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Grouping Assignment:

Functional Design of Adella Mary Record Centre.

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1.0 INTRODUCTION OF RECORD CENTER.

1.1. Overview

First of all, the term “record centre” can be defined as a building which this building designed for the low-cost storage, maintenance and communication of semi-current records while waiting for the records to be disposed of. Next, the definition of semi-current record is records that are infrequently used. Moreover, there are three (3) types of record centre including national record centre, departmental record centre and commercial record centre. Thus, in this entire proposal, we will discuss about the proposal of our own departmental record centre in our own organizations.

Thus, we have chosen our name of record center is Adella Mary Record Centre. Adella Mary Record Centre is one of the departmental record center that will be published and located in Malaysia. This record center will be under our own organization which is a private hospital and not owned by the government. The Adella Mary Record Centre will hold the semi-current records of Adella Mary Hospital. The address of our record center is at Jalan Sungai Lembing, Bandar Indera Mahkota, 25200 Kuantan, Pahang. In addition, there are reason why our name of record center is Adella Mary. This is because this name is conjunction with the name by Director of Adella Mary Hospital which is Adella Mary. Therefore, we decided to use her name for our record center in order to appreciate her effort and contribution as a director instead of creating other names because we want to make our name of record centre can be a symbolic of the Adella Mary Hospitals.

Moreover, the main reason why we want to establish the record centre for Adella Mary Hospitals is due to an increasing number of semi-current records in hospitals. Although this semi-current record is irregularly used by the staff inside the hospital but we believe that these semi-current records may be useful for them to use the records in the future soon. For instance, the staff may want to retrieve the records back for the reference purposes. Furthermore, we also will ensure these semi-current records is well preserved and always kept the records in a good condition in order to ensure the records from damaged and lost. Consequently, this can make it easier for our staff to access it soon. Next, based on our research, we also have found that the type of records that exist in Adella Mary Hospital is consists of the printed and non-printed formats. Thus, we decided to preserve and care both of these formats and includes them in our record center.

1.2. Logo.



Figure 1: Logo of Adella Mary Record Centre.

Based on figure above, we have created our own logo for Adella Mary Record Center. Thus, we chose the blue and pink color because this color symbolizes our motto. Next, inside our logo also, we have included the icon file which this represents the storage of records and the blue color is symbolic as “Secure” in which we will ensure the privacy of our records is safe. Meanwhile, the care icon and the pink color is symbolic for “Care”, whereby we care to protect the records from damage and lost.

1.3 Motto.

The motto of Adella Mary Record Center is “Secure and Care”.

1.4 Vision.

The vision of Adella Mary Record Center is to be an excellent record center that are effective, secure and reliable in managing semi-current records of Adella Mary Hospital.

1.5 Mission.

The mission of Adella Mary Record Center is to ensure that we able to provide protection and preservation of the records effectively in order to provide the best satisfaction among hospital staff and clients.

1.6 Objectives.

Our objectives are to:

- provide appropriate preservation of records in variety of format.
- ensuring the records center to be secure internally and externally.

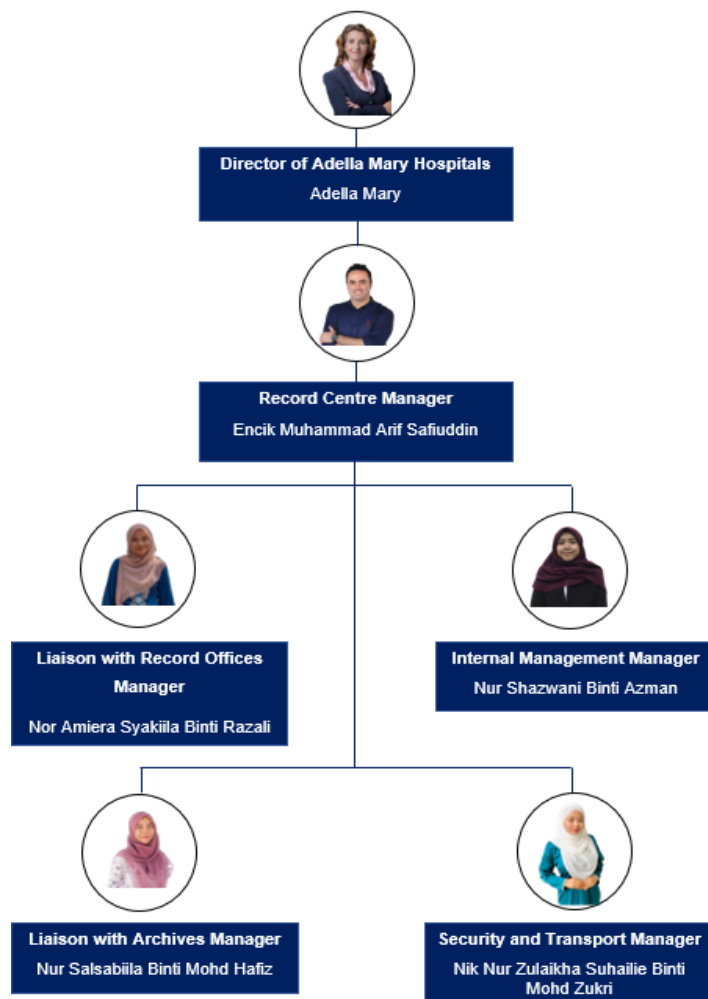
- provide excellent services and facilities inside record center for users.

1.7. Core Business.

Our core business is:

- transfer and receive the current records that are retired into semi-current to our records center.
- provide a storage and maintenance of the records.
- provide the access and references to records.
- conduct the process of appraisal and disposition of records.
- maintain records with permanent value.

1.8 Organizational structure of Adella Mary Record Center.



2.0 ESTABLISHING ADMINISTRATIVE STRUCTURE.

In order to establish an administrative structure, there are policy issues that should consider by us when planning our record centre including:

- Centralization.
- Location.
- Means of transport.
- Communications and technology.
- Staffing.
- Accommodation.

2.1. Centralization.

2.1.1 Definition of centralization and decentralization.

A centralized records centre is all the physical records are located in one central location. In other words, all records from each department and offices will be located at one place and will be controlled by the record management staff. Meanwhile, the definition for decentralization record centre is the physical records are located across the entire office. For instance, the records are stored inside other branches of the organizations. Figure below shows how centralization and decentralization work.

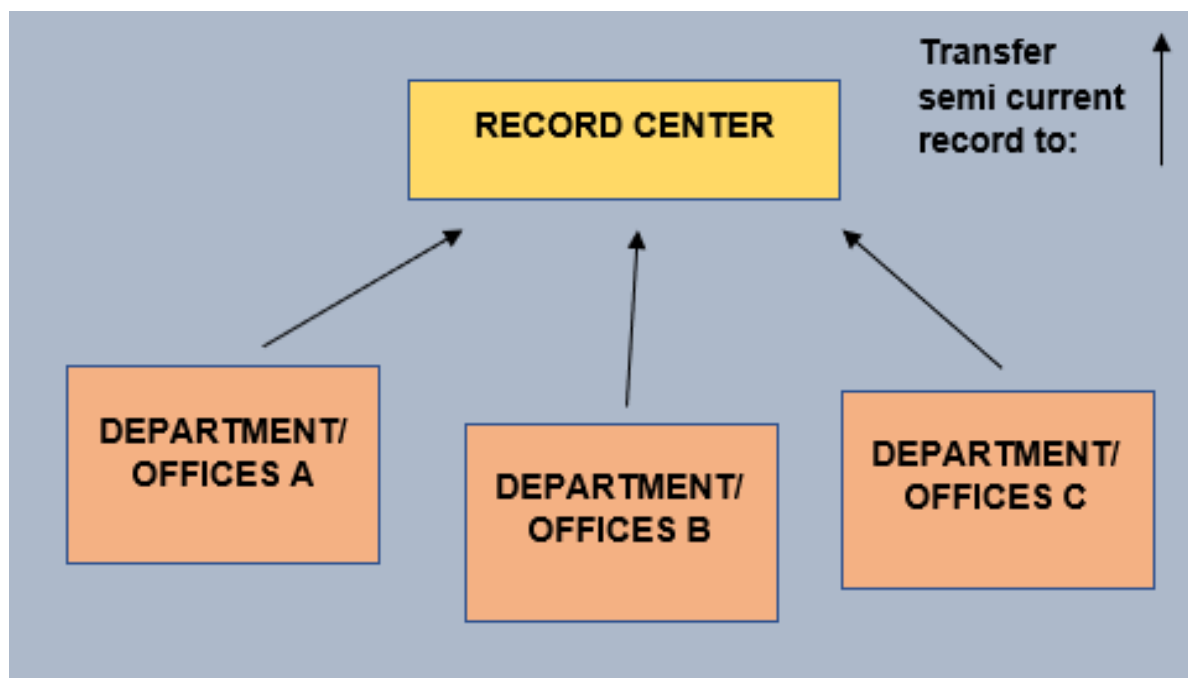


Figure 3: How centralization work.

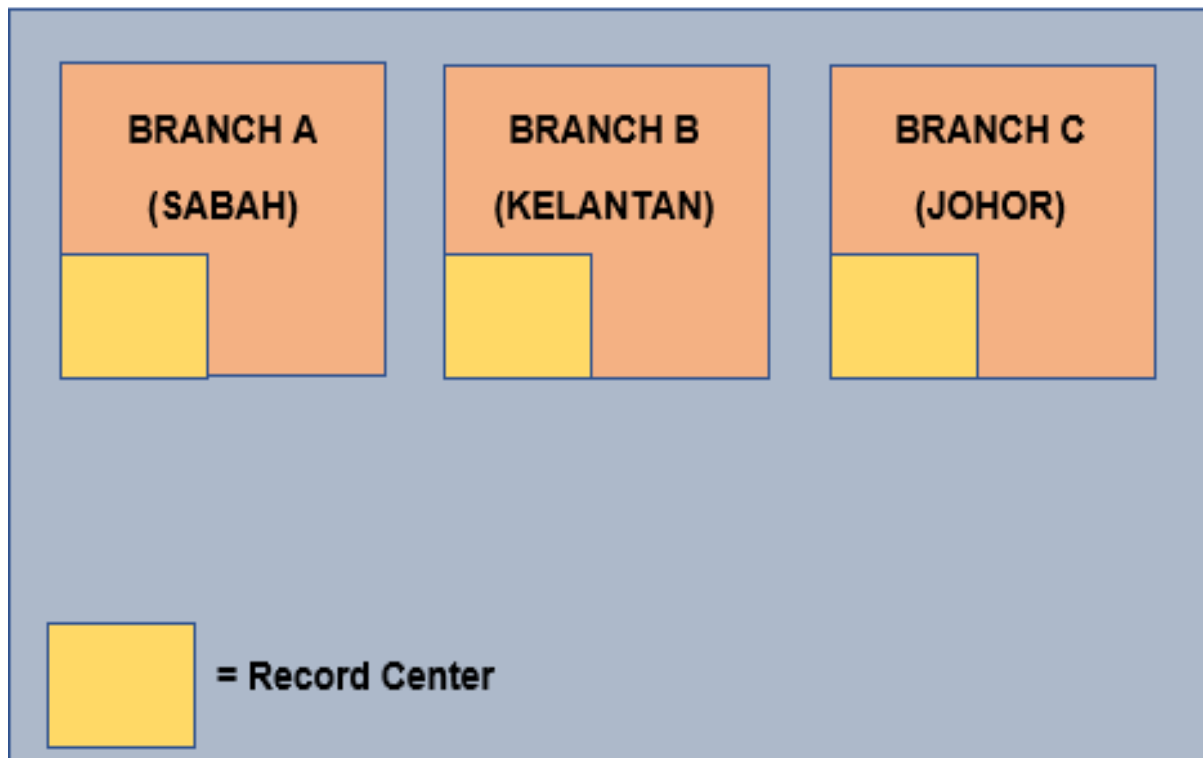


Figure 4: How decentralization work.

2.1.2 Our choice.

For the Adella Mary Record Centre, we decided to choose centralization compared to a decentralized records center. There are many reasons why we choose centralization record centre.

2.1.3 Our reason of choosing centralization.

2.1.3.1 Easy to access.

By having only one record center, it can allow us to save the cost time in order to access the semi-current records. This is because the decentralization is referring to the organization that have another branch. Coincidentally, Adella Mary Hospital have only single hospital. In other words, this means that there is no other branch of the Adella Mary Hospital. Thus, the best choice is for the Adella Mary Record Centre is centralized so that all the physical and electronic semi-current records are located in one central location. Consequently, it allows staff and visitor easily to go to our record center and retrieve the record that they need in one place.

2.1.3.2 Faster decision making.

Next, one record center can facilitate the decision-making process. This is because in a centralized organization, decisions are made by a small group of record center staff and then the staff will communicate to lower-level managers. The involvement of only a small number of records center staff makes the decision-making process more efficient because they can discuss the details of each decision in the meeting. Then, the results of decision making will be given to the lower levels of the organization inside record centers for implementation. In brief, decision-making process can be quick because one record center will allow communications occur within a particular group. For instance, if there is decision-making that want to do inside the record center, so the record center staff can immediately conduct a meeting within the buildings. Therefore, the process of decision-making will be quickly done by having one record center compared to the decentralization organizations.

2.1.3.3 Standardized procedure.

By having one record center, standardized procedures can be made easily as well as it would improve the quality of management. This is because if we choose decentralization organization in which there will be several record center, the procedure may not be standardized because other branches of the hospital will tend to implement their own procedures. Therefore, we choose one record center so that we can ensure the management of records within record center is in accordance with the standards that have been set. For instance, the process of monitoring by the supervisors can be done quickly in order to ensure that the record center staff perform their work in accordance with the set of standards that have been established.

2.1.3.4 Provide heightened level of security.

One record center also will provide a high level of security for make sure the records is secure and safe. This is because we can fully provide a security equipment and procedure to prevent any records are stolen and lost compared to decentralization organizations. For example, if another record center in other branches have a poor security management either internal and external security, the possibility of the semi-current records to be stolen by the thieves and lost is higher. Thus, by having one record center, it can help us in minimizing the risks of thieves compared to several record center.

2.2. Location.

2.2.1. Central site or remote site.

The meaning of central site in the context of record center management, the location of record center is built near with the creator agency. Meanwhile, for the remote site is the location of the record center is built far away from the creator agency and cities which to be placed in the rural area for the low-cost purposes.

2.2.2. Our choice.

For the Adella Mary Record Centre, we have decided to choose central site compared to remote site. There are many reasons why we choose central site.



Figure 5: Location of our record center near with hospital.

2.2.3. Our reason of choosing central site.

2.2.3.1. Speed up the transferring process.

Due to the record center being close to the hospital organization, it makes us easier to handle the records. For instance, the process of transferring semi-current record from the hospital to the record center can be done quickly. Therefore, there are no barriers in the delivery process between the hospital and the record center.

2.2.3.2. Easy to visit.

If we placed our record center near with the hospital, it makes it easier for the visitor or staff inside the hospital to visit our record center. For example, if the visitor or staff have the

permission to use the references services, they can easily go to our record center. Not only that, it also facilitates the record center staff to visit the hospital in order to perform their work such as liaising with the staff in each department and offices.

2.2.3.3. Cost saving.

By placing our record center near with the hospital also saves the costs in terms of transportation costs. This is because if the record center is located far from the hospital, the costs are high. For instance, the cost involved is vehicle fuel expenses and the mines toll. Therefore, if the record center is located near with the hospital, our record center staff does not need have to spend a lot of expenses for vehicle fuel and mines toll.

2.3. Means of transport.

For the means of transport, we will be planning on how will the records will be transferred, disposed of and retrieved. The contents include in means of transport is loading bay, adequate parking facilities, workspace area, search room and the way of record disposed of or transferred to the archive.

2.3.1. Loading bay.

We will provide the loading bay for the process of transferring and receiving records. This loading bay is an area at the side of a building where the records will be loaded onto and unloaded from the lorry. Thus, the lorry that we want to use is Mitsubishi-Fuso. Other than that, we will ensure our loading bay is weather-proof such as water-proof, sunlight-proof and wind-proof. Next, we also will provide two (2) loading docks such as shown in the figure below, one loading docks for the lorry and another one is for the van.



Figure 6: Loading docks.



Figure 2: Mitsubishi-Fuso FE85PG.

2.3.2. Adequate parking facilities.

For the parking area facilities, our record centre wants to provide adequate parking area facilities. In brief, our record centre will provide a parking area for parking area for lorry and van, parking area for visitors, parking area for disability people, parking area for the staff and parking area for the VVIP.

2.3.2.1. Parking area for lorry and van.

For the lorry we provided a parking area. This lorry function is to transfer the record from our record center to hospital and to transfer the record from hospital to our record center. Next for the van we also provided one (1) parking area for the van transportation. This transportation function is to transfer the records to the archive.



Figure 3: Parking area for lorry and van.

