

# Effect of Storage of Records on Employee Performance at The National Land Commission in Nairobi, Kenya

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**ABSTRACT:** *The Ministry of Lands still heavily relies on manual record-keeping systems, which adversely impact employee performance and record management. The absence of modern technological infrastructure, such as electronic document management systems, hinders efficient record storage, retrieval, and maintenance. The study sought to assess the effect of storage of records on employee performance at the national land commission in Nairobi, Kenya. The study was anchored on the restricted access and limited control. The study adopted a descriptive research design. The unit of analysis was 10 directorates at the National Land Commission in Nairobi. The unit of observation was 439 staff at the National Land Commission in Nairobi. Nassiuma's 2008 formula was adopted to determine a sample of 115 respondents. The study further used stratified random sampling to select a sample of employee from each of the 10 directorate. The study used questionnaires as the instrument of data collection. The study used content and face validity. An internal consistency technique was adopted by utilization of Cronbach's Alpha to measure the reliability of the instruments. Data was analyzed using SPSS version 25. The study used descriptive and inferential statistics. The findings of the study was presented using frequency tables. The study findings revealed that the organization has guidelines to store records both sensitive and classified records which save time hence higher employee productivity. The study concluded that there exists a strong positive and significant relationship ( $r = .741, P=0.027$ ) between storage of records and employee performance at the national land commission in Nairobi, Kenya. From the findings the study recommended that the Ministry of Lands should also ensure that the ERMS is user-friendly and accessible to all stakeholders, establish a helpdesk or customer service center, integrate the ERMS with other relevant government systems, establish a mobile application for the ERMS, and ensure that the ERMS is accessible to persons with disabilities.*

**Keywords:** *Storage of Records, Employee Performance, National Land Commission*

## I. INTRODUCTION

Storage of records is an essential aspect of information management, enabling organizations to effectively preserve and retrieve vital data. In today's rapidly evolving digital age, where information is generated at an unprecedented rate, the storage of records has become even more crucial, (Aljawarneh, 2020). Records preserve the history and cultural heritage of societies. Proper storage of historical records, such as archival materials and manuscripts, ensures their longevity and accessibility for future generations. Institutions like libraries, archives, and museums play a vital role in preserving and organizing such records (Hammond, 2016). Access to well-organized records supports informed decision-making and data analysis. Organizational records offer valuable insights into past performance, market trends, and customer behavior. Utilizing data analytics tools on stored records enables organizations to make data-driven decisions, identify patterns, and drive innovation (McAfee & Brynjolfsson, 2019).

With the advent of digital technologies, traditional paper-based storage systems have given way to more efficient and scalable approaches. Among the modern record storage techniques is the use of electronic document management systems (EDMS): EDMS facilitates digitization and centralized management of records, eliminating the need for physical storage space. It provides features like version control, metadata tagging, and advanced search capabilities, enabling rapid retrieval and secure storage. EDMS solutions also incorporate encryption, access controls, and audit trails to ensure data security and integrity (AIIM, 2019).

Electronic record management systems, according to the International Council of Archives (2018), are a computerized electronic record and records management system that allows companies to manage documents in both paper and electronic versions. The development, preservation, distribution, and disposal of electronically produced documents in

the providing of proof of business actions are all part of these processes. Electronic record management systems are designed to collect and handle digital records. It may alternatively be defined as a system that provides users with a framework for capturing, maintaining, and making data available across time, (Kahn, & Wilensky, 2016).

Every organization's backbone is the successful adoption of electronic record management systems, since it improves accuracy and productivity in a big way. In order to enhance output, effective adoption of electronic record management systems requires seamless alignment with company activities. The majority of African nations are devoting significant financial and human resources to electronic record management system initiatives. According to Govan (2017), electronic record management system installations are at a high risk of coming to this conclusion because they alter initiatives that entail uncertain human natures and budget allocations that typically favor technology above changing user behaviors.

Electronic record management solutions provide a trustworthy, legally verifiable source of evidence for decisions and activities. Governments can no longer justify taking action without reference to previous performance or future objectives because they record compliance or non-compliance with laws, regulations, and procedures. They can't justify having parallel or redundant services when they can merge them and save money. Client service, job quality, and quantifiable results are all becoming more critical responsibilities, and they all rely on easily available and useable data. (Amina, 2018).

