Arch. and Inf. Sc.* 15(1):67-73.
- Asogwa, BE. 2012. The challenge of managing records in developing countries: implications for records managers in sub Saharan Africa. *Records Management Journal*, 22(3):198-211.
- Svard, P. 2013. Enterprise content management and the records continuum model as strategies for long-term preservation of digital information. *Records Management Journal*, 23(3):159-176.





# Thank You!!