2.3.2.2. Parking area for visitor.

For the parking area for the visitor, we provided only four (4) parking areas for the visitor who wants to get access to the record in which to the visitor who has an appointment with our record center in using the reference room. These visitors may consist of staff inside the hospital and other visitors such as outsiders who have permission to use the reference room.



Figure 4: Parking area for visitor.

2.3.2.3. Parking area for disability people.

For the parking area for the disability people, we provided three (2) parking areas. We provided this parking area to ensure the disability people that come to our record center can easy to parking and avoid them from having problems finding the parking. For example, we choose to put this parking near to the main entrance of the record center to make it easy for the disability people to find the parking and save their time.



Figure 10: Parking area for disability people.

2.3.2.4. Parking area for record center staff.

For the parking area for the record center staff we want to provide in about twelve (12) parking areas, which only the staff are allowed to use this parking.



Figure 11: Parking area for record center staff.

2.3.2.5. Parking area for VIP.

For the parking area for the VIP, we want to provide the three (3) parking areas. We provide this parking area to VIP to make sure they can have the parking without need to search the parking. These VIP persons may consist of the director of the hospital and other VIP such as an archivist from an archive that come to our record center.



Figure 12: Parking area for VIP.

2.3.2.6. Parking area for the motorcycle.

For the parking area for the motorcycle, we will be provided three (3) parking areas. We provided this parking area to make sure the users that have the motorcycle as their transportation have a place to park their motorcycle. These motorcycle users may consist the staff of the record center and the visitor of the record center.



Figure 13: Parking area for motorcycle.

2.3.3. Working area.

A working area is where transferred materials can be cleaned and checked before being placed on shelves. The record needs to be cleaned and checked to make sure there are no dust, or insects inside the record. This will avoid the record from getting damaged. Next the record needs to be checked before being placed on the shelf because to make sure we receive all the records in each department and offices. In addition, we also want to make sure the record we received is correct to avoid us from getting the wrong records.

2.3.4. Search room.

Our record center plans to provide a search room. This room function is to provide help for the record center staff to search the needed record. This search room should have the facilities such as a comfortable chair, table and computers.

2.3.4.1. Comfortable chair.

We will provide two (2) chairs in our search room. We plan to provide the Eurotech Vera Chair. We choose to use this chair in the search room because the chair has the best back support. Thus, this chair will make the staff feel comfortable because the back of this

chair has a flexible mesh that can conform to the staff who sit on the chair. The armrests of this chair are nice adjustability with height, width, depth and pivot capabilities. This chair also has a unique arm caps.



Figure 14: Eurotech Vera Chair.

2.3.4.2. Table.

In our search room we plan to use one (1) table which is IKEA Linnmon table. We choose this table because this table was the best office desk with built-in storage. This table provided three large drawers and two small drawers each. This means that this table have a total of six large drawer and four small drawers respectively and 10 drawers in total. This really help the staff to save the space in the search room. They can use the drawer to save the paperwork and folders, or whatever else they need to save there in the search room.



Figure 15: IKEA Linmon Table.

2.3.4.3. Computer.

For our staff to get manage their work, they will need the equipment such as computer. We plan to provide two (2) computers in our search room. This is because to make sure the staff can access the search room more than one staff at one time. This will save their time

because they do not need to wait for a long time to access the record in search room. Therefore, we plan to buy and use HP Envy 32. This is the latest product from HP brand and also has a larger RAM which is 32 GB and the storage of hard disk space is 2 TB HDD which enough for record center to store many records.

2.3.5. The way of record disposed of or transferred to archive.

Next, before proceeding to dispose and transfer the records to archive, we will conduct an appraisal process. The purpose of the appraisal process is in order to determine whether the record has a value or not. Therefore, from this process, it can assist us to identify if the record has no value so we will dispose of the record when the retention period of records is over and the disposal schedule has been approved. Other than that, the way the record will be disposed of is according to the appropriate procedures at the disposition area. Next, if we identify that the record has a value, we will send that record to the archival repository. This is because we want to maintain the evidence of our business activity by transferring those records that have a permanent value. Therefore, we will use a Hiace van when we want to dispose of the record and transfer the record to the archive. The reason why we choose this Toyota Hiace (2018) is because this van has a spacious cargo space which allows for greater flexibility and versatility in carrying cargo.



Figure 16: Toyota Hiace (2018).

2.4. Communication and technology.

Communication technology has now been accepted as a medium for processing information and 53 The Role of Communication Technology and Contribution towards the Development of Communication in Effective Organizations managing organizations to contribute towards organizational excellence (Goodall et al., 2010). Organizations will not be able to move smoothly if they do not use communication technology as one of the methods to facilitate organizational management. The meaning of communication in this context is the physical access of technological information used to connect with key agencies.

2.4.1. Our observation

We have made some observation in terms of communication tools used by the staff inside the hospital so we can conclude that all the communication tools are adequate enough for records management needs in which the staff in the Adella Mary Hospitals have telephone and fax technologies in each department, offices and unit. Other than that, our staff inside the hospitals also always use the electronic mail access for the purposes of transferring information and other files such as images and documents. In addition, we also make some evaluations based on the uses of electronic mail access either it is reliable or not. Thus, based on our observations, we think that this electronic mail access is consistently good in quality or performance and also able to be trusted. Other than that, we also identify that most of the staff inside the hospital use social media such as WhatsApp and Facebook.

2.4.2. Communications tools and device.

Therefore, Adella Mary Record Centre has decided to use communication tools and devices for communication purposes with the staff in each department, offices and unit in the hospitals. The communications tools and device will be separated into two (2) categories, the first one is physical medium and the second is electronic or online medium.

2.4.2.1. Physical medium

2.4.2.1.1. Fax machines.

We have chosen this SHARP FO-1550 Fax Machine product nation which is priced at RM 599.00 because with a paper capacity of 200 sheets, and this fax machine allows us to print documents easily in a short time. It also has a back-up function for full memory. Next, it is suitable for office use because this fax machine has 220 auto-dials where we do not need

to enter the fax number one by one, instead we just need to keep the fax number that we always dial on auto-dial to save time. Moreover, the Caller ID is also available on this fax machine. Lastly, this fax machines having a standard function which allows this machine is easy to operate.



Figure 17: Fax machines.

2.4.2.1.2. Desktop phone.

For the desktop phone, we have chosen Grandstream's GXP 1400, priced at RM 645.76 which is an HD IP phone that offers 3-way conference calls and allows for a lot of memory storage. It will store numbers of up to 500 contacts and maintain a history of the last 200 calls we forwarded. Its personalization features include everything from local weather forecasts to the ability to choose your own ringtone, and making it a useful desk accessory for many purposes. Finally, the GXP 1400 can accommodates two telephone lines.



Figure 18: Desktop phone.

2.4.2.1 Electronic or online medium.

2.4.2.1.1. Electronic mail (Gmail).

For the communication purposes, we will use electronic mail which is Gmail. Gmail is a free email service that allows us to send documents, pictures, voice and video simultaneously and in a short time at a low cost. We use Gmail because this Gmail is safe to use in which it is equipped with advanced antivirus and anti-malware systems which significantly reduces the threat of viruses and malware to computer. Next, the staff inside the hospital also can use Gmail to send the message to us such as sending the documents and file. Besides that, we also can use the broadcast features to post any announcement of our record center so that the message can be send into numerous accounts at one time. To conclude, Gmail is a service where our record center staff can exchange message with the staff inside the hospital or other users.



Figure 19: Gmail Logo.

2.4.2.1.2. Social media.

For the social media, we choose to use Facebook, Blogspot and WhatsApp to communicate and share important information.

2.4.2.1.2.1. Facebook.

Facebook is one of the most popular online platforms in social media nowadays. One of the famous features provided on Facebook is Facebook Page. This Facebook Page features are now increasingly popular used especially among the business companies, social organizations and individuals "public figures" in promoting their product and services to their consumers and customers, providing current information to the fans and delivering the latest activities to supporters.

Therefore, we will create our own private official page for our record center. On our Facebook page, we will include our information on the "About" which related to our record center. For instance, our vision and mission, address and office hours. In this Facebook page also, the staff inside the hospital can use the messages features which known as messenger

so that it can facilitate them if they have any questions to us. Therefore, they can directly chat online with us.

Next, we also will always post about the services offered by our record center where through this way, our followers which consists of the staff inside the hospital can keep up with our latest announcement and notice. Lastly, not only we will be posting a post that are related about the record center information, but we also will make other casual posting such as post a status about the variety of celebrations days which this posting will attract more interaction between users on our page.



Figure 20: Facebook logo.

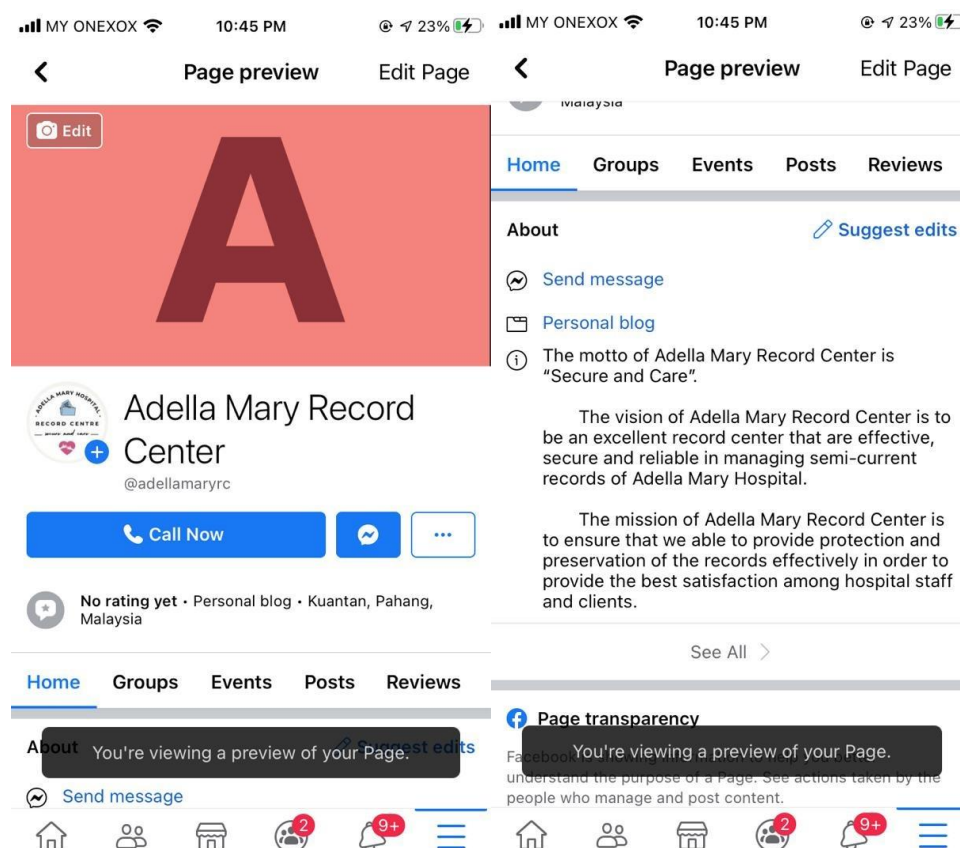


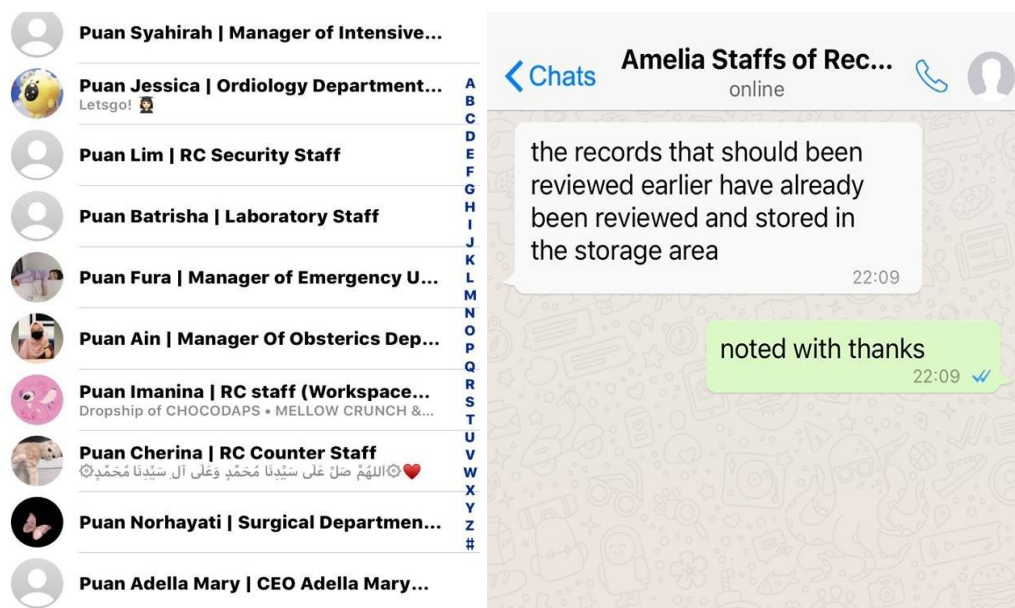
Figure 21: Example of our record center Facebook page.

2.4.2.1.2.2. Blogspot.

Next social media that we will use is blog, which is also considered as one of the types of social media that exists. BlogSpot is a free platform run by Google that allows the users to write formal or informal posting. BlogSpot is also the right choice for all company owners to talk about their company. Thus, we want to take this opportunity to create an official BlogSpot account for our own record center. Apart from its use that does not require any payment, BlogSpot also has a concept that is more or less the same as Facebook Page. On this BlogSpot, we will do a writing about all things related to our record center starting with the vision and mission of our record center followed by our background and other announcements about our record center.

2.4.2.1.2.3. WhatsApp.

Furthermore, the staff involved in the management of this record center also use WhatsApp as their communication tool where it is an instant messaging application (messenger) and cross-platform on smartphones that allows users to send and receive messages such as SMS without using credit except internet connection. Messages sent using WhatsApp are informal messages but still job-related. Through the use of this application, the received messages will be received faster because the delivery will be sent to the respective phones and the spread of the message can be spread more quickly and widely. Figure below shows the examples of the way we will use WhatsApp in the future to communicate with the staff inside the record center and the staff inside the hospital.



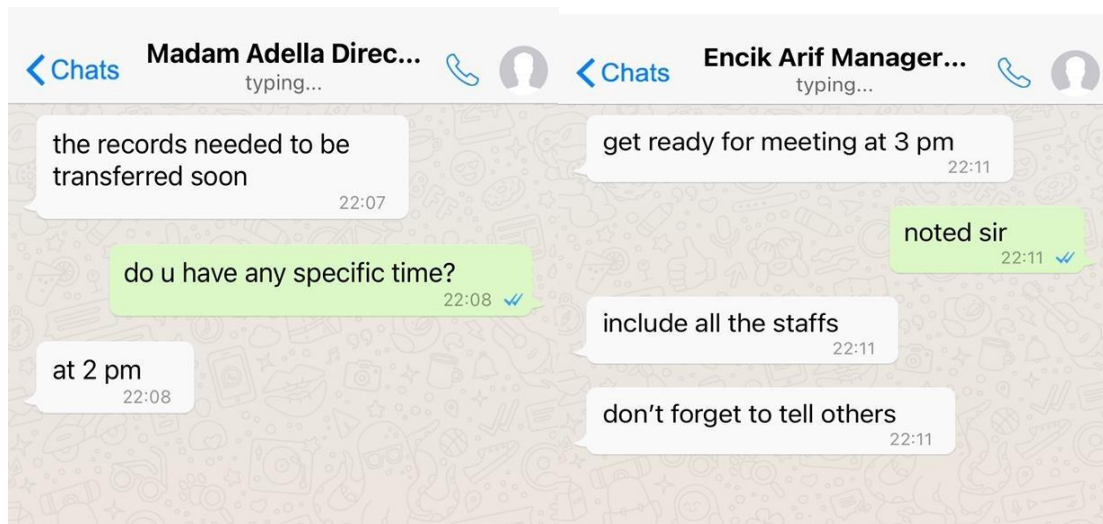


Figure 22: Example of the way we will use WhatsApp in the future to communicate.

2.5. Staffing.

2.5.1. The number of staff.

For the staffing, we will ensure that our record center should be adequately staffed in order to ensure that we are able to manage the records managements effectively and efficiently. In other words, we also plan to not hire too many staff in which the amount of the staff in our record center will be less than 25 staff only. A smaller number of staff are enough for us to handle all the management within the small area. In addition, a smaller number of staff also will ensure the records is being secure and safe. This is because, in our opinion, if the number of staff recruited is too many, it is likely that the records will be exposed to the risk of loss and the confidential information of the records is also being exposed. For example, there may be staff who have malicious intent to steal the records or some of them may be bribed to disclose the records secretly. Therefore, a safe way to ensure our records is safe by having a small number of staff in our record center.

2.5.2. Type of staff activity.

In our record centre, the four (4) types of staff activity are liaising with creator agencies and managing reference services, managing the holdings within the record center, providing security, transport and housekeeping within the center, and the last one is liaising with the archival institutions.