Land records are among the finest kept, biggest, and most genealogical record groupings in the United States, (Schellenberg, 2014). Land records, on the other hand, are often disregarded. Previously, public sector record-keeping systems were inadequate, but they have significantly improved in recent years. Web-based land record systems, which are efficient and time saving, may be used to get land information from county offices (Galaletsang, 2018). Land records for agricultural land in Karnataka (India) have deteriorated during the last several decades. There is no framework that properly defines land rights for urban and non-agricultural land in rural regions. This land uncertainty jeopardizes good governance aims and constitutes a major danger to social ability and economic growth. The land records for agricultural land have a shaky spatial structure. The initial data is inaccurate, the maps are out of date, sub-division surveys are delayed, and changes in land records are recorded without surveys. In metropolitan locations, both map and textual information are in short supply (Kemoni, 2019).

In Turkey, several public entities have begun to employ electronic record management systems or are in the process of doing so. The Republic of Turkey's Ministry of Science, Industry, and Technology (MSIT) has the following vision: "With its knowledge-based and competitive economic structure, which is focused on entrepreneurship, innovation, scientific development, and high-value-added technological manufacturing, our objective is to be a leader and make Turkey one of the world's ten most developed nations," (Karagül, 2017). Promoting the use of ERMS in both public and private institutions and organizations, as stated by the Turkish Ministry of Development in the 2015–2018 Information Society Plan and Action Plan, is a crucial component in carrying out the country's information society strategy. In this sense, the MSIT has a significant role to play in the advancement of these technologies, (Sasan, 2018). Because the MSIT is required to function differently than other ministries.

Governments' successful E-document management procedures contribute to an effective and efficient public procurement process based on the information documented in records (Abuzawayda, Yusof & Aziz 2018). Many African and emerging nations do not have a structured approach to record keeping. Poor record-keeping weakens openness and accountability, resulting in corruption and the misappropriation of public monies. Sound record management, according to Fust and Graf (2018), is a foundation for all governments to offer public services and strengthen democracy in a state. Many of the field records are old and in poor condition, and they have not been backed up. The registration of deeds system does not involve rights adjudication or dispute settlement, and therefore does not guarantee the legitimacy of a transaction. The system is not map-based, and property descriptions are inadequate. While the endeavor to computerize property records was a success, it did raise a number of challenges, such as inconclusive documents and lengthy processes (Burns, 2016).

According to Mitullah and Waema (2019), the use of information communication technologies on information management would be the driving force for the Kenyan government to fulfill Vision 2030 and improve efficiency and effectiveness of service delivery. To be in a position to make timely decisions for its residents, government agencies must develop systems that provide access to trustworthy information (Ngoepe, 2016). Increased corruption cases, inefficiency, and bad governance have all been linked to the status of record management. Kenya's National Archives and

Documentation Service, like those of other nations, is responsible for all government documents and assists government departments in maintaining them in an internationally recognised way. Records should be kept in a way that allows for easy retrieval. The government implemented the National Land Records Modernization Programme (NLRMP) in response to issues such as inadequate recordkeeping, errors, and litigation at different levels (Rabha, 2017).

### **Statement of the Problem**

The Ministry of Lands plays a crucial role in managing and administering land-related matters in Kenya. Efficient and effective performance of its employees is essential for the successful execution of their responsibilities. However, several issues hinder employee performance within the Ministry of Lands. One of the primary challenges in record management within the Ministry of Lands is the lack of sufficient training and expertise in this area. According to a survey conducted by the Kenya Institute of Public Policy Research and Analysis (KIPPRA), only a small percentage of public servants in Kenya have received training in records management (KIPPRA, 2021). This deficiency in training results in improper handling, storage, and retrieval of records, leading to data inaccuracies, loss, and delays in service delivery. The Ministry of Lands still heavily relies on manual record-keeping systems, which adversely impact employee performance and record management. The absence of modern technological infrastructure, such as electronic document management systems, hinders efficient record storage, retrieval, and maintenance. According to the World Bank's Digital Adoption Index, Kenya ranked 129th out of 152 countries, indicating a low level of digital readiness (World Bank, 2021). The lack of digitalization further exacerbates challenges in record management, including the risk of misplacement, loss, and unauthorized access to sensitive information. Proper record retention and disposal practices are essential for efficient record management. However, the Ministry of Lands faces challenges in implementing consistent and standardized record retention schedules. As a result, records are often retained longer than necessary or disposed of prematurely. This inconsistency leads to the accumulation of unnecessary records, consuming valuable storage space and making it difficult to locate and retrieve relevant information when needed. Hence the need to conduct a study on the effect of storage of records on employee performance at the national land commission in Nairobi, Kenya.

