Factors contributing poor records management among staff in Ilala Municipal Council in Tanzania

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Abstract

The purpose of the study was to assess factors contributing poor records management among staff in local government authorities in Tanzania, a case of Ilala Municipal Council. Specifically; to identify the contribution of lack of training, lack of motivation and poor working facilities on poor staff records management in Ilala Municipal Council. The targeted population was 320 staffs from Ilala Municipal Council where a sample size of 76 staff was drawn out of it. Cross sectional research design was employed where quantitative approach was applied. Simple random sampling was used to select staffs whereas data were analyzed using descriptive statistic and regression analysis. The study found that most employees are not trained on how to manage record properly which reduces their competence on proper record management. Moreover, findings discovered that most employees are not appreciated, recognized, promoted or supported with the management on record management issues. In addition, findings revealed that there is poor record system, lack of record tools, lack of record material and equipment, poor record working conditions and lack of record safety and security at Ilala Municipal Council, which contributes to poor record management within the organization. In the case of the normal regression output the adjusted R2 equals to 0.640 implying that the model explains about 64% variations in the poor staff record management. Therefore, lack of training, lack of motivation and poor working facilities are significant contributing to poor staff record management in local government authorities. Therefore, the study concludes that lack of employees training, motivation and poor working facilities discourages employees and affects their effectiveness of managing properly records within the organization. The study recommends that employees should be well trained for any updates on record management system; moreover, employees should be motivation by not only financial motivation but also promotion, recognition or appreciation on their record management duties; furthermore, Ilala Municipal Council should ensure there is availability of quality working facilities especially on record management issues.

Keywords: records management, Staff training, motivation and working facilities.

1.Introduction

Records are important sources of information and knowledge. They assist the government to make timely, relevant and informed decisions hence contribute to sustainable socio-economic and political development (Kemoni 2019). According to Sherperd (2020) a record is a recorded evidence of an activity that is of an action undertaken by an individual or a work group in the course of their business which results in a definable outcome. A record is not defined by its physical form, its age or the fact that it contains information. Its essential characteristic is that it provides evidence of some specific activity. What government does or fails to do is conveyed to the public by records and information of various types in the public service. Akor and Udensi (2020) stress that proper records management could help public institutions to manage their information efficiently, fulfill their mandate, protect them from litigation, preserve their corporate memory, and foster accountability and good governance. This can lead to improved healthcare delivery and education, among other benefits. This is to the extent that poor records management inhibits good planning and management of scarce resources. Observations have shown that there is an alarming rate of records misplacement and loss, from which useful information for decision making is usually derived, in most public institutions (Materu, 2020). This makes it difficult to provide concise and up-to-date records of all their past and present operations, thereby raising the challenge of effective record keeping. Therefore, the local government that has been observed to have many inter-linking departments in which records are generated on a daily basis also seemed to be experiencing the absence of proper records management. This may lead to low productivity in the local council, thereby obstructing the realization of the Council's prime mandate of affecting the lives of the people at the grassroots level positively, through an unfettered development. Such a condition has a great potential of hampering the success of developmental programs and policies at the local council levels in Tanzania, with the possibility of slowing down national development.

According to Juma (2021) instead that record management is poor in LGAs. These factors which results to poor record management are lack of employee trainings and un-updated system of record management. Juma (2021) described that there are many factors for poor record. Also, Hamis (2019) pointed out that factors such as lack of employees' motivation and poor working facilities resulted to poor record management. In terms of Tanzania there was limited research findings related to poor record management and factors contributing to this situation. That means those factors contributing to this situation were not clearly analyzed in Terms of LGAs. Against that backdrop, this study therefore filled this contextual gap by assess factors contributing poor records management among staff in local government authorities in Tanzania, a case of Ilala Municipal Council.

2. Literature Reviews
2.1Theoretical Framework
The Records Life Cycle Theory

One of the core concepts in records management is that of the record's life cycle. The theory was introduced by Gill in 1989 where it emphasizes that the record's life cycle means a movement of records in logical steps from the creation, through its use, storage, and retention in active files, to its transfer to inactive files, storage, and finally disposal (Yusof and Chell (2018). The development of the life cycle theory began in the United States of America in the 1980s (Hare and McLeod, 2019). It consisted of three phases which included the creation phase, maintenance and use phase and disposition. The theory was founded and invented in response to the ever-increasing volume of records produced by organizations. The theory stated that records have a clearly defined life from birth to death, and the life cycle theory was regarded as very relevant in providing a framework for identifying the specific elements, or functions of records management (Hare and McLeod, 2019). this theory was adopted and was used in in this study because most

government offices still create and have paper-based records which the records life-cycle theory is easily applicable in the management of these records in local government offices. Moreover, the theory suggested that employees' training on record management triggers proper record management.