2.5.2.1. Liaising with creator agencies and managing reference services.

For the first staff activity is liaising with creator agencies. The term “liaising” or “liaison” is generally referred to the communication or cooperation that will facilitate a close working relationship between the people or organizations itself. Example of the way record center staff liaising with creator agency is coordinate and direct the staff inside the hospital, collaborating in implement an emergency plan and lastly is monitoring and advising about the way of staff inside the hospital care and preserve the records.

2.5.2.1.1. Coordinate and direct the staff inside the hospital.

The way of record center staff can liaising with the staff inside the hospital is coordinate and direct the staff in each department or offices inside the hospital about the correct procedure to transfer the semi-current records. Thus, the record center staff should always be aware of the current situation within in each department or offices. The example of current situation that staffs of record center need to be aware is the usage of records used in their departments or offices. This means that our staff will advise each of the staff in departments or office regarding on how to identify which records that should be transferred to the record center. As an example of advising is by conducting a survey within the department or offices to know the frequency of the records that are used. Therefore, if the result show the records are voted less used among the staff at a particular department or offices, so the records will be considered as a semi-current record and can be transferred to the record center.

2.5.2.1.2. Collaborating in implement an emergency plan.

Other than that, the way to liaison is the record center staff and the staff in the hospital is by collaborating in implement an emergency plan. Emergency plan is a policies and procedures that will be used during an emergency or disaster. Therefore, this emergency plan will help us in order to prevent or minimize the damage to an organization, the people and the resources. Example of emergency or disaster that may occur in our record center in the future is fire, violent incident and other natural disaster such as earthquake and flood. For instance, the record center staff and staff inside the hospital can discuss about what are the action that should do when the record center staff discover a fire within the record center building and write those detailed action in the emergency plan.

The action can be come out in the form of flowchart. As an example, is flowchart of fire evacuation plan which describe the step that involve to deal with the fire. Other than that,

record center staff and staff inside the hospital can develop a flowchart on how to properly use a fire extinguisher, so that the record center staff are well-known to use the fire extinguisher. Another example is, both of them also should discuss together when drawing a floor plan of record center and build the fire escape plan, so this plan would help people how to escape from a burning building. Thus, to be conclude, this emergency plan is important in order to provide the possible recovery in the event of a disaster which may involve the loss of records or the records is damage.

2.5.2.1.3. Monitoring and advising about the way of staff inside the hospital care and preserve the records.

Moreover, the way to liaison is record center staff should always monitor the staff in each department and offices inside the hospital regarding on how they preserve the records. Not only monitoring, record center staff should advice when there is a something wrong about how they caring and preserve the records. This monitoring and advising action are important in order to ensure the current records is well-preserved before the records are retired from current record to semi-current record soon. Otherwise, it may be problem if the current records are not monitor by the record center staff, in which it will lead to the deterioration of records. As an example, the record in the form of paper may be damage, torn, yellowish, and rusty if the staff inside the hospital not preserve the records properly. Therefore, advising action is needed to avoid this problem is happening. As an example, in order to avoid the paper from yellowish, the record center staff can advise the staff to avoid placing the records in high humidity locations.

Then, record center staff should explain in detail to them about the reason why they need to avoid placing the records from high humidity locations. For instance, regarding the reason is, the record center staff should tell to the staff about the high humidity levels will increase the moisture in the air and lead to damage and yellow paper. In brief, the record center staff should advise and explain to the staff about the reason so that the staff have a better understanding and more careful in caring the records. Thus, in the future, record center will not have encountered a problem when we want to transfer the semi-current records to our record center. For instance, problems such as the records is torn and damage, so the record center staff should responsible to conserve the records by repairing the torn records before the records are being placed on the storage room. Consequently, it may time-consuming to repair records that are damaged, and lead to troublesome. To conclude, monitoring and advising is one of the examples the way of how the record center staff can liaising with the staff inside the hospital.

2.5.2.1.4. Managing references services

Next, record center staff also responsible in managing the reference services. This references service is referring to the records that are borrowed by the staff inside the hospital for the reference's purposes. Thus, this references services will be always held inside the references room and the authorized persons who have the permissions are allowed to get access the records. Therefore, there are five (5) examples in terms of the ways involved on how record center staff manages this references service.

For instance, the first way is the record center staff must ensure the users who come to record center have a permission get access to the records which the permission have been approved by the record center manager and the director of the hospital. Moreover, the second way such as record center staff should checked and record the personal information and the attendance of each user who use the references room. This action would help the record center staff keep track the users who have access a particular record.

Furthermore, the third way in managing the references service is record center staff will always monitor and supervise the users inside the references room to prevent the records are being lost and stolen. Next, the fourth way is record center staff will responsible in photocopying the records that users want to access instead of giving the original record to them. This is because in order to avoid the original records from the damage and lost. In addition, the fifth way record center will always track the movement of records that are issued to user departments and ensure the records are returned within the normal time.

2.5.2.2. Managing the holdings within the record center.

For the second type of activity is managing the holding within the record center including receiving records from creating agencies, retrieving records for transfer to the archives or for disposal and communications and technology management.

2.5.2.2.1. Receiving records from creating agencies.

Activity or process that involves when receiving records from creating agencies is managing transfer lists, loans, issued, authority to destroy and proposal to transfer the records to archival care. Next, is shelving the boxes of transferred records and Ensure records are appear in the authorized disposal schedules.

2.5.2.2.1.1. Managing transfer lists, loans, issued, authority to destroy and proposal to transfer the records to archival care.

Firstly, the record center staff is responsible for ensuring the records that have been received in the record center is accompanied by completed transfer lists. This transfer lists consists information that should be complete to fill such as the agency, unit, record office, code, consignment numbers and action category. Other than that, in this transfer lists also, there will be information about the box number, title or description of records, references nos., covering dates, action date and record center location number.

Thus, the record center staff should ensure all this information inside the transfer lists is has been filled completely and filing the transfer lists accordance with the agreed procedures. Besides that, not only the transfer lists, but our record center staffs also responsible to filed the loans, issued, authority to destroy and proposal to transfer the records to archival care properly. The reason why the transfer lists, loans, issued, authority to destroy and proposal to transfer the records to archival care must filed properly because to prevent the materials from lost and unable to retrieve. Therefore, record center staff will always review the files periodically in order to ensure they are kept in good order.

Records Centre Transfer List					
Continuation Page No.....					
Agency _____		Code _____			
Unit _____		Consignment No. _____			
Record Office _____					
Action Category (destroy, review, permanent) _____		For Records Centre Use			
Box No.	Title/Description of Records	Ref. Nos.	Covering Dates	Action Date	Records Centre Loc. No.

Records Centre Transfer List

Figure 23: Record Center Transfer List.

2.5.2.2.1.2. Shelving the boxes of transferred records.

The record center staffs also responsible in shelving the boxes of transferred records in accordance with a plan. This plan will allow the record center staff shelves the accumulation of backlogged records which is records that should have been transferred earlier but were not. Other than that, this plan also allows record center staff shelving the regular consignments of records that which these records have been retired from the current system so the records are known as semi-current records.

2.5.2.2.1.3. Ensure records are appear in the authorized disposal schedules.

The record center staff will ensure that all the records are appear in the authorized disposal schedules. This is because there are no records that should be contemplated until there is a satisfactory and agreed disposal schedule among the staff inside the departments or offices. Therefore, we can avoid the mistake of putting the records that still want to use by the staff inside department and offices in the disposal schedules.

2.5.2.2.1.4. Retrieving records for transfer to the archives or for disposal.

The records center staff have a responsibility in identifying and preparing the records in order to transfer the records to the archival institution or for destruction. Thus, this activity involves the record center staff to maintain the disposal schedules. For instance, record center staff should always monitor the last date for the particular records to be put inside the record center. This is because if the record center staff does not aware of the date, the process of the to be disposed of or transfer to archive will be delayed and need to create the new date to transfer the records. Next, the record center staff also will make sure the process of transferring the records to the disposition area and archive is appropriate and secure. For instance, the record center staff will ensure the boxes with the records to be disposed or to be transfer to archive will be covered neatly and in accordance with the procedure. Lastly, the record center staff also will be documenting all the actions taken if they want to dispose or send the records to the archive.

2.5.2.2.1.5. Communications and technology management.

Next, for this activity, there will be only one record center staff will handle communications and technology management. Thus, the first way on how record center staff manage the communications and technology is the staff must responsible in perform the

management of the databases retrieval of information and compilation of statistics. Other than that, the second way is record center staff will liaison with the appropriate officer in the records and archives institution.

As an example, the record center staff can make a call with the archivist by using communications tools such as desktop phones or the staff also can use the electronic mail to seek the advice and helps in preparing the records from record center to the archival institutions. Lastly, this activity also requires the record center staff to choose the hardware and software system that want to use in which the chosen system must have an agreement with the government, corporate policy and civil service or organizational practice.

2.5.2.3. Providing security, transport and housekeeping.

One record center also will provide a high level of security for make sure the records is secure and safe. This is because we can fully provide a security equipment and procedure to prevent any records are stolen and lost compared to decentralization organizations. For example, if another record center in other branches have a poor security management either internal and external security, the possibility of the semi-current records to be stolen by the thieves and lost is higher. Thus, by having one record center, it can help us in minimizing the risks of thieves compared to several record center.

2.5.2.3.1. Security.

For the security, the record center staff will be responsible to adopt the custodial security, environmental security and security and access inside the record centers.

2.5.2.3.1.1. Custodial security.

There are few examples of the ways on how record center staff can maintain the custodial security inside record center such as ensure everyone in the record center should be identifiable, office areas must be always staffed during the office hour and guarded at the night, control the keys of buildings and ensure only authorized persons are allowed to access the records.

2.5.2.3.1.1.1. Ensure everyone in the record center should be identifiable.

The first way is the record center staff will ensure everyone in the record center should be identifiable. For instance, our record center staff will wear the staff identification card while

for the visitor who come to record center will wear the temporary identification card. Therefore, if the person who does not wear these two (2) cards, this indicate that they are unauthorized person who come to record center. In addition, the visitor who get the permission can get the card at the counter near with the main entrance.



Figure 24: Example of staff card.



Figure 25: Example of visitor card.

2.5.2.3.1.1.2. Office areas must be always staffed during the office hour and guarded at the night.

Next, the second way is the office areas must be always staffed during the office hour and guarded at the night. This is because if there is no one staff that monitor the records from inside and outside the record center, so the risks of records to be lost is high.

2.5.2.3.1.1.3 Control the keys of buildings.

Moreover, the fourth way to maintain the custodial security is control the keys of buildings. Thus, this key will be given to our record center manager and he is the only one who is responsible and able to keep and control the keys of buildings. The reason why he is the only one can control is because to prevent the keys will be misused by other record center staff.

2.5.2.3.1.1.4. Ensure only authorized persons are allowed to access the records.

Other than that, record center staff also should ensure only authorized persons are allowed to access the records in references room by checked their approval letter first, and then checked their personal information before allowing them to enter inside the references room.

2.5.2.3.1.2. Environment security.

A few examples of the ways on how record center staff can maintain the environmental security. Firstly, the first way is the record center staff will ensure the alarm inside record center will automatically connect with the near police station and fire station. Therefore, if there is a fire inside the record center building, the fire station can know and immediately go to our record center to rescue. Other than that, the second way is all the record center staff will be trained to use tools such as fire extinguishers and know the action that they need to do in the event of emergency situation so that they can prepare themselves. Next, the third way is record center staff also will ensure the alarm will be tested regularly. This is because if there is no test conducted, no one will know the alarm is not working and if there is a fire inside record center building, the alarm cannot be detecting the smoke and ringing which may makes the big problem such as the record center staff are not aware of the fire that occur inside the buildings. Moreover, the fourth way is we will ensure that our record center will be isolated from any dangers that may give negative impact on the records such as fire, land slide and, flood.

2.5.2.3.1.3. Security and access.

There are also few examples of the ways on how record center staff can maintain the security and access. Firstly, the first way is record center staff will ensure the boxes have no marking regarding the contents of the boxes. This to ensure that the contents of the boxes will not easily to identifiable and being exposed on the outside of the boxes. Therefore, people will

not know what are the records that contains inside the boxes. Other than that, the second way is record center staff will ensure that the visitor from the outside of organizations have the permission from the director of the hospitals first to access the records. Next, the third way is record center staff will ensure the users who come to record center to consult the records, they will be accompanied with the supervisor inside the references room.

2.5.2.3.1.4. Transport.

There are a few examples on how record centers manage the transport. For the first way is record center staff will ensure the lorry and van is always be maintenance. The basic maintenance such as oil and coolant levels, air filter, tire pressure, checked the headlight, turn signals, brake and parking lights. This maintenance of vehicle is important in order to keeping the lorry and van in a good condition which it will save us from unwanted vehicle problems that may occur in the future. As an example of vehicle problems that usually happen is brake failure and engine failure. Furthermore, the second way is record center staff will managing and prepare the schedule of transferring and receiving records from the hospital or archival institution so that the drivers will always alert.

2.5.2.3.1.5. Housekeeping.

There are a few examples on how record centers staff manage the housekeeping activity. Firstly, the first way is record center staff will ensure the record center is always cleaned from the dust and dirt as these two factors would affect the life of the records. For instance, the record staff will wipe the dust in each shelf by weekly and swept the floor. Next, the second way is the record center staff also will ensure that no one is allowed to eat, drink and bring food inside the storage area. This is because the smell of food and drink will lead the pests come to the storage area. As an example of pests are cockroaches, ants, and others. These pests will be able to damage the records in storage area. Moreover, the third way is record center staff will keep the records in proper order so that the records can be found at any time with and minimize the time taken to retrieve the records.

2.5.2.3. Liaising with archival institutions.

The last type of staff activity is liaising with the archival institutions. Example of the way record center staff liaising with the archival institutions is notify the archival institutions and seek advice from archivist.

2.5.2.3.1. Notify the archival institutions.

After the appraisal process in identifying records that have a permanent value have been done, the record center staff will notify the archival institutions to send the records that have a value to archive.

2.5.2.3.2. Seek advice from archivist.

Next, record center staff should seek advice from archivist in order to manage the records with permanent value to be transfer to the archive. For instance, record center staff can get help from archivist regarding the transfer list. Thus, the archivist will explain about this transfer list should be amended to indicate when the records were transferred to the archival institutions. Other than that, another example is the archivist also will advise the record center staff about the action date file. This action date file will be used to identify the records to be transferred to the archival institutions.

2.6 Accommodation.

There must be accommodation for all of the processes of the records centre. Thus, the accommodation that we will provide in Adella Mary Record Center is including:

- the transferring processes.
- management and storage of records.
- the provision of reference services.
- staff facilities.
- storage and maintenance of vehicles.

2.6.1 The transferring process.

For the transferring process, we will provide a secure and clean loading bay. This loading bay is a where the physical movements and transfer of records is happened. In other words, this loading is a where all delivery arrangements are carried out carefully, orderly and efficiently so that the stock is received by the orderly in perfect condition. Thus, the process that involves in this loading bay is begins with the process of receiving the new accumulation of record from the department or office that must be inspected, reviewed and ensured that all records is the right records. Next, this loading bay is where the issue of the records will be transferred upon the request from the department or office. Moreover, this loading bay also is

where our record center will receive the returned records from the department and office. Lastly, we also will transfer the selected records to the archival institution in this loading bay.

2.6.2 Management of record.

Accommodation that should have in managing record is office space and office facilities as well as the communication systems.

2.6.2.1. Office space and office facilities.

Office space is the room that puts our staffs to work. Our records center will provide various facilities to the record center staff to make it easier for them to manage their work in this office space. Thus, a regular office facility will be put including computer, desks along with the chairs. Other than that, other facilities such as filing steel cabinet are provided by our record center to place documents related to our record center or important documents. Meanwhile, for the stationery facilities such as stationary tools for the use of our record center will be stored using storage drawers where all staff who need stationery tools to complete their tasks can easily take it from the storage drawer provided. Therefore, facilities such as desks, table and cabinet like this can help the record center in performing their work.



Figure 26: Chair.



Figure 27: Desk.



Figure 28: Storage drawer.



Figure 29: Filing steel cabinet.

2.6.2.2. Record center's communication systems.

For the communication system, we have selected some equipment such as desktop phones and fax machines. Desktop phones are usually used for any inquiries that require further clarification from our own records center. In addition, communication between our record center staffs with the staffs at the hospital and archives will use desktop phones or fax machine to send or receive any matters that is related to record management. We also will use the Gmail so that it can easily for the staff at the hospital to send the messages along with the documents.



Figure 30: Fax machine.



Figure 31: Desktop phone.

2.6.3. Storage area.

This storage area stores all types of materials available in the record center regardless of the record format. Each record is stored separately according to its respective record format because each record has a different storage method. For example, available record formats include printed records, audio tapes, microfilms, photographs and electronic records. Therefore, special shelves according to the type of record format available will also be provided in this storage area as well as other equipment such as air conditioners, humidifier, and Thermo hygograph. All of this equipment is intended to keep such records from being damaged.