## **II. LITERATURE REVIEW**

### **Theoretical Review**

The study was guided by restricted access and limited control (RALC) approach is based on Warren and Brandeis' early research on security and control in the 1890s. The concept has been fine-tuned to appear in RALC theory. When access to personal data about oneself is limited or restricted in specified contexts, the notion states that one is protected (Gavison, 2010). The theory also distinguishes security from both the vocation and the board of protection. According to the notion, one has regulating security in a situation where one is protected by specified norms, arrangements, or rules (Tavani, 2013).

Privacy is established if one can prevent others from accessing personal information and problems on a continuous basis. Limited admittance speculations are said to see security as an ethical system aimed at protecting persons' safety (Mill, 2015). The idea is objective in that it considers security to be an ethical structure that exists as a right and moral framework that is independent of individual human activities (Tavani, 2013). According to the theory, the subject of driving innovation in the banking industry coincided with maintaining the security of digital platform users (Moor, 2015). The theory is divided into three sections: a record of the concept of security, a record of the legitimization of protection, and a record of protection administration (Tavani, 2013).

According to Nissenbaum (2014), RALC acknowledges the right to security and the status of protection. In principle, a person enjoys security in a situation where they are exposed to other individuals provided their protection is protected from interruption, obstruction, and data access by others (Moor, 2015). If a person is in a situation where they are regularly protected, they have normal security or clear protection. As a result, the theory asserts that control is critical for data security. Along these lines, in order to cope with one's security, one must not have absolute control over personal data. When implementing digital banking, banks must guarantee that the data of their customers is secured.

The theory was relevant to the current study since security challenges in electronic record management systems are crucial to the idea. There are explicit rules, security regulations, and haphazard security procedures in place to prevent the breach or infiltration of private, sensitive, and personal data, such as land data. The national land commission might draw on the lessons learned from the RALC theory to develop data security model protection strategies and policies. Thus the theory helps in explaining the effect of storage of records on employee performance at the national land commission in Nairobi, Kenya.

### **Effect of Storage of Records on Employee Performance**

According to Maguire (2019), documents should be preserved in a way that allows for easy user access while also protecting them against unwanted access, use, disclosure, removal, degradation, loss, or destruction. Guidelines for the storage of documents, especially sensitive or classified data, should be established by an organization. Organizations using paper records should be aware that paper deteriorates quickly in high-temperature, high-humidity environments. Mold development on paper may also pose a health risk to employees (Chinyemba, & Ngulube, 2017). Records management and business considerations, such as volume and growth rate of records, records security needs, retrieval requirements, and preservation needs, should guide the selection of storage media (e.g. optical disc and tape), storage system, storage environment, and handling procedures for electronic records (Wamukoya & Mutula, 2018).

According to Ellis (2015), a program should be set up to regularly monitor and refresh the digital media, such as transferring the records to a new optical disc, taking into account the media's life span to ensure the accessibility and usability of records over time. Records should be migrated, along with associated metadata and audit trails, through successive hardware/software upgrades to preserve the content, context, and structure of records for long-term preservation and access; storage requirements and arrangements should be reviewed on a regular basis to meet records management and business needs; and proper documentation on storage arrangements should be kept (Miller, 2016).