The Goal Setting Theory

Goal setting theory was postulated by Edwin Locke in 1960 and he asserted that goal setting is fundamentally linked to performance (Locke, 2018). Goal Setting Theory is an intellectual hypothesis of motivation grounded on the assertions that goals do regulate employee behaviour. Goal theory postulates a positive link between performance and goal difficulty, with challenging goals eliciting much effort than simple goals (Martin, 2019). This hypothesis presupposes that behaviour is purposeful and that goals focus employees' energies in performing specific task such as record management (Latham, et al., 2019). Necessary motivation, training practices, quality working environment and workers involvement in goal setting directs the employee behaviour and contributes to quality records management than absence of motivation, training practices, quality working environment and non- workers involvement. Also, specific, difficult goals lead to motivation and training in goal setting within organizations, enhanced employer-employee relations and improved records system by producing quality staff records management (Latham, et al., (2019). this study adopted this theory as it elaborates the use of motivation factors, training practices and good working facilities on influencing quality records management. This this theory relates more with this study as it explains all three variables as motivation factors, training practices and working facilities on ensuring proper record managements.

2.2 Empirical Review
The Contribution of Lack of Training on Poor Staff Records Management

Flaniken (2020) conducted a study on "Effects of Record Management Systems in Higher Education in Christian Institutions in Roma". The study employed a case study design, data were collected from 108 respondents and analyzed using descriptive statistics. The study provided a comprehensive review of the development and use of record management systems, and a detailed look at the purposes, benefits, and challenges of record management systems. The study found a very high usage of staff record management in its population of 108 Christian colleges. However, it also found a significant amount of dissatisfaction with the record management systems due to lack of training for the record management process and supervisors not being held accountable for the timely completion of their records.

The Contribution of Lack of Motivation on Poor Staff Records Management

Khan (2019) conducted a study on "Effects of Record Management Practices on Organizational Performance in Pakistan". A case study was employed and descriptive statistics was used to make the analysis of data. Questionnaires were used to collect the information from 45 employees. The study found out that organization performance typically devotes little attention to complications of characterizing the casual of performance phenomena. They lack management support, promotion issues, recognition and appreciation. These complications include the ways in which record management is competitively unstable, the causal complexity surrounding record management, and the limitations of information sharing on available data. Since these complications are well-known and routinely taught a pattern of acknowledging the difficulties but continuing the practice cannot be attributed exclusively to poor training, lack of intelligence, lack of motivation or low standards among employees.

The Contribution of Poor Working Facilities on Poor Staff Records Management

Materu (2020) studied on "Contribution of Working Tools on Proper Record Management in Public Sector" TANESCO, Iringa. The study employed a cross-sectional design whereby 120 employees were involved in the study and data were analyzed using content analysis. The study found that quality working tools contribute to proper record management within an organization. This is being contributed with the availability of quality working tools and system in the organization, employees are able to manage proper recodes within organization if there is effective system for record management and employees are knowledgeable with the available record system. Working tools are available to support the performance of work; a performing working tool is designed to optimize worker productivity. However, working tools, competence and service quality have a meaningful in an organization though quality record management.

3.0 Research Methodology

This study was conducted in Ilala Municipal Council. Ilala Municipal Council was chosen to know what factors contributing poor records management among staff in local government authorities. Observations have shown that there was an alarming rate of records misplacement and loss, from which useful information for decision making is usually derived, in most public institutions. This makes it difficult to provide concise and up-to-date records of all their past and present operations, thereby raising the challenge of effective record keeping. However, there was no concrete study that assessed factors contributing poor records management among staff in local government authorities specifically at Ilala Municipal Council.