Figure 32: Adjustable shelf.



Figure 33: Air- conditioner.

2.6.4. The provision of reference services.

2.6.4.1 References room.

Next, we also will provide a references services in which only authorized persons who are allowed access to the record in references room. This is because all records need to be monitored so it required us to provide provision for this reference room. We have also provided some other facilities in this reference room. These facilities include desks and chairs, shelves, and photocopy machine.

2.6.4.2 Desks and chairs.

In order to provide convenient for our users inside the references room, we decided to provide some tables and chairs where users can see the records. Next, there is also a table for our staff who will be charge to supervise the users so that they can see the users. The table used is an oblong folding table which is a table suitable for use as heavy duty that allows users to place documents in a large capacity while the chair used is an adjustable swivel chair med-back mesh office chair where it has wheels that can facilitate the movement user while they are reviewing records. Thus, the existence of chair and table allows the users and supervisor to sit and view the records.



Figure 34: Table.



Figure 35: Chair.

2.6.4.3. Shelves.

Next, we will provide three (3) shelves inside the references room. This shelf serves as a placement to place all the reference materials available in the reference room. Furthermore, by using this shelf, the space in the references room can also be saved due to the three (3) level provided. Moreover, this shelf is durable as it can support the weight of records in variety of formats.



Figure 36: Shelf.

2.6.4.4. Photocopy machine.

Other than that, we also will provide a photocopy machines which this photocopy machines known as Ricoh Mpc5503 heavy duty. We also will hire one of our staff that are responsible to photocopy the records. The reason why we want to photocopy the records is because we want to ensure the original records are secure from damage, so that if the users want to see the records, the staff will give to the users the copy of records.



Figure 37: Photocopy machine.

2.6.5 Staff facilities.

Staff need a recreation places that involve the provision of drink and food, prayer rooms and toilets should also be provided which should meet appropriate standards. All of these facilities will be located on the first level of our records center.

2.6.5.1 Leisure area.

A leisure area provided for the staffs of Adella Mary Record Center in order to relax during lunch without having to leave the record center to find some food. This space is provided instead of a café because this space does not require much space compared to the café. Other than that, this leisure area also will be placed on the first level as we will put the vending machines so that the storage room on the second and third level will be more secure from the pests. Thus, the machines that we will provide is include soft drink vending machines, snack vending machines and drinking cup vending machine. This soft drink vending machines provides a total of 42 different water slots along with mineral water while the snack vending machine provides a total of 38 different types of snacks including biscuits and oats.

As for the drinking cup vending machine, it provides water that is placed in a cup which is given the option for the staff to choose hot or cold water. Each of these machines will be serviced every month by the company and every time a drink or snack has run out, they will update the stock by adding the stock. In addition, we also want to provide a total of 2 sets of coffee tables with chairs, priced at RM 1,490 for each set which can accommodate up to 4 people at one table in the leisure area. It is intended to make it easier for the staff to enjoying the drink and food in this area as they can relax while using the self-vending machines. Other than that, we also will provide a photocopy machines which this photocopy machines known as Ricoh Mpc5503 heavy duty. We also will hire one of our staff that are responsible to photocopy the records. The reason why we want to photocopy the records is because we want to ensure the original records are secure from damage, so that if the users want to see the records, the staff will give to the users the copy of records.



Figure 38: Soft drink vending machine.



Figure 39: Snack vending machine.

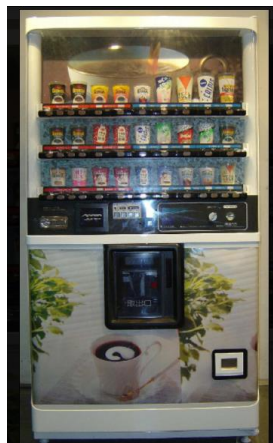


Figure 40: Cup vending machine.

2.6.5.2. Toilets.

Other than that, there are also a toilet for both men and women and for handicapped people which are provided near the prayer room to make it easier for record center staff to go to the toilet. These toilets will be open for 24 hours and each toilet have a total of 4 partitions to divide the space inside the toilet. In addition, each toilet provided with 4 sinks along with a mirror for each sink. In addition, the tissues will also be provided for each toilet as one of the facilities provided. The cleaning process will be done every day to ensure that the toilet is always in a clean condition.

2.6.5.3. Prayer room.

In addition, we will provide a prayer room for our Muslim record center staff. This prayer room is separated for each gender where there is a special prayer room for women and men. For the women's prayer room, we provide other equipment such as prayer cloth, prayer mats and Quran. As for the men's prayer room, we have also provided prayer mats and Quran. Both prayer rooms have already been built along with the ablution room to make it easier for our staff to take ablution without having to go to the toilet. Every equipment in both prayer rooms such as prayer cloth and prayer mats will be washed every three (3) weeks to ensure it is clean to use among the staff.

2.6.5.4. Storage and maintenance of vehicles.

“Official vehicle” is a vehicle provided for the official use of the records center as a vehicle to carry records from the hospital, to dispose the records and to transfer the records to the archival repository. We will provide a vehicle which is a lorry and van and we will also provide facilities for the maintenance. For the storage of these vehicles, we have provided a special parking lot for the lorry and van. In addition, we have also provided some equipment to facilitate the transmission of records. This facility is “SmartTag” which will be provided by our record center for official purposes only.

This SmartTag will be placed in our van because we will use the van for the transmission of records to the disposition area and archive. The amount of money that will be top-up in the SmartTag will be made every two (2) weeks. Apart from that, both official vehicles will also be provided with spare tires and a complete set of lorry and van repair tools such as wrenches, screwdrivers, side cutters, pliers, full head options and more. Other than that, we also will send the lorry and van to the vehicle service center by monthly in order to repair things that may affect the vehicles in the future.

3.0. COLLECTING INFORMATION

3.1. Survey.

To find out more about the information records system, we decided to conduct a mini-survey of a specific section of every department in a hospital organization. This survey was conducted to determine the current state of records care and also the management of records in each department or offices. Thus, in this survey we would ask staff in all departments and offices in the hospitals and collect all the information. Figure below shows the lists of asked questions and our reason to ask the questions

No.	Lists of Questions.	Objectives of the questions
1.	“Are there any common rules that should be followed in place for removing the inactive records (in a variety of formats) from active systems?”	We want to establish rules for the retirement of non-current records (in any format) from current systems.
2.	“Are there any disposal schedules that are created in your department?”	We want to collect information regarding the construction and authorization of disposal schedules.
3.	“How many boxes of inactive records are needed to be placed in the records centre?”	We want to calculate the overall amount of inactive records that need to be housed.
4.	“What is the estimated amount of new records collected each year by your department or office?”	We want to calculate the rate of new records that are created by the various agencies inside the organization.
5.	“What is the common amount of inactive records in a year?”	We want to estimate the anticipated amount of retrieval and reference to records.

Figure 41: Lists of questions and our objectives of the questions.

3.2 Policy.

No.	Level of services offered	Policy, Rules and Regulations.
1.	The retirement of records from current systems	Records that are inactive and infrequently used will be immediately transferred little by little. This is to avoid from the inactive records are accumulated in large numbers and will be transferred later, which it is not the appropriate action to do.
2.	The preparation of records for transfer	<ul style="list-style-type: none"> • Conduct a proper method of preparing records of transfer. • Complete the list according to instructions.

		<ul style="list-style-type: none"> • Records must clean and orderly without metal clips or ephemeral additions. • Sort the records they intend to transfer into the correct reference number order. • Return the full boxes with three copies of the completed records center transfer list inside each box, and record staff should retain a fourth copy for their own reference. • Note that all copies of the transfer list should be readable. • If the transfer procedures are not carried out properly, the records center may request that the office staff to visit the records center and revise the forms.
3.	The arrangement and transfer of backlog accumulations of records.	The records that are uncompleted to transfer to the record center will be held for temporary period until the method of preparation of records to transfer is done by the staff.
4.	Provision of reference to records held at the records center.	<ul style="list-style-type: none"> • Make sure the authorization among the user who want to use the records is approved by the record center manager. • There is a limited time for users to do a reference. • Users are required to have a supervisor with them in the references room. • Records can only be seen in the reference room or inside the hospitals, not for the outside of organizations. • Collect data and recorded all the information about the user who want to use the records for references purposes. • When arrived, visitors should record in the attendance register their name, position and research purpose and wear the temporary identification card for visitor.

5.	The release and return of records used for reference purposes.	<ul style="list-style-type: none"> • Collect data about the user who want to use the records for references purposes • Ensure records that are returned is a correct record. • Ensure records are returned within the required time.
6.	The destruction of records under the provision of the disposal schedule.	<ul style="list-style-type: none"> • Records need to be destructed according to the disposal schedule. • Identifying records that do not have archival value by conducting appraisal process. • Transfer records with permanent value to the archival institutions. • Disposal decision should be agreed and approved by all parties which is among all the records and archival institutions and offices.

Figure 42: Level of services offered and policy, rules and regulations.

4.0. DECIDING ON A PHYSICAL SITE FOR THE RECORDS CENTRE.

4.1. Physical Address:

The physical site that we choose to build the record center is near with the hospital. the record center is at Jalan Sungai Lembing, Bandar Indera Mahkota, 25200 Kuantan, Pahang.



Figure 43: Our record center location.

4.2. Our reason of choosing this location.

4.2.1. Available land to rent.

The first reason is we have made some observation about the available of land to rent and we have found this land is able to rent. Next, the size of land that we want to rent is enough for us build the building of Adella Mary Record Center. The size of the land is 1.5 acre = 65,340 square feet, so we can place our record center and the parking for vehicles. We also have contacted the owner of the land and we have found that the rental costs of this land are affordable which is RM1,800 every month. Figure shows below the pictures of the land that we want to rent and build our record center.



Figure 44: Available land to rent.

4.2.2. Transportation.

The second reason is because the location of we choose have a public transportation which is Rapid Kuantan, in which visitor can come to our record center by using the bus and walking in about less than 1 km to reach our record center. We also have made some research, in which the number of bus that visitor can use to go to our record center is 303 and 500. Not only bus, but visitor also can use other public transportation such as the basic taxi because this taxi always around in this area.

Moreover, visitor and staff also can use the Grab taxi which this Grab taxi can get by using the Grab applications and this taxi can access around this area. Therefore, there will be no problem for visitor or the staff inside the hospital to go to our record center because of adequate public transportation that exists in our chosen location of record center. In addition, the condition of road to reach our record center are also in a good condition without any road damage because this road has just been renovated. Thus, visitor and staff of Adella Mary Hospital can comfortable and easily to go to our record center.

4.2.3. Environment security.

The third reason of why we choose this location is because the location of record center is on a flat surface, not in hilly or mountainous landscapes. Other than that, there are also fire station near with our record center in which this fire station is located at Persiaran Sultan Abu Bakar, Bandar Indera Mahkota, 25200 Kuantan, Pahang. Thus, it will facilitate us and the fireman can immediately go to our record center during the event of emergency such as fire inside the record center buildings.

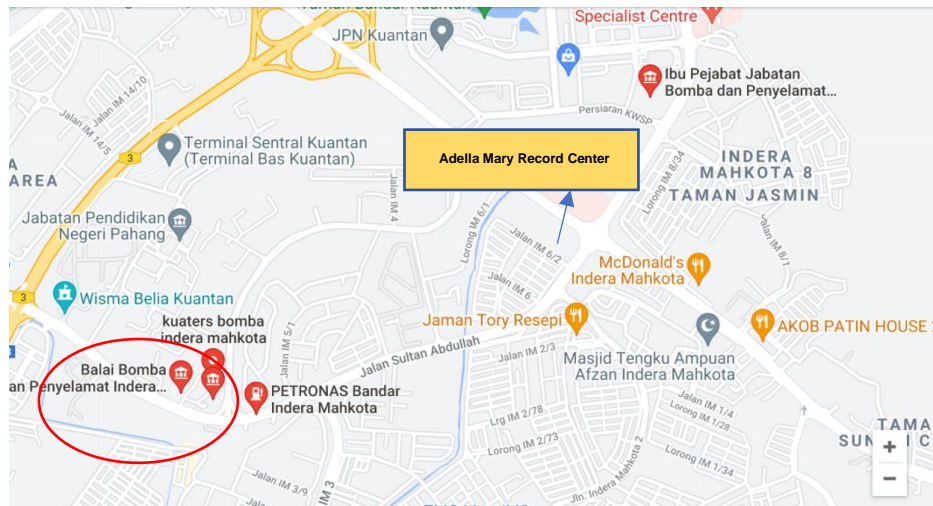


Figure 45: Fire station near to our record center.

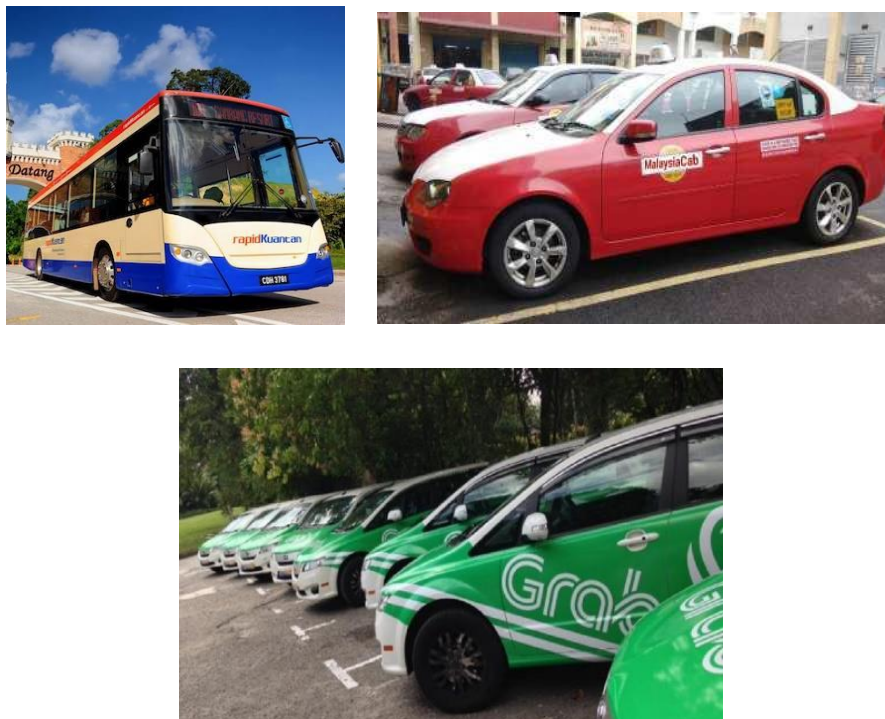


Figure 46: Public transportation.

4.2.4. Good communication system.

The fourth reason is because the communication system in this area is good in which there will be no problem for record center staff to access the line and internet connections. Therefore, a good communication system can allow easy and faster communication between record center staff and staff inside the hospital, as well as with the archival institutions and others.

5.0. CONSTRUCTING OR ADAPTING A BUILDING FOR USE AS A RECORDS CENTRE.

5.1. Building materials and structure.

Building materials and structure is important to provide the protection of record center buildings from any collapse in the event of fire, flood or earthquake. For the building material, we will use the common and popular materials used for many construction applications which is concrete, which is concrete. The reason why we choose the concrete is because of its strength, durability, reflectivity, and versatility. Other than that, we also will the building structures are in a high quality, non-flammable and waterproof.

5.2. Floor loading.

Next, for designing a floor system for our buildings, we will seek advice from the constructor and ask them to explain about the floor system in order to ensure that we will understand how weight and loads are distributed throughout the building. This is to ensure the proper structural integrity and be able to support the weight. As an example, the floor should be able to support the weight of the probable assembly of persons which is record center staff. Next, the floor also should support the weight of the probable accumulation of equipment and furniture such as storage shelves, drawers, desks and chairs. Thus, the example of how we can reduce the load is by using 4-story shelves instead of 6-story shelves.

5.3. Shelves.

Most of the records held by the records center will be placed using the adjustable shelving such as shown in figure below. These adjustable shelves can be changed according to the level of height and width required in accordance with the type of records that will be stored. This is because in order to accommodate the standard sized boxes and containers, the spacing of shelves need to be uniform but the problem is where some of the records may

require a large space to fit in and may not fit with the standard space on shelves. Thus, the adjustable shelves are the best choice to avoid that problem to happen in the future.

Other than that, even though it is important for us to have a high ratio between linear meter of shelf space and square meter of floor space in order to allow us to store as many records safely and use the least amount of space. Thus, in terms of the height of shelves, we want to choose our own dimension 36" x 16" x 72"(L x W x H). While the maximum total capacity is 1925Lbs per shelf where many records can be stored at one time and at the same time it can save space. We also choose this measure that is neither too high nor too low in order to make it easier for our staffs to retrieve all the records stored in the record center where they can still use the ladder or any other equipment that has been provided to manage the storage of records.



Figure 47: Adjustable shelf.