Electronic record management perceived simplicity of use must include the aspects of any organization's dependability, authenticity, and correct record keeping in a method that can be confirmed for system audit. This allows the central authority to know when and where modifications were made, and those in charge of confirming the information before releasing it adopted the proper method (Wamukoya & Mutula, 2018). The systemization of records in a categorized manner relating to the time when they were created, origin, and contents to make it easier for employees to have correct records in access with a procedural approach are key indicators of proper record management. To prevent compromise, the data must be kept in different models and in a secure environment. Virtual storage is also required in cloud computing to protect data from physical destruction, such as fire (Chinyemba, & Ngulube, 2016).

Norolazmi and Ridwan (2018) conducted a study electronic recordkeeping deployment in information dense agencies. The goals were to see whether this agency has an electronic recordkeeping policy, to see if this agency's personnel has any skills or experience in electronic recordkeeping, and to see what barriers there are to implementing electronic recordkeeping in this agency. A case study research approach was used in this investigation. Questionnaires and an interview schedule were used to collect data from 40 employees. The findings of the study revealed that the electronic records system used in hospitals for records management was not fully effective because the system used only captured personal and financial information about the patients.

Mutimba (2018) performed research on the deployment of an electronic document and records management system in the public sector: a case study of the ministry of higher education, science, and technology. To ensure greater data reliability, a case study research method was used. Observation, questionnaires, documentary reviews, and interviews were used to gather information. Despite the installation of an electronic management system, the Ministry of Education Science and Technology (MoHEST) still uses the manual records management system, according to the study's findings. The MoHEST has a records management policy that is not well understood; there is insufficient paperwork, insufficient funds, and staff reluctance to change, all of which impede the electronic recording's implementation.

Garrido (2016) investigated the effects of electronic record keeping on nurse-sensitive patient outcomes. The study's goal was to see how implementing an electronic health record (EHR) affected nursing care practices and results. To select 29 hospitals in Northern and Southern California, an interrupted time series analysis was used. The use of an electronic health record was linked to a higher incidence of recording for health concerns. The increase in the likelihood of falling was not statistically significant. The use of an electronic health record was not linked to a reduction in the number of people who fell.

**Research Gap Summary of Reviewed Literature**

Norolazmi and Ridwan, (2018) conducted a study on the effects of electronic recordkeeping implementation in information intensive agency. The study adopted a case study research design. Data was collected from 40 staff using questionnaires and interview schedule. The study findings revealed that records management purposes, the electronic records system was not fully effective in the hospitals. However the study was conducted in a health set-up which has different operations compared to the department of lands which has the monetary value attached to land as an asset.

Mutimba, (2018) conducted a study on the implementation of electronic document and records management system in the public sector: a case study of the ministry of higher education science and technology. Data was collected using observation, questionnaires, documentary reviews and interviews. The study findings revealed that at the Ministry of Education Science and Technology (MoHEST) still uses the manual records management system despite the fact that an electronic management system was installed. The study was conducted in an education set-up which has different operations compared to the department of lands

Garrido, (2016) conducted a study on the impact of electronic record keeping on nurse sensitive patient outcomes. An interrupted time series analysis was adopted to target 29 hospitals in Northern and Southern California. However, the study was conducted in a hospital set up and the current study was conducted in lands commissions.