The philosophical foundation for the study was based on the positivism paradigm, which builds a highly structured methodology to allow generalization and quantifiable observations and evaluate outcomes with the aid of statistical techniques (Creswell, 2014). This study employed quantitative approach. This method was used in this research as its objectives is to firm up and modify knowledge first gained in a fundamentally quantitative way which is consistent with the research objectives (Bryman, 2017). The researcher employed deductive approach because questionnaires used as instruments to strike a balance. Cross section research design was used in this study since data was collected at one point in time. Cross sectional design is based on observations made at one point in time (Malhotra, 2015). The target population is the entire aggregation of respondents that meet the designated set of criteria (Kolen and Brennan, 2014). The target population in this study constituted all 320 staffs from Ilala Municipal Council. The sample size was 76 as determined through Kothari, (2014) formula. The questionnaire is a basic data collection tool that comprises of questions drafted by a researcher and filled by respondents to accrue research data. Data were analyzed using descriptive and regression analysis using ordinary least square estimator was used to analyse causal relationship between variables.

4.0 Results and Discussions
4.1 Results
4.1.1 Contribution of Lack of Training on Poor Staff Records Management
Table4.1.2: Contribution of Lack of Training on Poor Staff Records Management

	SD		D		N		A		SA		Total
Statement	**F**	**%**	**F**	**%**	**F**	**%**	**F**	**%**	**F**	**%**	**F**
Lack of training reduces employee's competence on proper record management in my organization	2	2.6	1	1.3			19	25.0	54	71.1	76
Lack of specialized employees on record management leads to poor staff records	4	5.3	1	1.1	4	5.3	35	46.1	32	42.1	76

Statement	SD		D		N		A		SA		Total
	F	%	F	%	F	%	F	%	F	%	F
management in my organization											
Lack of proficiency to employees on record management leads to poor staff records management in my organization	4	5.3	3	3.9	15	19.7	33	43.4	21	27.6	76
There are few numbers of trained employees on record management in my organization which leads to poor staff records management	8	10.5	16	21.1	15	19.7	23	30.3	14	18.4	76
Majority of employees in my organization are not competent on record management in which leads to poor staff records management	6	7.9	16	21.1	9	11.8	27	35.5	18	23.7	76

Source: Field data (2022)

Table 4.1.2 shows that out of 76 respondents, statement 1, 73 (96.1%) of the respondents agreed that lack of training reduces employee's competence on proper record management in my organization while 3 (3.9%) disagreed with the statement. This implies that most employees at Ilala Municipal Council are not trained on proper record management. Statement 2, 67 (88.2%) of respondents agreed that lack of specialized employees on record management leads to poor staff records management in my organization, 5 (6.4%) disagreed with the statement while 4 (5.3%) remained neutral. This implies that there is lack of specialized employees on record management at Ilala Municipal Council which contributes to poor staff records management. Statement 3, 54 (71%) agreed the statement that, lack of proficiency to employees on record management leads to poor staff records management in my organization, 15 (19.7%) remained neutral while 7 (9.2%) of the respondents disagreed with the statement. This implies that at Ilala Municipal Council, there is lack of proficiency to employees on record management which leads to poor staff records management. Statement 4, 37 (48.7%) of respondents agreed with the statement that, there is few number of trained employees on record management in my organization which leads to poor staff records management, 24 (31.6%) of the respondents disagreed with the statement, while the remaining 15 (19.7%) were neutral to the statement. This implies that at Ilala Municipal Council there is little number of trained employees on record management. Statement 5, 45 (59.2%) of respondents agreed with the statement that, majority of employees in my organization are not competent on record management in which leads to poor staff records management, 22 (29%) of the respondents disagreed with the statement, while the remaining 9 (11.8%) were neutral to the statement. This means that most of employees at Ilala Municipal Council are not competent on record management.

4.1.4 Contribution of Lack of Motivation on Poor Staff Records Management
Table4.1.5: Contribution of Lack of Motivation on Poor Staff Records Management

Statement	SD		D		N		A		SA		Total
	F	%	F	%	F	%	F	%	F	%	F
Lack of appreciation to employees on record management leads to poor staff records management in my organization	5	6.6	11	14.5	8	10.5	34	44.7	18	23.7	76
There is lack of recognition to employees on record management efforts which leads to poor staff records management in my organization	5	6.6	10	13.2	8	10.5	36	47.4	17	22.4	76