5.4. Our record center plans.

Figure below is example of the plans of Adella Mary Record Centre which there will be a four (4) plan which is external plan of record center, plan of first level inside record center, plan of second level inside record center, and the last one is plan of third level inside our record center.

5.4.1. External plan of record center.

From the outside of record center plan, there are our record center and loading bay will build beside the workspace area in order to facilitate the process of receiving and transferring records. Other than that, we also parking facilities for lorry, van, visitor, VIP, staff, disabled people and motorcycle. Next, we also provide a security guard hut near with the main entrance. Lastly, we include the electric fence around the record center.

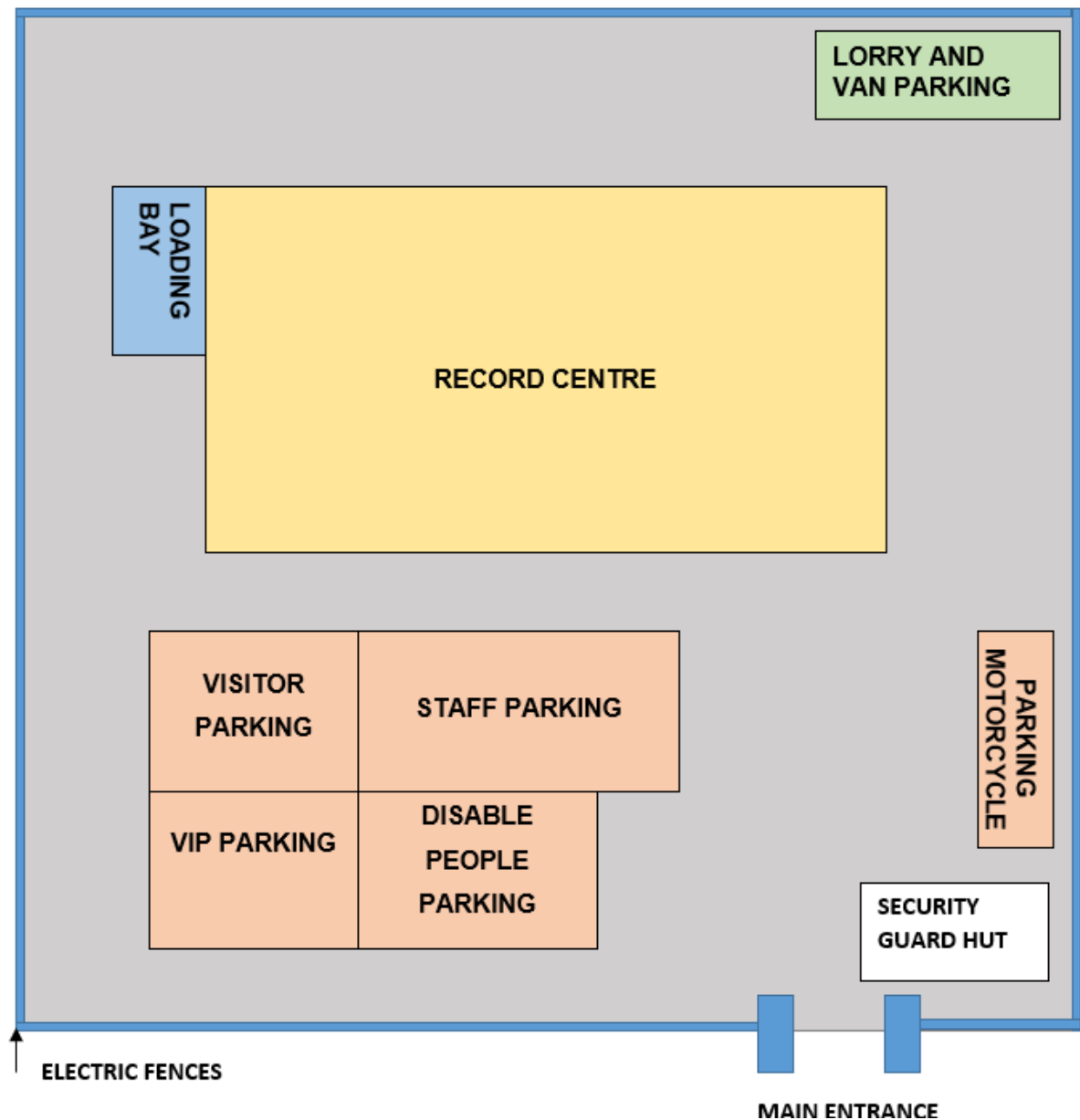


Figure 48: External plan of record center.

5.4.2. Plan of first level inside our record center.

Moreover, on the first level is where we will put the entrance counter, leisure area, toilets, prayer room, references room, stair, lift, workspace area, office area, and record manager office.

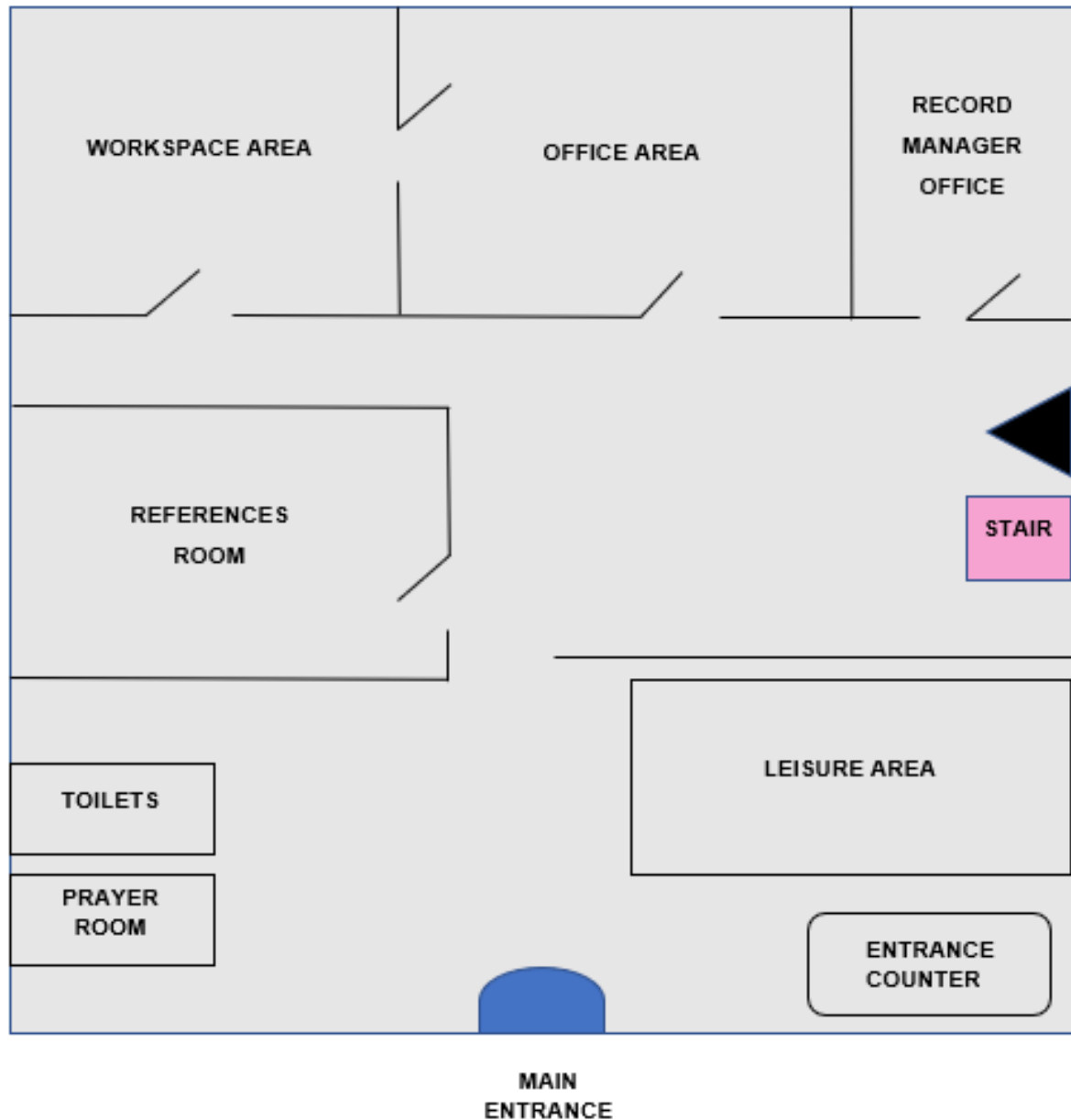


Figure 49: Plan of first level inside record center.

5.4.3. Plan of second level inside our record center

Next, on the second level is the level where we store only one (1) type of record because this paper format record requires the most storage space compared to other type of records. These records also require special care in terms of the temperature and humidity level that should not be mixed with other records. Apart from that, there is also a search room located on the second floor for the purpose of facilitating the record center staff on duty to find the required records.

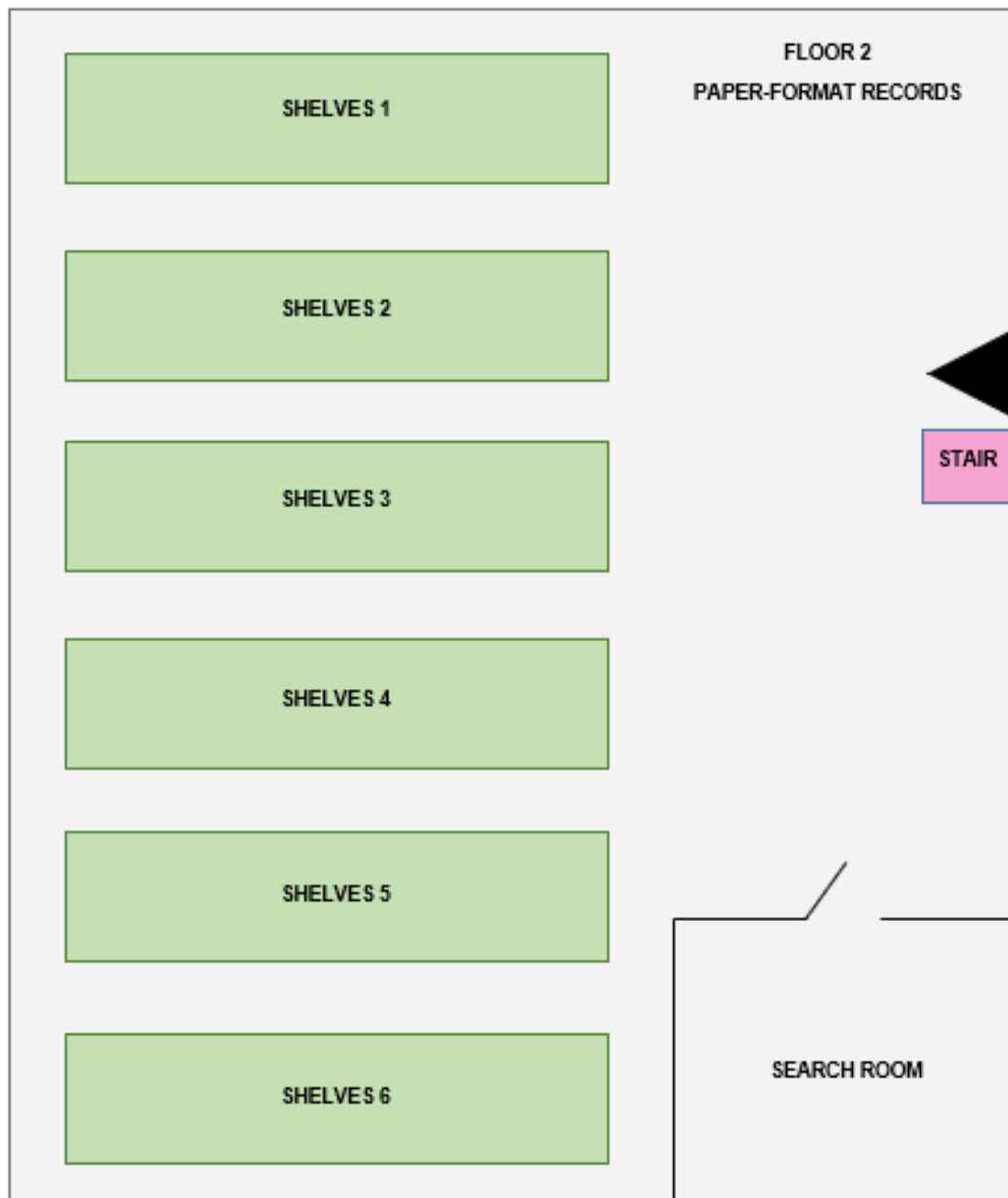


Figure 50: Plan of second level inside record center.

5.4.4. Plan of third level inside our record center.

The third floor is the floor where we keep three (3) different types of records. This floor is divided into three (3) rooms where the first room will store a photograph records while the second room is a room provided with a pc to store records in electronic format. Next is the third room to store two (2) types of records which is audio visual records and microfilm because

both of these materials need the same storage method in terms of the temperature and humidity level.

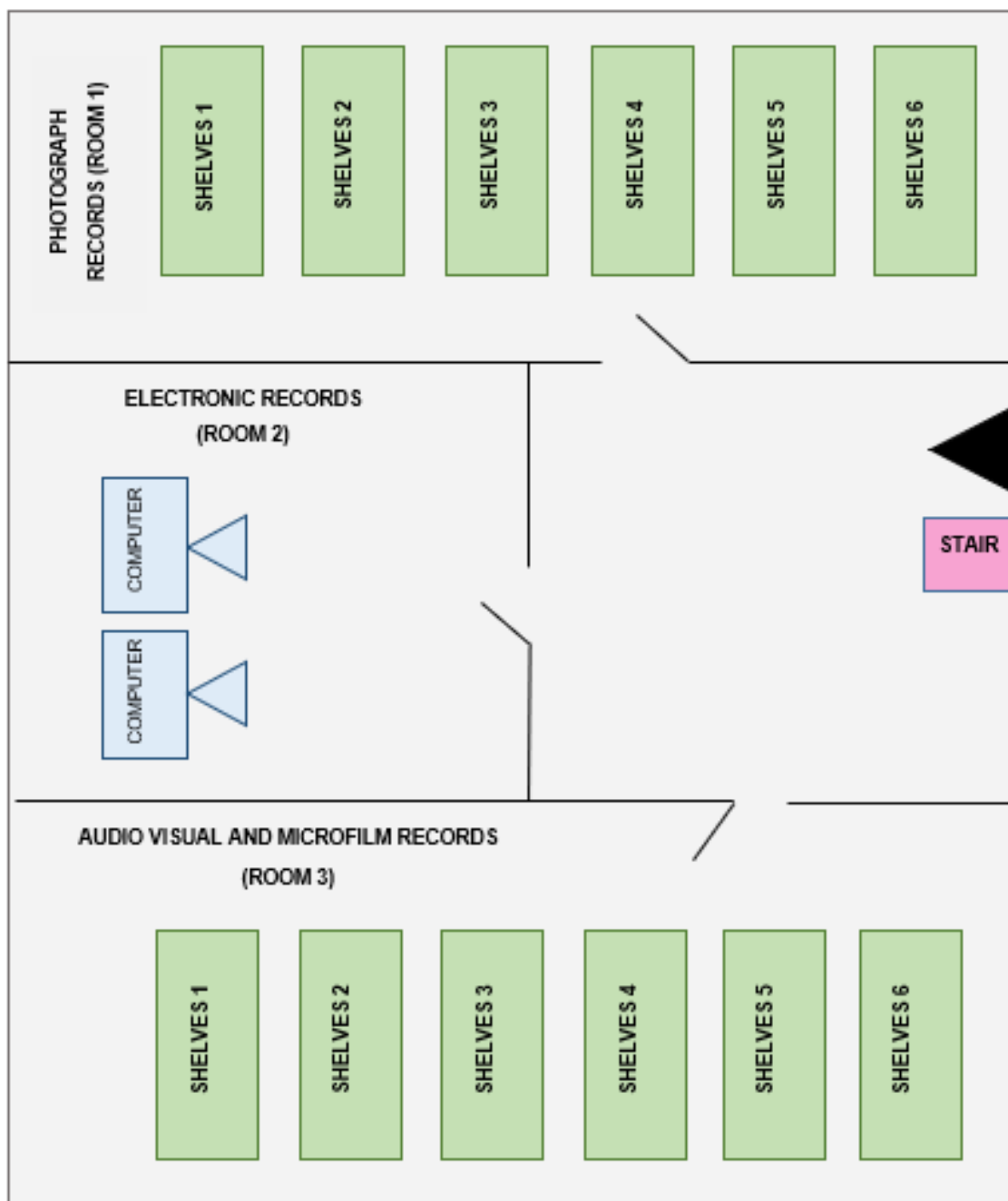


Figure 51: Plan of third level inside our record center.

6.0 CONDUCTING A PILOT PROJECT TO MANAGE THE RECORDS OF SELECTED AGENCIES.

6.1. Conduct a meeting.

To create a pilot project, we will conduct a meeting with the staff inside the hospitals that consist of the manager of each department. The objective of this meeting is to give exposure to them on the importance of having a record center for hospitals. Another objective is to find out whether the staff at the hospital agree or not to create the record center.