**Conceptual Framework**

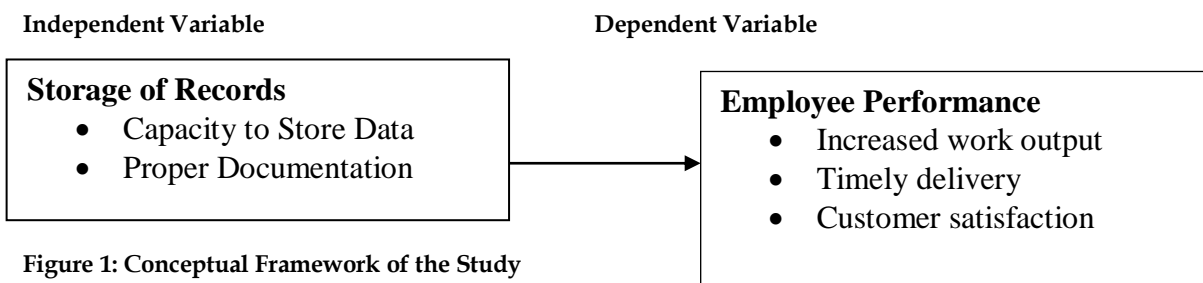


Figure 1: Conceptual Framework of the Study

**III. METHODOLOGY**

The study adopted a descriptive research design. The location of this study was to focus on the effect of Electronic Documents and Records Management Systems (EDRMS) at National Land Commission in Nairobi ACK Garden 1<sup>st</sup>Ngong Avenue. The unit of analysis was the 10 directorate at National Land Commission in Nairobi. The unit of observation was 439 staff at the National Land Commission in Nairobi. Nassiuma (2008) Coefficient of Variation formula in determining the target sample. The formula is as follows:

$$n = \frac{NC^2}{C^2 + (N-1) e^2}$$

Where: *n*=sample size *N*=Population accessed *c*=Covariance=Standard error

A coefficient of variation at best 25% is appraised and specific for this study and a coefficient, *e*, of 0.02 is adopted

Where  $n = \frac{439 \times (0.25)^2}{(0.25)^2 + (439-1) (0.02)^2} = 115$

$$\frac{439 \times (0.25)^2}{(0.25)^2 + (439-1) (0.02)^2}$$

Additionally, for the final proportions a stratified sampling is used to select sample form all the directorate and departments as follows;

$$n_1 = (n/N) N_1$$

Where, *n*<sub>1</sub>=Stratified Sample, *n*=total sample size, *N*=Total population, *N*<sub>1</sub>=Population of subgroups. The study used questionnaires as the instrument of data collection. Reliability in this study was enhanced by pre-testing the

questionnaire with a selected sample which was not included in the main study. An internal consistency technique was adopted by utilization of Cronbach’s Alpha. To generate meaning from the collected data, descriptive statistics were used. The data collected through questionnaire was checked for completeness, consistency and thereafter analyzed using SPSS version 25. Both descriptive and inferential statistics were employed in this study. Under descriptive statistics frequency, percentage, mean and std were adopted. Under inferential statistics correlation and regression analysis were used to identify the relationship between ERMS and employee performance.

The following regression model was adopted in the study.

$$Y = \beta_0 + \beta_1 X_1 + \varepsilon \dots\dots\dots i$$

Where:

Y= Employee Performance

$\beta_0$  represents Constant Term

$X_1$  represents Storage of Records

$\varepsilon$  represents Error Term

$\beta_1$ , Represents Regression Coefficients for Independent Variables

#### IV. RESULTS AND DISCUSSION

The study issued 115 questionnaires to staff at the National Land Commission in Nairobi. Out of which 95 responses were received this represented 83% response rate.

**Table 1: Response Rate**

Sampled No. of Respondents	No. Of Questionnaires Returned	Response Rate (%)
115	95	83

#### Length of Service

The respondents were requested to indicate the duration they have been working in land registration at national land commission in Kenya.

**Table 2: Length of Service**

Years	Frequency	Percentage
Below 1 Years	3	3
2-5 Years	13	14
6-10 Years	38	40
Above 10 Years	41	43
<b>Total</b>	<b>95</b>	<b>100</b>

From the findings the 3% of the respondents stated they have been working with land registration at national land commission for less than 1 year, 14% stated that they have been working with the land registration at national land commission for 2-5 years 40% stated that they have been working with the land registration at national land commission for 5-10 years while 43% stated that they have been working with land registration at national land commission for more than 10 years. This implies that majority of the employees have been in the land registration at national land commission for 4-10 years and over 10 years. Hence they were well conversant with the issues raised in the study.