There is lack of promotions to employees on record management practices which leads to poor staff records management in my organization	2	2.6	14	18.4	17	22.4	24	31.6	19	25.0	76
There is lack of management support on record management which leads to poor staff records management in my organization			20	26.3	25	32.9	28	36.8	3	3.9	76
My organization does not motivate employees on proper records management	4	5.3	22	28.9	12	15.8	31	40.8	7	9.2	76

Source: Field data (2022)

Table 4.1.6 shows that out of 76 respondents, Statement 1, 52 (68.4%) of respondents agreed with this statement that, lack of appreciation to employees on record management leads to poor staff records management in my organization, 16 (21.1%) disagreed while 8 (10.5%) were neutral. This implies that most of the respondents were not appreciated record keeping within the organization. Statement 2, 53 (69.8%) of respondents agreed with this statement that there is lack of recognition to employees on record management efforts which leads to poor staff records management in my organization, 15 (19.8%) disagreed while 8 (10.5%) were neutral. This implies that most of the employees were not recognized on record keeping process which leads to poor staff records management. Statement 3, 43 (56.6%) of respondents agreed with the statement that there is lack of promotions to employees on record management practices which leads to poor staff records management in my organization, 17 (22.4%) were neutral while 16 (21%) of respondents disagreed. This implies most employees are not promoted which leads to poor staff records management. Statement 4, 31 (40.4%) of respondents agreed with this statement that there is lack of management support on record management which leads to poor staff records management in my organization, 25 (32.9%) were neutral with this statement and 20 (26.3%) disagreed. This implies that most of the respondents were not satisfied with the management support on record management which leads to poor staff records management. Statement 5, 38 (50%) of respondents agreed with this statement my organization does not motivates employees on proper records management, 26 (34.2%) disagreed with this statement while 12 (15.8%) were neutral. This implies that most employees are not satisfied with the motivation provided by the organization on their efforts on proper records management.

4.1.7 Contribution of Poor Working Facilities on Poor Staff Records Management
Table4.1.8: Contribution of Poor Working Facilities on Poor Staff Records Management

	SD		D		N		A		SA		Total
Statement	**F**	**%**	**F**	**%**	**F**	**%**	**F**	**%**	**F**	**%**	**F**
There is poor record system in my organization which leads to poor staff records management	1	1.3	21	27.6	14	18.4	24	31.6	16	21.1	76
There is lack of record tools in my organization which leads to poor staff records management	1	1.3	5	6.6			21	27.6	49	64.5	76
There is lack of record material and equipment in my organization which leads to poor staff records management	4	5.3	2	2.6			20	26.3	50	65.8	76
There is poor record working conditions in my organization which leads to poor staff records	6	7.9	2	2.6	5	5.6	33	43.4	30	39.5	76

	SD		D		N		A		SA		Total
management											
There is lack of record safety and security in my organization which leads to poor staff records management	6	7.9	3	3.9	15	19.7	31	40.8	21	27.6	76

Source: Field data (2022)

Table 4.1.9 shows that out of 76 respondents, Statement 1, 40 (52.7%) of the respondents agreed that there is poor record system in my organization which leads to poor staff records management, 22 (28.9%) disagreed while 14 (18.4%) were neutral to the statement. This implies that majority of employees are not pleased with the record system of the organization. Statement 2, 70 (92.1%) of respondents agreed with the statement that there is lack of record tools in my organization which leads to poor staff records management while 6 (7.9%) disagreed with the statement. This implies that most of the respondents were not satisfied with the record tools in the organization. Statement 3, 70 (92.1%) of respondents agreed with the statement that there is lack of record material and equipment in my organization which leads to poor staff records management while 6 (7.9%) respondents disagreed with the statement. This implies that most of the respondents were not satisfied with record material and equipment in the organization. Statement 4, 63 (82.9%) of respondents agreed that there are poor record working conditions in my organization which leads to poor staff records management, 8 (10.5%) of respondents disagreed and 5 (6.6%) of respondents were neutral with the statement. This implies that most of the respondents were not satisfied with the record working conditions in the organization. Statement 5, 52 (68.4%) of respondents disagreed that there is lack of record safety and security in my organization which leads to poor staff records management, 15 (19.7%) were neutral with the statement while 9 (7.9%) disagreed of respondents. This implies that employees are not pleased with record safety and security in the organization.