6.2 Content of our meeting.

From this meeting we will tell what is a record center, what is a semi current record, the importance of keeping a semi current and the benefits of establishing a record center and also in the content of this meeting there is also an explanation about the proposal to have a record center. At the same time there is also a description of the strengths and weaknesses of the record center to provide the better understand them about the establishment of a record center.

6.3. Conduct survey.

After the meeting we distributed survey papers for them to answer. The purpose of this survey is to collect information on positive feedback and negative feedback. Below is an example question that we provided.

We need your help to answer this question for the purpose of feedback of this program and your opinion on what we have proposed. You can circle or shade the answer given. Your cooperation in answering this question is greatly appreciated with our millions of thanks.

Name: _____

Gender: _____

Questions:

1. Based on what has been discussed about the importance of record centers.
Do you think it is a good way to have a record center in this hospital?

YES	NO
-----	----

If your answer is no, please state the reason:

Figure 52: Survey questions.

6.4. Strength of our record center.

6.4.1. Near with the creator agency and archival institutions.

The first strength is our record center is near with the hospital and archival institutions. The distance between the record center and the hospital is less than 5km while the distance between record center and archive is less than 10 km. This indicated that the distance between record center and archival institutions is not far which allowing the record center staff to easily deal with the staff at the hospital and archivists in managing the semi-current records. For instance, the process of transferring records from the hospital may takes time if the hospital is far from our record center. Therefore, if the record center is placed near with the hospital, the record can be arrived within the required time which it can facilitates the transferring process is quickly and safely. Other than that, it also facilitates the liaison between record center staff and staff at the hospital.

6.4.2. Good network coverage.

The second strength is the location of our record center having a good network coverage compared to other areas. A good network coverage is important to support the internet connection network and telephone line network through their computers, mobile phones, and other electronic devices. This is because our record center is relying on Wi-Fi to perform their duties. For example, the record center staff will use Wi-Fi to send the messages through email and social media for communication purposes. Therefore, this will make a convenient for the record center staff as they can easily communicate and perform their work through online. This is because if the locations of our record center have a poor network connection, all the duties that involve with the network will be interrupted as it can affect the staff's duties. To justify, the good network coverage will assist the record center staff for the communication purposes and perform their duties.

6.4.3. Low-cost area.

The third strength is our record center is located at the low-cost areas in which the Pahang state itself is considered as low-cost area, and coincidentally the hospital is located at the Kuantan, Pahang which this gives a benefit for us in terms of the rental costs to place our record center. For example, the costs of land that we want to place our record center are much cheaper as it located at the low-cost area, compared to a cost land in main urban such as in Selangor and Kuala Lumpur. This is because the costs of land that we want to rent is in about RM 90,000 for the size of land is 1.5 acre. However, if the land costs for this size is located at the main urban, the costs may up to RM 150,000 and above, which it is too expensive. In addition, the rental costs that we will rent every month is only RM 1,800 but at the main urban, the rental costs will be up to RM 2,500 to RM 3,500. Thus, we can conclude

that the strength of our record center is it is located at the low-cost area, which minimize the cost taken to build the record center.

6.4.4. Offer large space for records storage

The fourth strength is our record center have the ability to provide a larger space in terms of keeping the semi-current record. Although the number of semi-current records is increasing but the record still fits to be stored. This is because there is a schedule for disposed the records that are not relevant to be use anymore and also, we can transfer the records with permanent value to the archive. Therefore, there are available space that allows us to place a new semi-current record that are received from the hospital. In addition, the adjustable shelves that we choose is also play an important role that be able to fits many of records at the one shelf. Hence, even though our record center is built in a small building, but the existence of this shelves can accommodate the semi-current records of the hospital. To conclude, one of the strengths of our record center is we can able to provide the large space to place the semi-current record of the hospital.

6.5. Weaknesses of our record center.

6.5.1. Less experienced staff

The first weaknesses of our record center are less experienced staff. This means that our existing staff have lack knowledge on records management field. A less experienced staff would affect our entire organization such as the less experienced staff unable to provide the satisfactory customer service for the visitor who come to our record center if the staff are lack adequate knowledge and skills. For example, if the users ask a solution to his or her problems regarding the records management, the staff unable to explain and solve the user's problem. As a result, users who come to our record center are dissatisfied of our customer services. Other than that, the staff who are having fewer experiences will face a difficulty and may take time for them to fully understand the flow, procedures, and steps involved in their work. For example, if the record center staff does not have any knowledge regarding the disposal schedules in which he or she does not know what are the meaning of disposal schedules and steps involved in creating disposal schedule, the record center staff will learn it from the beginning and get help from the archival institutions which may time-consuming. Therefore, the needed solution is should be conducted to enhance the knowledge and skills among the record center staff, so that they can perform their job.

6.5.2. Disposition area do not provided.

The second weaknesses are our record center does not provide our own disposition area. This is because normally inside the record center, they have their own disposition area. This disposition area is the place where the records will be disposed of according to the appropriate procedures. Therefore, unable to provide this disposition area is our biggest of weaknesses in record center. This is because the records should be immediately disposed if the retention date has over. There are reasons why we unable to provide the disposition area. The reason is due to inadequate space to build the disposition area in which the size of land that we want to rent is only 1.5 acre, which this size of land is only enough for us to build our record center, loading bay and parking facilities, but not for the disposition area. Even though, we have found there are other available land sizes that bigger from the chosen one which is at Taman Bukit Setongkol Indah, but it is located very far from the hospital and the internet connections was poor so that is why we decide to build our record center at the land that are near with the hospital even though the size of the land is unable to build our own disposition area. Thus, the solution for the problems should be solved to ensure the records can be disposed of.

6.5.3. Risks of flood.

The third weaknesses are our record center are exposed of the risks of flood. This is because of geographical factor. In Malaysia, there are season that known as “Northeast Monsoon” season which it is the main rainy season in our country. During the season, there will be heavy rain that will cause floods in east coast state. Therefore, Pahang is one of the east coast states in Malaysia and our record center are located at Pahang state so the possibility of our record center flooded is high. This flood can lead to wet records and may harmful for the records. Not only the records will be lost and damaged, but our record center is exposed to several significant risks. For the first risks is inability to meet our record center objectives. This is because when the flood situation happens and affect the records, we unable to preserve and care the record, which it was not meet our record center’s objectives. Next, the second risks are it will affect reputations and images of our record center. This is because this flood will make the lost of status as a reliable, effective, and accountable of our record center. Meanwhile, the third risks are not only this flood would affect the life of records but it also will make the facilities and buildings of our record center is damage.

6.5.4. Risks of theft.

The fourth weaknesses are our record center also exposed of the risks of theft. This is because the location of our record center is at the crowded environment. Not only that, from what we have been observed too, there area of our record center. Therefore, the possibility of the theft to enter our record center to steal the records is higher especially there are confidential records being placed inside record center. Even though the basic security equipment also has been applied, but is not enough to prevent this problem to occur. However, the solution to the reduce the risks of the records from being stolen should be conducted. This is because when the records are stolen by the theft, the confidential information will be disclosed by the theft. Consequently, the confidential information may be misused by the theft in which they may use the information to commit illegal activity such as fraud crime. Moreover, the records that are stolen by the theft also will lead to the loss of our clients which is staff from the Adella Mary Hospital. As a result, the staff from the hospital would have lost of trust to our record center because of our record center mistake of being failure to protect and secure the confidential records.

6.6. Positive feedbacks.

6.6.1. “Record center staff will help us in managing the semi-current records”.

The first positive feedbacks from the staff inside the hospital is the staff agreed to have the record center and believe that our record center will help them in managing the semi-current records. This means that this feedback shows the staff inside the hospital is fully relying to us and hoping us to assist them. This is because the staff do not know how the records will be managed. Therefore, it is our responsibility to always assist them and give a right guidance such as teach them about the procedure to transfer the semi-current records to our record center.

6.6.2. “We realized the record center will give many benefits for entire organizations”.

The second positive feedbacks are the staff inside the hospital is realized the importance of having the record center. This is because from the meeting that we have conducted, we have explained to them the functions and benefits of having the record center because most of them are not aware of the term record center and its functions. Thus, this clearly shows that our explanations have make almost of the staff inside the hospital are realized and open their eye and heart to agree the record center should have for the sake of semi-current record management purposes of entire organizations.

6.6.3. “We think that the establishment of record center is a something new and unique”.

The third positive feedbacks are the staff inside the hospital think that our record center is a something new and unique to establish because they say that not all the hospital especially private hospital has their own record center, and most of the private hospital only relying to the nearest commercial record center to manage their semi-current records. Thus, most of the staff was agreed to have the record center as it can increase the image of the hospital in which not only providing treatments and care the patients effectively, but the hospital also committed in preserving the records as these records will providing the evidence of the hospital's functions, policies, decisions, procedures and business transactions.

6.6.4. “We think the locations to build the record center is strategic.”

The fourth positive feedback are the staff inside the buildings stated their opinion that our chosen locations to build a record center is a strategic location. This is because during the meeting, we have explained to them about the locations that we plan to build our record center. Hence, most of the staff inside the hospital was agreed because even though our record center was built outside of the hospital, but the location that we choose to build the record center is only in front of the hospital buildings. Thus, most of the staff say that they can easily to get to our record center.

6.6.5. “Record center can provide more storage for semi-current records”.

The fifth positive feedback are the staff inside the buildings stated their opinion that our record center will provide more storage for semi-current records. This means that most of the staff are agreed to have the record center so we can place all the semi-current records in our record center. This is because some of staff complain due to inadequate space inside their department and offices to place the semi-current records in which they only want to keep the current records inside their departments and offices. Therefore, they think our record center as a best place to place the semi-current records.

6.7. Negative feedbacks.

6.7.1. "We are less confident about this record center whether or not they are able to keep the records securely."

The first negative feedback is that some of the staff at the hospital are less confident about this record center is able or not to keep records securely. This is because they think that the risks of the records to be lost and stolen is higher. For example, they stated that maybe some of the record center staff may be dishonest because of getting bribe in the form of money from another person. Thus, the record center staff may tend to stole the records. Another why the staff at the hospital think our record center is unable to secure the records is because they think that the record center staff may be careless in ensuring the security of record center. This is because, from the meeting, we have explained for them about one of our weaknesses which is less experienced staff. Therefore, they think that the less experienced staff in managing the record management will tend to careless.

6.7.2. “We personally do not agree that the record center is outside the hospital building, and we prefer the record center is inside the hospital building”.

The second negative feedback is a few staff do not agree that the record center is located outside the hospital building and they prefer if the record center is located inside the hospital building. The reason is because they say that if the record center is inside the hospital buildings, it makes they easy to go to the record center compared to go to the record center outside the hospital buildings. For example, they say that they can directly use the lift and walking to go to the record center if it is built inside the hospital but if the record center is outside of the building, they need to use vehicle to go to the record center which they need to sacrifice their time to drive and the costs of oil vehicle.

6.7.3. “We think that the semi-current records can only be placed in our own office”.

The third negative feedback is that there are some of the staff inside the hospital give their opinions in which the semi-current records also can be placed in their own office and department. This is because they say that there is enough space for placing the semi-current records in their own offices and departments, so that is why they prefer to not have the record center. In addition, they also give their opinion about the way to dispose the records is by asked the commercial record center to dispose the records. This clearly shows that they are not agreed to build the record center and prefer to place the semi-current records inside their own office and departments.

6.7.4. “We think it is very complicated for us to follow the procedure that set by the record center”.

The fourth negative feedback is that some of staff at the hospital feel it is complicated to follow our procedure that will set soon. For instance, the procedures such as procedures in transferring the records from the hospital to record center which these procedures required the staff inside the hospital to do the transfer lists and make sure all the information is complete and so on. Therefore, they feel this procedure is complicated for them to follow as they are required a time to understand and make a practice of all the procedures that set by the record center which it may time consuming.

6.7.5 “We think the process to build a record center is very complicated”.

The last negative feedback is that some of staff at the hospital say that the process to build a record center is very complicated as it needs the detailed planning. This detailed planning includes a plan to construct the buildings, a plan to make an agreement of other parties such as owner of the land that we want to rent, a plan to consult and seek advice from the archivist and other employee who works in record center and so on. Therefore, they think that the process of build this record center is complicated as well as time-consuming and involve costs, which makes some of the staff less agreed to build the record center.

6.8. Pilot project for system.

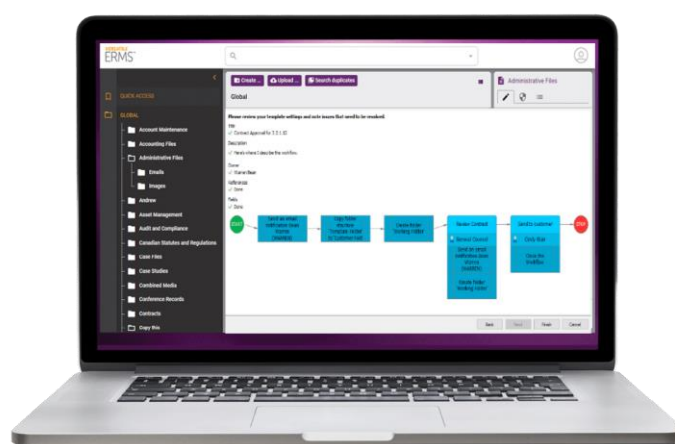


Figure 53: Interface of ERMS.

Before we apply the new system of managing the electronic records, we will run a pilot project. This implemented project is for our record centre. The purpose of the pilot project is

to handle records in a way that the system will work more effectively. The system that we want to use is ERMS which stands for Electronic Records Management System. This ERMS are require a specialized software. This software consists of special packages, a number of integrated, specially designed software packages for record management purposes. ERMS works to organize and store electronic records in a central repository while also offering workflow management features for better efficiency.

6.8.1. The key features of ERMS.

Based on our research that we have made, the key features of ERMS are this system can handle everything such as emails, word processing documents, spreadsheets, PDF files, scanned photos and more others. Besides that, the ERMS also can be accessed through a standard web browser. This makes it easier for us to simply edit it by dragging, copying, pasting, and saving directly to the ERMS. The uses of ERMS include not only for the administrators, but our staff in record centre also can access and use ERMS as part of their daily work in managing semi-current records.

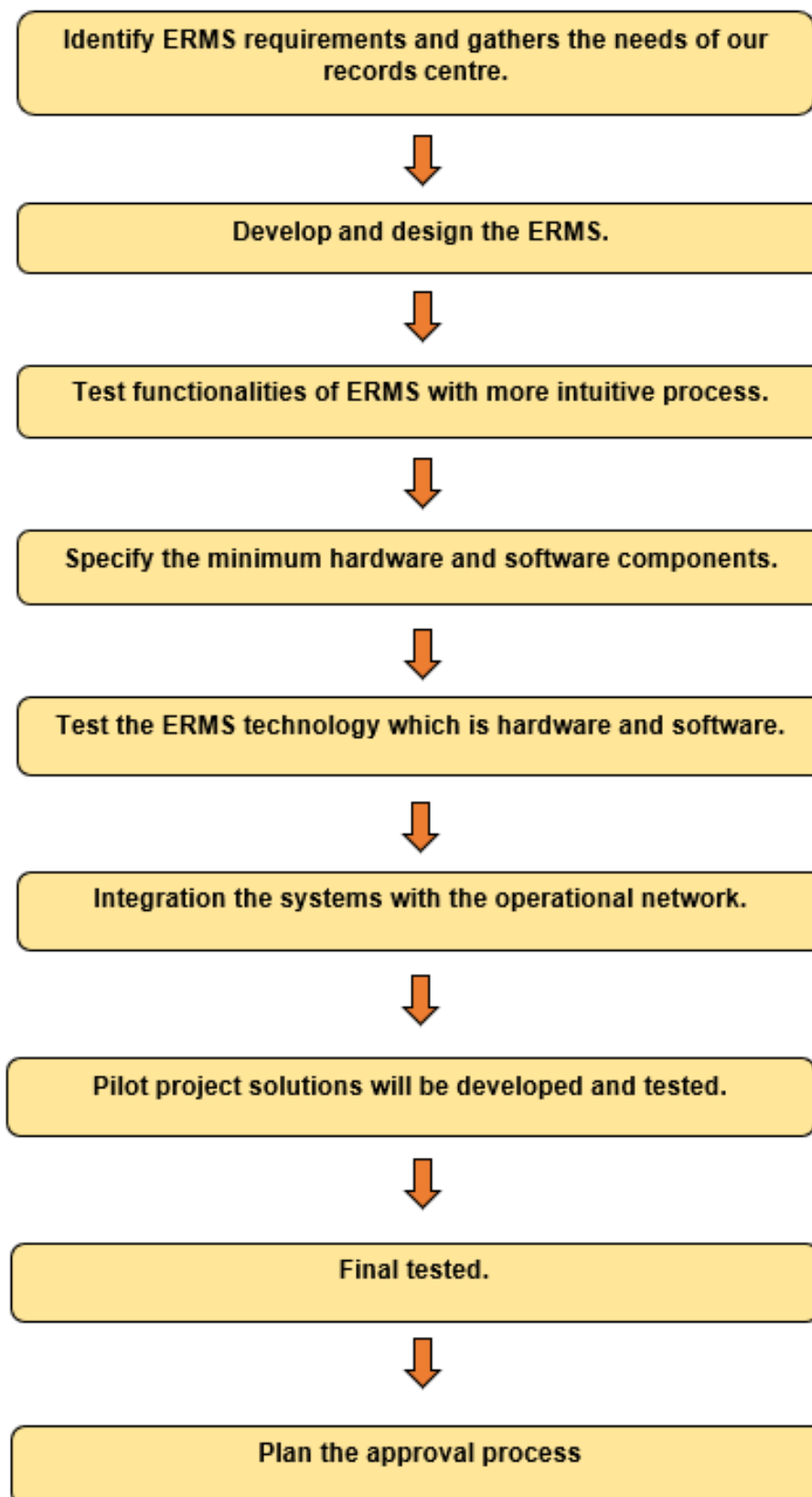
6.8.2. Reason to choose ERMS.