#### Storage of Records on Employee Performance

The researcher sought to find out the effect of storage of records on employee performance at the national land commission in Nairobi, Kenya. The findings are indicated in table 4.5

**Table 3: Storage of Records on Employee Performance**

Statements on Storage of Records	SA (%)	A (%)	N (%)	D (%)	SD (%)	Mean	Std
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Records are stored in a server room for easy access which enhances employee performance.	40	48	2	6	4	4.369	.722
All the records are stored in one device for easy access by employees hence improving employee performance.	38	52	2	8	0	4.351	.767
The organization has a program to back up the records and the associated data which improves performance.	34	50	12	2	2	4.345	.692
The organization has guidelines to store records both sensitive and classified records which save time hence higher employee productivity.	44	50	0	4	2	4.273	.689

From the findings 40% of the respondents strongly agreed that records are sorted depending on their usage which positively affects employee performance, 48% agreed, 2% of the respondents were undecided 6% disagreed while 4% strongly disagreed that records are stored in a server room for easy access which enhances employee performance with a mean of 4.369 and standard deviation of 0.722. This implies that records are stored in a server room for easy access which enhances employee performance. The study findings are in line with those of Agyemang and Boadi (2017) which found that server rooms equipped with robust indexing and search functionalities enable efficient information retrieval. Records can be classified, tagged, and indexed based on relevant attributes, such as date, subject, or keywords. This categorization allows employees to locate specific records swiftly, reducing the time and frustration associated with manual searching.

Further 38% of the respondents strongly agreed that all the records are stored in one device for easy access by employees hence improving employee performance, 52% agreed that all the records are stored in one device for easy access by employees hence improving employee performance, 2% were undecided while 8% disagreed that all the records are stored in one device for easy access by employees hence improving employee performance with a mean score of 4.351 and standard deviation of 0.767. This implies that all the records are stored in one device for easy access by employees hence improving employee performance. The study findings are in line with those of Mhlanga and Dube (2018) which found that efficient management of records plays a crucial role in enhancing employee performance and overall organizational productivity. Storing records in a centralized device can offer easy access to information, potentially leading to improved employee performance.

From the findings 34% of the respondents strongly agreed that the organization has a program to back up the records and the associated data which improves performance, 50% agreed that the organization has a program to back up the records and the associated data which improves performance, 12% were undecided, 2% disagreed while 2% strongly disagreed. This implies that the organization has a program to back up the records and the associated data which improves performance with a mean of 4.345 and standard deviation of 0.692. According to Ellis (2015), a program should be set up to regularly monitor and refresh the digital media, such as transferring the records to a new optical disc, taking into account the media's life span to ensure the accessibility and usability of records over time.

From the findings 44% of the participants strongly agreed that the organization has guidelines to store records both sensitive and classified records which save time hence higher employee productivity, 50% agreed, 4% disagreed while 2% strongly disagreed that the organization has guidelines to store records both sensitive and classified records which save time hence higher employee productivity with a mean of 4.273 and standard deviation of 0.689. This implies that the organization has guidelines to store records both sensitive and classified records which save time hence higher employee productivity. The study findings are in line with those of, Wamukoya and Mutula, (2018), who found that backups are critical in the management of lands records as they provide a way to recover data in case of disasters, ensure data security, legal compliance, data integrity, and preservation of historical records. It is essential to have proper backup procedures in place to ensure the effectiveness of land administration and ownership.

**Employee Performance at the National Land Commission**

The study sought to establish employee performance at the national land commission. Kenya. The findings is shown in Table 4.9

**Table 4: Employee Performance at the National Land Commission**

Statements on Employee Performance	SA (%)	A (%)	N (%)	D (%)	SD (%)	Mean	Std
The organization has recorded higher work out put for the past few years	49	39	10	2	0	4.333	.893
The organization has managed to reduce the work load	48	39	6	4	3	4.534	.831
There is timely delivery of service	38	44	4	9	5	3.994	.989
Customers are satisfied with the services offered	32	52	3	10	3	3.375	1.176

From the study the findings revealed that 49% of the respondent strongly agreed that the organization has recorded higher work out put for the past few years, 39% of the respondents agreed that the organization has recorded higher work out put for the past few years, 17% were undecided, 10% disagreed that the organization has recorded higher work out put for the past few years (mean=4.333, SD=0.893). In addition 48% of the respondents strongly agreed that the organization has managed to reduce the work load, 39% agreed that the organization has managed to reduce the work load, 13% were undecided, while 5% disagreed (mean=4.534, SD=0.831). This implies that the organization has managed to reduce the work load. According to Tshivhase, and Ngwenya, (2020) reducing workload allows employees to focus on strategic initiatives, creativity, and innovation, which are critical for organizational growth and competitive advantage. By freeing up employees' time, organizations enable them to engage in professional development, training, and knowledge sharing, further enhancing their performance and contributing to their long-term career growth.