4.1.10 Staff Records Management at Ilala Municipal Council
Table4.1.11: Staff Records Management at Ilala Municipal Council

	SD		D		N		A		SA		Total
Statement	**F**	**%**	**F**	**%**	**F**	**%**	**F**	**%**	**F**	**%**	**F**
Poor staff record management in my organization leads to poor data management	10	13.6	17	22.4	13	17.1	25	32.9	11	14.5	76
Poor staff record management in my organization increases cost of processing data	7	9.2	16	21.1	9	11.8	28	36.8	16	21.1	76
Poor staff record management in my organization leads to poor record performance	5	6.6	10	13.2	8	10.5	35	46.1	18	23.7	76

Source: Field data (2022)

Table 4.1.12 shows that of 76 respondents, Statement 1, 36 (47.4%) of the respondents agreed that poor staff record management in my organization leads to poor data management, 27 (35.6%) of respondents disagreed on the statement while 13 (17.1%) were neutral. This implies most employees were not satisfied with data management due to poor staff record management. Statement 2, 44 (57.9%) of respondents agreed with the statement that poor staff record management in my organization increases cost of processing data, 23 (30.3%) disagreed and 9 (11.8%) were neutral. This implies that most employees are not satisfied with increased cost of

processing data due to poor staff record management. Statement 3, 53 (23.7%) of respondents agreed with the statement that poor staff record management in my organization leads to poor record performance, 15 (19.8%) respondents disagreed while 8 (10.5%) of the respondents were neutral with the statement. This implies that most employees were not satisfied with record performance due to poor staff record management. The findings revealed that there is poor data management in the organization which increases cost of processing data while leads to poor record performance. All these are contributed by poor staff record management in the organization. Factors like training, motivation and working facilities contributes to effective record management within the organization, but unavailability of these factors leads to poor staff record management in the organization. This is in line with the study conducted by Materu (2020) who found that quality working tools contribute to proper record management within an organization. This is being contributed with the availability of quality working tools and system in the organization, employees are able to manage proper recodes within organization if there is effective system for record management and employees are knowledgeable with the available record system. Working tools are available to support the performance of work; a performing working tool is designed to optimize worker productivity. However, working tools, competence and service quality have a meaningful in an organization though quality record management. Generally, the researcher observed that training, motivation and working facilities on record management issues within an organization are very important to be provided to employees, because it encourages them to work hard, managing records effectively while increasing value record management performance of the organization.

4.2: Normal Regression Analysis
Table4.2.1: Regression Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.750[a]	.651	.640	.56505

Source: Research findings, (2022)

Table 4.2.1 indicates that the coefficient of determination which is adjusted R square of 0.640 indicates that 64% of poor staff record management is determined by lack of training, lack of motivation and poor working facilities. Also, it indicates, R coefficient is 0.750 meaning that there is a correlation of 75% between the independent variable (lack of training, lack of motivation and poor working facilities) and dependent variable (poor staff record management).This shows that the independent variables (lack of training, lack of motivation and poor working facilities) are significant predictors of the dependent variable (poor staff record management) at Ilala Municipal Council.

Table 4.2.2: Analysis of Variance – ANOVA

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	35.203	3	4.968	71.330	.000[b]
Residual	18.872	72	.070		
Total	54.075	75			

Source: Research findings, (2022)

Table 4.2.2 shows that the dependent variable can be explained by the model to the extent of 35.203 out of 54.075 or 65.1% while other variables not captured by this model can explain 34.9% (18.872 out of 54.075) of the poor staff record management. The F value of the model produces a p-value of 0.000 which is significantly zero. A p-value of 0.000 is less than the set level of significance of 0.05 for a normally distributed data. This means that the model is highly significant in explaining poor staff record management at Ilala Municipal Council.

Table4.2.3: Regression Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	.784	.615		.903	.378
Lack of Training	.579	.085	.578	5.955	.000
Lack of Motivation	.513	.082	.722	6.636	.002
Poor Working facilities	.511	.065	.056	5.940	.000

Source: Research findings, (2022)

Based on the regression coefficient analysis in Table 4.2.3, the results indicate that a unit change (1%) in lack of training leads to a change of 0.579 (57.9%) in poor staff record management and has significance contribution and positively related to poor staff record management since the p-value is less than 0.05. A unit change in lack of motivation leads to a positive change of 0.513 (51.3%) change in poor staff record management and has a significant contribution and is positively related to poor staff record management since the p-value is less than 0.05. A unit change in poor working facilities leads to a positive change of 0.511 (51.1%) changes in poor staff record management and has a significant contribution but is positively related to poor staff record management since the p-value is less than 0.05.