The reason why we choose ERMS is because it will manage electronic records which this system will organize and store electronic records that are semi-current so that all the records is easily to handle because of the auto-calculated retention dates, contents and metadata searching, legal holds, audit trails, and disposition processing. Furthermore, it also has Microsoft Office Compatibility which the system can be integrated with other Windows applications such as Microsoft Outlook, Outlook 365, and Word. Other than that, the ERMS also can manage photos as records with a retention and destruction policy.

Thus, we can categorize the images according to content, document sensitivity and others. In addition, the images also can be sorted into queues by user, department or content which the images can be scanned or loaded directly into the established queue. Moreover, ERMS also be able to capture the emails automatically or manually as well as classify them as records. Next, ERMS also can integrated with our own retention schedule and other metadata. Lastly, ERMS can simplifies by leveraging the way of how we already organize email in folders. The advantage is we can share, search, and link the email.

6.8.3 The way we conduct a pilot project.

Thus, in order to implement this system in Adella Mary Record Centre, there are eleven (11) projects that we have planned. Figure below shows the flowchart of our pilot projects.



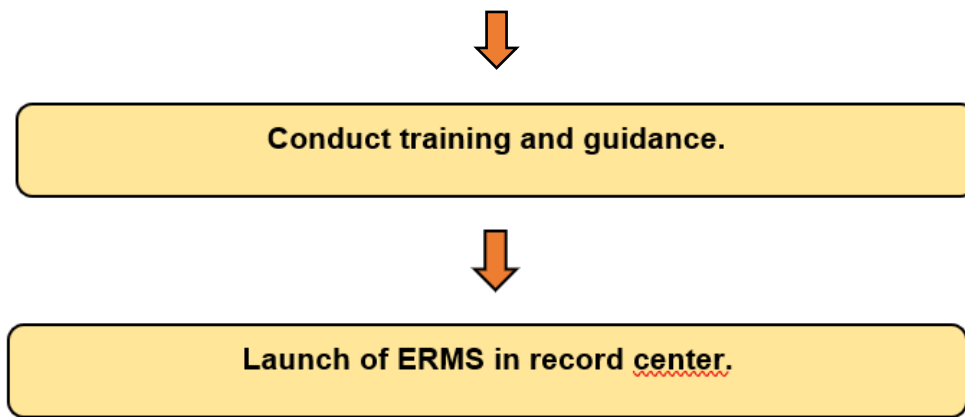


Figure 54: Flowchart of our pilot projects.

Explanations:

No.	Our pilot project and its explanations.
1.	<p>Project 1: Identify ERMS requirements and gathers the needs of our records centre.</p> <ul style="list-style-type: none"> For the first projects, we decide to identify each of the ERMS requirements before designing the system. Next, we will collect all information regarding our needs of records centre. The needs are involving how the system will help us in easily to store some of the inactive records electronically.
2.	<p>Project 2: Develop and design the ERMS.</p> <ul style="list-style-type: none"> There are lots of process in developing and designing the ERMS, so we will develop it along with the expert in system management.
3.	<p>Project 3: Test functionalities of ERMS with more intuitive process.</p> <ul style="list-style-type: none"> Next, we will test all the functions of ERMS and evaluate each of the functions.
4.	<p>Project 4: Specify the minimum hardware and software components to use the systems.</p>

	<ul style="list-style-type: none"> The purposes of specify the minimum hardware and software components is because we want to ensure the hardware and software that the staff will be use be able to support the system.
5.	<p>Project 5: Test the ERMS technology which is hardware and software.</p> <ul style="list-style-type: none"> We will test the hardware and software to use the ERMS, and we will evaluate whether both of them are suitable and effective to run the systems or not. If hardware or software are not compatible, we consider to proceed the pervious project which is project 4, so we will specify the components again.
6.	<p>Project 6: Integration the systems with the operational network.</p> <ul style="list-style-type: none"> After test the ERMS hardware and software used, we will proceed to enable our systems integrate with the operational network. Thus, we decided to use local-area network (LAN) because we want the networks is private and only operating in our organizational only. LAN network provide excellent reliability, high data transmission rates, easily to manage and have a high speed compared to MAN and WAN network.
7.	<p>Project 7: Pilot project solutions will be developed and tested.</p> <ul style="list-style-type: none"> In order to prepare the problems that might be happen in the future, so we prepare a pilot project solution by developing the solutions and tested them. This is to ensure that we can handle the problems effectively.
8.	<p>Project 8: Final tested.</p> <ul style="list-style-type: none"> Our final project outcomes will be tested. If there are any things that need to improve, we will solve the problems, then we will test the system repeatedly until the system is be able to working well.
9.	<p>Project 9: Plan the approval process</p> <ul style="list-style-type: none"> Conducting meeting with all the staff in our organizations and record centre to proceed with the approval process.
10.	<p>Project 10: Conduct training and guidance.</p>

	<ul style="list-style-type: none"> • After all the staff are approve, we will conduct a training and guidance on how to use the new systems among the staff members.
11.	<p>Project 11: Launch of ERMS.</p> <ul style="list-style-type: none"> • After we completing all the projects from projects 1 until projects 10, we will launch the ERMS to be used in our record centre.

Figure 55: Our pilot project and its explanations.

7.0. ESTABLISHING A FULL RECORDS SERVICE.

7.1. Solution for less experienced staff.

The solution for less experiences staff that we have think is providing a staff training program and hire experienced staff.

7.1.1. Provide a staff training program.

For the less experienced staff problem, we plan to conduct the staff training. We will provide the staff training to all staff in our record center. Provided training for staff will improve the staff performance that will make the staff can have a greater productivity and improve the employee engagement. We decided to provide this staff training by bimonthly, in which the training will be conducted every two months. The first day of the month. In this training program, we will invite an expert in the field of records management to guide the record center staff and help them to be better in their work. When joining the training, the record center staff can ask questions to the trainer on this programme to improve their knowledge and skills in managing semi-current records inside the record center. Moreover, in every training program, we will provide a survey to know what the staff's problem is, so the trainer will talk and explain in detail about the issue that almost have been faced among the record center staff. This shows us that, even though our record center staff is less experienced, they still can overcome this problem and get a lot of new knowledge when they join the training program.

7.1.2. Hire experienced staff.

Moreover, we plan to hire new staff that have experience in the record field. Thus, we will open job opportunities by advertising in a variety of mediums including the physical medium and electronic medium.

7.1.2.1. Physical medium.

We can create posters about vacancy advertisements. We will include information inside these posters such as the job title, experience requirement, minimum and maximum wage as well as the date and time of interview. Then, we can put this poster everywhere.

For instance, we can put our poster on the bulletin board inside the Adella Mary hospital which this bulletin board is near the main entrance. Therefore, people can notice our poster and those who are interested will come to our record center to join the interview and bring the resume.

7.1.2.2. Electronic medium

We can use the electronic medium such as social media such as Facebook and Twitter to post about vacancy advertisements. By using electronic medium, we can make more interesting advertising because we can create creative videos or pictures to post on our social media. For example, we will do a video that shows the benefit of working with us and the good facilities and services that we provide at our record center which can ensure the comfort of staff in our record center. Other than that, we also will use LinkedIn. LinkedIn is a networking site for job seekers, professionals and business. Therefore, we can create our business page and promote the vacancy advertisement because this LinkedIn is a place where the professionals will seek the job. This will help us to get more candidates to participate in the interview.

7.1.2.3. Qualification requirement.

In order to hire experienced staff, we have conducted a job description for the qualifications requirements which consists of desired education, experiences, and qualities of the ideal candidate.

7.1.2.3.1 Desired education

For the desired education we need staff that have minimum specifications of education such as Diploma in Information Management, Bachelor of Information Science (Hons) Records Management, and other courses that are related to records and system management. If the candidate used to take these courses, the possibility for them to get the job title is higher because this candidate has a basic knowledge about record management.

Thus, it will help them get familiar with the procedures and the way we manage the record in the record center.

7.1.2.3.2 Experiences.

Next, for the experience, we need a candidate who has experience in working at any record centre at least 1 year experience and above. If the candidate has been used to working in a record center, the candidate will quickly learn about the management of a semi-current in our record center. Other than that, the candidate is also able to perform their work as he or she is easy to understand. Therefore, the experienced staff can minimize our effort and time to train them and they also can guide other staff that have less experience in our record center.

7.1.2.3.3. Qualities of the ideal candidate

Lastly, is the qualities of the ideal candidate. We need staff that have knowledge of record management, experts in record management and have good soft skills such as good communication skills, willingness to learn the new procedure and standards, self-motivated to repeat the same routine, critical thinking skill, problem solving skill, leadership skill, maturity and a professional attitude, and ability to work in teamwork.

7.2. Solution for do not have disposition area.

Next for the second problem which is our record center does not provide the disposition area so we plan to overcome this problem by sending the record that we want to dispose of to the Commercial Records Centers (CRC) in Selangor. Therefore, our chosen CRC is Crown Record Management Malaysia. We chose Crown Record Management that is located in Selangor because they provided services for destruction of the records either in the form of hardcopy and electronic waste and IT asset disposal. From what we have found, Crown Record Management Malaysia, offer reasonable and affordable prices for the destruction services. We will use our van to send all the records that we need to dispose of. In the future, we have made a plan to provide our own disposition area in which we will rent other land as a place to dispose of the records. Thus, the land that we will rent is located near with our record center. This is to allow us to save money for transportation use and times to dispose of the records.



Figure 56: Crown Record Management Malaysia.

7.3. Solution for risk of flood.

7.3.1 Install flood alarm system

Firstly, we plan to install a flood alarm system. This system function is to provide a water detector. A water detector is a special electronic device that has flood sensors. This system sets off an alarm when its sensor detects the presence of water. Then, a signal is sent to the alarm panel and the alarm will ring and the record center staff will be aware of the flood



Figure 57: Wireless flood detector 600.

7.3.2. Conduct disaster plan.

We will conduct the disaster plan during before the flood, during flood and after flood.

7.3.2.1. Before flood:

- Place all records in a high place such as on a shelf and avoid placing records on the flood.

- Ensure that records are kept at a level higher than water could reach in the event of a flood.
- Make a duplicate for every record and store them at the higher level inside the record center.
- Store records in containers such as boxes in order to reduce the impact of water damage
- Conduct training to record center staff in preparing for the flood..
- Install flood detector.

7.3.2.2. During flood.

- Turn off all utilities at the main power switch.
- Perform emergency procedures such as ringing a bell or emergency siren if the alarm system does not work.
- Ensure that record center staff go out and gather safely.
- Contact and notify to Head of Adella Mary Hospital, Head of Disaster Recovery Team and Disaster related agencies
- Assist the rescue team in rescue work.

7.3.2.3. After flood:

- Immediately identify which records that have been damaged by the water and lost.
- Dry the records that are damaged by water, in order to reduce the chance of mould growth. For instance, dry the paper record by using the fans.
- If necessary. Separate records that are less damaged and highly damaged. Thus, those records that are less damaged can still be recovered, while for the records that have high damage, may be unable to recover.
- Identify the facilities and equipment that have been damaged by the water.

7.4. Solution for risk of thieves.

In order to secure our record center from the risks of thieves, we will provide electric fences, more guards, CCTV and security door fingerprints.

7.4.1. Provide electric fence.

We plan to provide an electric fence outside our record center. We plan to use the electric fence because electric fences can be used for property fencing to prevent break-ins. Not only break-ins by humans using electric fences but it also will avoid any animal from break-ins to our record center. The electric fence uses electric shocks so that it can prevent thieves or animals from entering our record center without permission, which can help us to enhance the security of our record center. As an example, if the person touches the electric fences, he or she will feel pain. Thus, in order to ensure the safety of people who are walking in front of record center, we will provide notice board about the existence of electric fence so that the people is aware about it and not touch or go close to the fences.

In order to use this electric fence, we will cooperate and buy these electric fences along with the equipment needed. Thus, we decided to make the agreements with Efence Solutions Sdn Bhd. company in which this company is located at Selangor, Malaysia. This company offers a non-lethal high-voltage pulse electric fence that serves as a deterrent towards any attempted break in. Next, we also have make some observation and the estimate price of package to apply this electric fence is between RM 20,000 until RM 25,000 include equipment and other accessories such as key module, energizer 1 zone, siren strobe light set, cable aluminium 100m, stranded wire aluminium 1.6m, ELCB surge protector slide gate contact and more.



Figure 58: Electric Fence.

7.4.2. Add more guard.

Moreover, we also plan to hire more guard security forces. We plan to add four (4) guard security outside of our record center. Hence, we decided to make two shifts which are day shift and night shift. Each shift will have two (2) staff security. The reason why we choose two (2) security guards at one time is because they can monitor our record center together.

For instance, if one security guard needs to go to the toilet or needs a break time so there will be another guard that will monitor our record center.

7.4.3. Add more CCTV.

We will apply CCTV inside and outside of the record center. Therefore, we want to use AVTECH AVC153 which is priced at RM 109.00 because it can be used for indoor or outdoor needs. This CCTV has a steady resolution, 700TVL, with a minimum capture light intensity of 0.1 Lux, 0 Lux (IR ON). The effective distance that can be covered by this CCTV is 15 meters. It also has 56 IR Leds that can help us secure the record center during the night as its effective distance reaches 40m. By making the installation, it will be one of the points that make thieves rethink their target of records to be stolen because this CCTV will record suspicious movements. Finally, this CCTV also will allow us to see the results of the recording which can be used as one of the tools of evidence in support or against referring to activities related to the alibi of the perpetrator.



Figure 59: AVTECH AVC153 CCTV.

7.4.4. Add security door fingerprint.



Figure 60: Security door fingerprint.

Next, we will provide the security door fingerprint. Thus, we decided to use the Kwikset Halo Wi-Fi Smart Lock, priced at RM 967.41 which allows us to open the door to the record center faster and safer where the Halo Touch Manufacturer offers up to 100 prints and 50 different profiles that allow only authorized staffs access to this door. Next, the Kwikset Halo Touch also comes with WiFi, so we do not need any sockets to connect and use it. The device has its own applications that we can manage accounts or track the history of entering or leaving the record center via a smartphone or laptop where we can monitor incoming and outgoing data to ensure only authorized staff enter the record center. Therefore, we will put this security door fingerprint at the door of the main entrance and other area.

7.5. Launch of Adella Mary Record Center Program.

7.5.1. WH Questions.

In order to launch our record center program, we will use WH Questions which are What, When, Where, Who and How.

No.	WH Questions.	Explanations.
1.	What?	The program is conducted to launch the Adella Mary Record Center.
2.	When?	In order to launch our record center, we decided to conduct the program if the CEO of Adella Mary Hospital has approved.
3.	Where?	The location that we will do this program is inside the record center which is at the level 1. This is because this level has adequate space to put the chair for 60 guests to sit.
4.	Who?	This program will be made available for all the staff inside the hospital including the director, manager in each department.
5.	How?	<p>The process on how we will manage this program is by:</p> <p>Planning the tentative program. We will plan the detailed tentative program so that we will know how the program is going.</p> <p>Announce of our program. Next, we will announce our program in order to ensure that the staff inside the hospitals and other people are aware of this program. Thus, we decided to promote our programs through</p>

		<p>social media such as Facebook, Twitter, emails as well as through the official websites of Adella Mary Hospital. Other than that, we also will send the invitations card for the employee that works in Adella Mary Record Center.</p> <p>Conducted a rehearsal of program.</p> <p>We also will conduct a rehearsal of this program in order to ensure there is no problem that occur during the program. The example of rehearsal is we will test the microphone for the CEO to talk during the beginning of the program.</p>
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Figure 61: WH Questions.

7.5.2. Tentative program.

Figure below shows the tentative of our program. Our program will be run from 8 am until 12 pm. Thus, a total of duration of our program is five (4) hours.