Moreover, 38% of the respondents strongly agreed that there is timely delivery of service, 44% agreed that there is timely delivery of service, 4% were undecided, 9% disagreed while 5% strongly disagreed that there is timely delivery of service that vital records are protected with pins and passwords for effective operation of the employees (mean=3.994, SD=0.989). This implies that there is timely delivery of service. From the findings 32% of the respondent strongly agreed that customers are satisfied with the services offered, 52% of the respondents agreed that the customers are satisfied with the services offered, 3% were neutral, 10% disagreed while 3% strongly disagreed that customers are satisfied with the services offered(mean=3.375, SD=1.176). This implies that customers are satisfied with the services offered Brindisi, (2015) Customer satisfaction is important because it illustrates whether the customer base likes what the organization is doing. High satisfaction leads to greater customer retention, higher lifetime value, and a stronger brand reputation.

**Correlation between Storage of Records on Employee Performance**

The study conducted a correlation analysis between correlation between storage of records and employee performance at the national land commission in Nairobi, Kenya. The results were as shown in Table 5

**Table 5: Correlation between Storage of Records on Employee Performance**

		Storage of Records
Employee Performance	Pearson Correlation	.741*
	Sig. (2-tailed)	.027
	N	95

\*. Correlation is significant at the 0.05 level (2-tailed).



From the findings the study established that there exists a strong positive and significant relationship ( $r = .741, P=0.027$ ) between storage of records and employee performance at the national land commission in Nairobi, Kenya. The findings are in line with those of Mutimba, (2017) who found that storage of records through manuals system slows down employee performance while storage of records through electronic systems enhances employee performance.

**4.5 Multiple Regression Coefficients**

**Table 6: Regression Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.026	.420		4.824	.000
Storage of Records	.219	.144	.286	0.503	.036

Dependent Variable: Employee Performance at the National Land Commission.

The study also conducted a regression analysis to establish the regression coefficients connecting the independent and dependent variables as illustrated by the equation illustrated below:

$$Y = \beta_0 + \beta_1 X_1$$

Whereby Y represents Employee Performance at the National Land Commission,  $X_1$  represents storage of records,  $\beta_0$  represents constant which defines the value of employee performance at the national land commission without the inclusion of predictor variables. From the results in Table 4.6 the given equation was answered by the values of Unstandardized Coefficients ( $\beta$ ) and all of them were statistically significant since their p values (Sig. <0.05) were less than 0.05. The results indicate that all the predictor variables in the study have a positive relationship with the employee performance at the national land commission. Thus,

$$Y = 2.026 + 0.219X_1$$

The value of employee performance at the National Land Commission without the influence of the predictor variables is 2.026. This explains that, at any given time, employee performance at the National Land Commission will be 2.026 holding other factors constant at 0. The results also illustrate that, a unit change in storage of records would result to 0.219 times change in the employee performance at the National Land Commission.

**V. DISCUSSION**

**Summary**

From the findings the study concluded that the organization has a program to back up the records and the associated data which improves performance. The study also concluded that the organization has guidelines to store records both sensitive and classified records which save time hence higher employee productivity. The study concluded that there exists a strong positive and significant relationship ( $r = .741, P=0.027$ ) between storage of records and employee performance at the national land commission in Nairobi, Kenya

**VI. Conclusions**

The study concluded that records are stored in a server room for easy access which enhances employee performance. The study also concluded that all the records are stored in one device for easy access by employees hence improving employee performance. The study further concluded that the organization has a program to back up the records and the associated data which improves performance.

**Recommendations**

The Ministry of Lands should develop a comprehensive plan for the adoption of ERMS, invest in the necessary infrastructure, digitize all land records, establish strict access controls, and continuously monitor and evaluate the effectiveness of the system. The Ministry of Lands should also ensure that the ERMS is user-friendly and accessible to all stakeholders, establish a helpdesk or customer service center, integrate the ERMS with other relevant government systems, establish a mobile application for the ERMS, and ensure that the ERMS is accessible to persons with disabilities.

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