4.3 Discussion
4.3.1 Contribution of Lack of Training on Poor Staff Records Management
The findings revealed that at Ilala Municipal Council, there is lack of employees training and lack of specialized employees which reduces their competence on proper record management; perhaps, there is little number of trained employees on record management. These contribute to poor staff records management within the organization. Thus, enhancing employees training on records management triggers their proficiency and competences hence increase quality staff records management. The results are supported by Flynn (2020) who found that, it is very difficult for an employee to perform well at the job place without any management, pre-training or guidance. With better training on record management, employees perform better compared to incompetent employees in record management. It is very necessary for any organization to give its management and employees record management trainings to get overall goals of the organization in a better way. Staff training on record management increases service quality of the organization. Although it is costly to give training to the employees but in the long run it gives back more than it took. Every organization should train its employees and ensures quality records management as according to the need of that time so that they could compete with their competitors.

4.3.2: Contribution of Lack of Motivation on Poor Staff Records Management

The findings revealed that at Ilala Municipal Council, there is lack of appreciation, recognition, promotions and management support to employees on their record management efforts which leads to poor staff records management within the organization. Without motivating employees on their efforts, they will lose their morale on performing their duties effectively. This discourages employees and affects the effectiveness of managing properly records within the organization. For employees to manage records properly, provision of motivation is very important with the organization. This is in line with the study conducted by Khan (2019) who found out that organization performance typically devotes little attention to complications of characterizing the casual of performance phenomena. They lack management support, promotion issues, recognition and appreciation. These complications include the ways in which record management is competitively unstable, the causal complexity surrounding record management, and the limitations of information sharing on available data. Since these complications are well-known and routinely taught a pattern of acknowledging the difficulties but continuing the practice cannot be attributed exclusively to poor training, lack of intelligence, lack of motivation or low standards among employees. Generally, the researcher observed that motivating employees within the organization encourages employees to manage effectively organization records because records are the future references oh how organization performs.

4.3.3 Contribution of Poor Working Facilities on Poor Staff Records Management

The findings revealed that at Ilala Municipal Council, there is poor record system, lack of record tools, lack of record material and equipment, poor record working conditions and lack of record safety and security which contributes to poor record management within the organization. In addition, employees are not satisfied with the record management system of the organization as it does not offer conducive working environment of managing records properly. This is in line with the study conducted by William (2021) who found that it is important to point out that quality working facilities that develop individual performance, as well as good working environment which affects quality record management hence increases employees' performance. If working facilities such as availability of tools, material and equipment are prevalent enough to employee, then the collective changes in individual performance towards record management should be emphasized to influence organization performance. Therefore, poor record system affects the effectiveness of quality record management because if employees neither have nor tools, material and equipment for managing records, the organization will face many shortcomings of having insecurity record management.

5.0 Conclusion and Implications

The findings of the study have revealed that there is a significant relationship between lack of training and poor staff records management. The findings indicating that lack of training strongly influences poor staff records management in Local Government Authorities in specifically at Ilala municipal council Thus, the study concludes that lack of training of employees has a strong influence on poor staff records management in Local Government Authorities in Tanzania and hence the government should provide both on job and normal training for its employees. Also, the findings show that there is a significant relationship between lack of motivation for employees and poor staff records management. The findings have indicated that lack of motivation strongly influences poor staff records management in Local Government Authorities in Tanzania. Thus, the study concludes that lack of motivation of employees has a strong influence on poor staff records management in Local Government Authorities in Tanzania and hence the government should provide both intrinsic and extrinsic motivation for its employees. Furthermore, the findings show that there is a significant relationship between poor working facilities and poor staff records management. The findings have supported that poor working facilities strongly influences poor staff records management in Local Government Authorities in

Tanzania. Thus, the study concludes that poor working facilities has a strong influence on poor staff records management in Local Government Authorities in Tanzania and hence the government should provide modern equipment's and conducive working environment for staff dealing with staff records. Therefore, the study may assist researchers obtaining data based on factors contributing poor records management among staff in Ilala municipal council. In addition, the study has contributed to researchers on section such as data collection instrument.

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