Time	Explanations
7:30 am – 8:00 am	<ul style="list-style-type: none"> • Register session. • Guest will be arrive and sit on the chair.
8:00 am – 8:15 am	<ul style="list-style-type: none"> • Program start with the greetings from the hosts. • Do'a recitation • Greetings by CEO of Adella Mary Hospital, and followed by Record Center Manager.
8:15 am – 9:00 am	<ul style="list-style-type: none"> • Brief talk about our background, vision, mission, functions, and so on.
9:00 am –11:00 am	<ul style="list-style-type: none"> • Conduct a tour of record center to the guests inside an outside of the buildings. During this tour, we will explain to them each of the rooms and area that exists in our record center.
11:00 am – 11:30 am	<ul style="list-style-type: none"> • Ask guests to sit and we will start the closing speech of our programs.
11:30 am – 11:45 am	<ul style="list-style-type: none"> • Photographs sessions at the booth, which this booth is outside of the record center buildings.
12:00 pm	<ul style="list-style-type: none"> • End of the program.

Figure 62: Tentative program.

8.0. CARING FOR RECORDS IN DIFFERENT FORMATS.

There is more than one type of records that will be stored in our records center soon. Thus, each type of records has a different form that requires care according to their respective circumstances. However, the general condition for record keeping is, the distance of the shelves and the ceiling that have been installed to a minimum of 45 cm (18 inches). Then, the minimum distance for the bottom of the shelf with the floor is 15 cm (6 inches). Despite that, there are still a large number of records that cannot fit into standard shelf space or standard boxes which these types of records demand the special treatment of special shelf such as record in the form of paper, audio tape, electronic records, photograph and microfilm.

8.1. Storage method for paper format, audio tape and microfilm.



Figure 63: Storage method for record in paper format, audio tape and microfilm.

For paper format records, audio tape and microfilm records, we decide to keep them using the same format where we put the records in a box with labelled on the box then arranged it on the adjustable shelves provided. We put the paper format records into the box with the purpose of making sure the paper does not get folded. In addition, for audio tape, it will be evaluated in advance and set the date of the action of destruction before being placed into a box for storage. While for microfilm, it is a record-keeping medium that stores a picture or record of the original hard copy in a smaller format, that is in a small roll version of the film, and even referred as a "roll" because of the roll of the film. In order to maintain the safety of the microfilm, careful storage is required where the storage method is similar to paper and audio tape type of records that should be placed in labelled boxes and then stacked on adjustable shelves that are provided in the storage area. Lastly, we also will ensure the shelves not be stacked close to the wall to prevent the records from being damaged by pests.

8.2. Storage method for photographs.



Figure 64: Storage method for photographs.

Next, the records in the form of photographs must be kept in condition-controlled environments in which these photographs will be placed into acid -free folders individually. Therefore, this format of records is crucially needing a specialized indexing. Other than that, we also will ensure that both of the photographs records and others records will be linked together and retained. This is because in order to make it possible for our staff in record centre to understand and know what a photograph is if there are any of other records that described and represent the photographs.

8.3. Storage method for electronic record.

Electronic records are information or data files, created and stored in digitized form through the use of computers and applications software. Therefore, we have chosen a system which is Electronic Record Management System (ERMS) to store all data and files in electronic form. Thus, in order to maintain the electronic records, the records center will establish and maintain valid, reliable and usable records, while protecting the integrity of those records for as long as they are required. For example, we will be uploaded antivirus to increase security as well as provide passwords before accessing records to prevent from unauthorized use. Other than that, we also will perform computer hardware maintenance by monthly that involves taking care of the physical components of the computer, such as keyboards, hard disks and internal CD or DVD drives. This is to prevent the computers is unable to use because of the damage system.

8.4. Temperature and humidity.

Temperature and humidity in the record center should always under control for the purpose of record keeping as it will affect record life. This is because the high temperatures will cause the paper to change the colour of pages to yellowish and humidity will cause fungal growth that would ruin the record. Therefore, we use air conditioner to control the temperature

and we use the dehumidifier to control the humidity inside the storage area. In addition, we also will use Thermo Hygrograph to keep track the temperature and humidity meters and thermostats to control the temperature and humidity levels in the storage room while keeping records.

8.4.1. Air Conditioner.

For the air conditioner, we will use the Daikin 1.5hp Inverter Wall Mounted Air-Conditioner in about RM1,560.00. The reason why we choose this air conditioner is it provided an inverter DC Compressor, upgrade fan motor design, intelligent fuzzy logic control, fast cooling and 4 stars of energy saving.

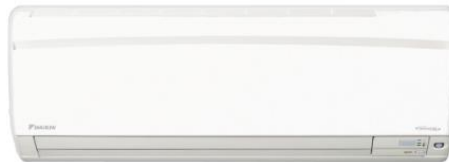


Figure 65: Air conditioner.

8.4.2. Dehumidifier.

We will use the COOLON brand as the dehumidifier inside the storage area. This dehumidifier is one of the famous dehumidifiers among the archives, museum and also libraries. The cost of this humidifier is RM 4,200 and we suggest 4 set of dehumidifiers, each of the dehumidifier will be located in second level and third level. This humidifier has a filter protection to avoid dirty air coming into the machine. Other than that, this dehumidifier can set boot time and closing time according to work requirements and easy to operate.



Figure 66: Dehumidifier.

8.4.3. Thermo Hygrograph.

Next, in order to measure both temperature and relative humidity in storage area, we want to provide a Zoglab SMART Thermo Hygrometer. It is a thermo-hygrograph device for RM 375.00. We suggest this hygrograph because of the ultra-low power design allows operation with a AAA Battery up to 1 year. Other than that, the top-class LCD display enables time, alarms and other values to be extremely clear with wide viewing angle. Lastly, the 4-lines LCD display with backlight makes of Zoglab SMART visible in day and night.



Figure 67: Thermo hygrograph.

8.5. Different temperature and humidity for different types of records.

8.5.1. Paper format.

For record keeping in paper form, we place great emphasis on temperature and humidity to suit the material as documents deteriorate and rot due to high temperature and relative humidity in the storage environment. Therefore, we constantly monitor the appropriate temperature for paper records varying between 18 to 22 degrees Celsius while for the relative humidity is ranges from 40 to 55 percent to avoid mild damage and high acidity levels.

8.5.2. Audio Tape.

Next, the tape should be stored in a cool and dry place as any damage to the magnetic pigment on the tape will occur more at lower temperatures. When the tape exposed to extreme temperatures and high humidity, the tape can become sticky, grow mold, or be distorted. Therefore, we store our audio tapes in environments where temperatures are less than 21 degrees Celsius and relative humidity around 20 until 40 percent. Therefore, keeping it safe in the right storage conditions is the key to store the tape within the longer time.

8.5.3. Electronic records

Electronic records are stored in a computer or USB provided at the record center. Mostly, electronic records should be kept in electronic form to maintain the context and structure of the records while facilitating access to them can be achieved well in an electronic environment. Because of the records is in the form of electronics, so the storage method should follow the appropriate temperature for electronic equipment in which the electronic record room should be equipped with air conditioner with a temperature between 19 to 24 degrees Celsius with humidity at 60 to 70 percent.

8.5.4. Photograph

Temperature and humidity affect photographs more than other elements Thus, in order to longer the life of this photograph, we will make sure it is in the best condition which is 21 degrees Celsius with relative humidity below 50 percent as high humidity is most dangerous and high temperature will damage the photographs.

8.5.5. Microfilm

In general, the requirements of the microform environment are similar to other photographic materials where it have to be stored in a temperature-controlled environment that should not exceed 21 degrees Celsius, and cooler temperatures are preferred. While for the relative humidity, it must be lower than 50 percent as it is recommended for all types of films to protect the material from any damage.

8.6. Light.

Next, in order to care the records, we must ensure the ultraviolet is away from the records. This is because this UV will weaken the paper resistance and cause the paper to turn yellow. Therefore, each of the light must have a light filter to prevent UV rays. We need to ensure the lamps installed at the record centre should be of fluorescent light fixtures that have a single tube type covered by metal reflector and can filter ultra-violet radiation. Lighting in the proposed in record centre is 200 lx (lx or lux = unit of illumination). In addition, we also want to paint in white with titanium dioxide at the storage area where this paint can absorb UV rays. Next, we also use the photometer to measure the number of light units and if the reading is above 50 lux it is dangerous for the record.

8.7. Security of record center.

Record center and the storage area must be maintained to ensure its safety. All areas, buildings and equipment shall be properly maintained to safeguard and secure the safety of premises and records from theft, robbery, vandalism and sabotage. Next, the storage area should be monitored periodically including patrolling. Moreover, access to record centre also should be controlled and restricted only to record center staff and staff inside the hospital and visitor who have a permission to access the record center. Thus, the rules and guidelines for entering the record center must be provide a clear explanation to all parties including the record center staff, staff at the hospital and visitor. Furthermore, we also have CCTVs installed inside in each room and outside of record center buildings. In addition, we also include the fingerprint security door at the main entrance so that it would help unauthorized people unable to enter our record center.



Figure 68: Security used in record center.

8.8. Fire Prevention.

Fire can cause records to be destroyed quickly so that we ensure the storage area are located away from fire sources. In addition, we also will ensure that the electrical wiring system for the entire record centre must comply with the specifications and standards. All electrical wiring should be protected by planting it in cement and using drainage. This is because this electrical wiring is one of the common factors that cause fire. Next, we also will ensure the record center should be equipped with two exits or emergency door. This emergency door is designated to provide the safe way for the record centre staff to evacuate a record center building in case of a crisis or disaster such as fire. Moreover, we also ensure all walls and ceilings inside the buildings shall be fire resistant.

Other than that, our record center also will be installed with smoke detector, heat detector, fire alarm systems and fire extinguisher. This smoke and heat detector include the immediate detection of fire and determining the safety of our staff. Meanwhile, we will put the fire extinguisher and the type of fire extinguisher that we want to use is type ABC. This is

because the fire extinguisher type ABC be able to use for wood, paper, textiles, flammable liquid, flammable gases and electrical contact. This fire extinguish needs to be installed in every corner of the record center. In addition, for the sprinkler, we choose to use dry powder fire sprinkler instead of water sprinkler that are common installed. This is because if we choose to put the water sprinkle at the storage area, the water that come out from the sprinkler will make the records is damaged.

8.9. Prevention from Pest Agents.

The records kept in the storage area must be safe from the pesticide agent. Regular inspection should be made to ensure that the record center are free of biological pest agents such as rats, cockroaches, ants, termites and silverfish. In order to control this pest, licensed pest-control services should be conduct periodically. Therefore, our record center will made an agreement to enable licensed pest control service, so we plan to sign a contract with AntiPest agents in order to made a regular check every three month so that all records are safe from the pests. This AntiPest Management Services is a leading ISO-certified (ISO 9001: 2015) pest control company in Malaysia. Example of the AntiPest agent treatment that are offer by this company in order to destroy the pests is baiting system, chemical soil treatment, thermal fogging and water-based misting.

8.10. Handling and Record Keeping

Our own staffs can also act as pesticides on stored records. It occurs when the records are handled violently, are not kept well and are not kept safe. Keeping records should be handled carefully to avoid the records from damaged, dropped, lost and torn. Therefore, we will establish the guidelines for handling of records should be provided for the reference among the staff who are responsible for managing the records in record center. As an example of the guidelines is record center staff are required to use the gloves when they want to touch or carry a record in order to ensure the records is safe and clean. Next, we also will ensure the storage area will be cleaned regularly, whether daily or weekly, and we will create a cleaning schedule for the staff who are responsible to do the clean and housekeeping work.

8.11. Disaster control plan.

Records can be destroyed due to many disasters. The causes of this record disaster are also divided into several, which are natural causes such as earthquakes, fires, floods, landslides, hurricanes, tsunamis, tornadoes and so on. Next, the environment causes such as

oil spills, building rubble, pest chemical radiation, volcanic eruptions, fuel explosions, vehicle accidents, dust, haze, lamp light, animals as well as pests. Meanwhile, for the politics or provocation are also involved which the namely workers' disputes, riots, strikes, insurrections, bomb threats, arson, theft, sabotage, negligence and weaknesses in security aspects as well as vandalism. Finally, in terms of technology, the technology hardware or software is failure, virus, electromagnetic interference, electrical power supply failure, hacker activity, and so on.

In order to protect records from destruction, we will provide a Records Disaster Action Plan in preparation for any form of disaster and emergency threats where a Disaster Action Plan is prepared including providing training to our record center staff in order to ensure the staff are trained and know their responsibilities in rescuing records. Therefore, there will be a team who are responsible for the preparation and implementation of disaster control plans. A team will be composed of the Heads of the unit to form this team where each member must provide input on the requirements outlined in the disaster control plan.

For example, the disaster control team will provide a flowchart of action to do in the event of flood and fire disaster. Another example is before the disaster happen, the team will think a suitable method for the copying and backup of the records. Meanwhile, we also will sign the contract with appropriate insurance services which will be able to assist financially, especially in obtaining provisions for the purchase of equipment needed before and after a disaster, and we also will corporate with other institutions that serve to coordinate safety, transportation, health treatment, equipment, and so on in the event of a disaster.

9.0. DETERMINING A PLAN FOR COSTING SERVICES.

Lastly, we will include the lists of salary per month of record center worker and the total as well as with the lists of equipment and facilities needed in our record center.


9.1. Salary per month of record center worker and the total.





NO.	JOB POSITION	SALARY PER MONTH (RM)	TOTAL
1.	Record centre manager (1 Person)	10 000	10 000
2.	Liaison with record office Manager (1 Person)	6 500	6 500
3.	Liaison with record offices staff (1 Person)	3 500	3 500




4.	Internal Management Manager (1 Person)	6 500	6 500
5.	Internal management staff (6 Person)	3 500	21 000
6.	Liaison with Archives Manager (1 Person)	6 550	6 550
7.	Liaison with archives staff (1 Person)	3 500	3 500
8.	Security and Transport Manager (1 Person)	3 600	3 600
9.	Record security staff (2 Person)	2 000	4 000
10.	Transport staff (1 Person)	1 900	1 900
11.	Cleaner (2 Person)	1 650	3 300
12.	Security guard (2 Person)	1 800	3 600
13.	Driver lorry and van (2 Person)	2 200	4 400
14.	Counter staff (1 Person)	1850	1 850
	TOTAL		RM80200

Figure 69: Salary per month of record centre staff.

9.2. Lists of equipment and facilities needed in our record center.

No.	Equipment and Facilities	Unit	Price	Total
1.	AMBER 4 Feet Office Desk Study Desk With 3 Drawer 	4	RM 105.00	RM 420.00

2.	IKEA Linnmon table 	1	RM 800	RM 800
3.	IBM Oblong Folding Table Rental - 2.5FT x 6FT - MX-IOT256 	2	RM350.00	RM 700
4.	Dining Room Table and Chairs 4- Piece 	2	RM 1,490.00	RM1,490.00
5.	Filing Steel Cabinet with 4 Drawer OFS106AB 	5	RM427.00	RM 2135

6.	Storage Drawer Rolling Cart with 6 Drawer 	3	RM 185.88	RM 557.64
7.	Double-Sided Book Cart - 6 Shelves 	3	RM 536.00	RM1608
8.	Adjustable Shelves 	26	RM 470.82	12241.32
9.	Chairs - adjustable Swivel Med-Back Mesh Office Chair/Director Chair [Chrome Leg] 	10	RM148.00	RM 1, 480

10.	Eurotech Vera Chair 	2	RM900	RM 1,800
11.	SHARP FO-1550 Fax Machine 	1	RM 599.00	RM 599.00
12.	Grandstream's GXP 1400 Desktop Phone 	5	RM 645.76	RM 3,228.80
13.	The Canon image CLASS LBP251DW printer 	1	RM 1579.89	RM 1,579.89

14.	RICOH MPC5503 Heavy Duty 	1	RM 4,235.00	RM4,235.00
15.	HP Envy 32 	8	RM 2,499.99	RM19,999.92
16.	DELL P2719H 27 INCH IPS monitor 	7	RM 1,009.00	RM7,063
17.	Dell OptiPlex 3050 Micro 	7	RM 1,798.99	RM12,592.93
18.	AVTECH AVC153 CCTV 	12	RM 109.00	RM1308

19.	Kwikset Halo Wi-Fi Smart Lock 	1	RM 967.41	RM 967.41
20.	Wireless flood detector 	5	RM 650	RM3250
21.	Smoke and heat detector 	15	RM 20.00	300
22.	Dry powder sprinkle 	15	RM 13.50	RM202.50
23.	COOLON dehumidifier 	4	RM 4,200	RM16,800

24.	ABC 9kg Fire extinguisher 	5	RM 89.00	RM445
25.	Thermostat. 	4	RM 400.64	RM1602.56
26.	Zoglab SMART Thermo Hygrometer 	4	RM 375.00	RM1500
27.	Daikin 1.5hp Inverter Wall Mounted Air-Conditioner 	15	RM1,560.00	RM 23400

28.	Soft drink vending machines 	1	RM 21,500.00	RM21,500.00
29.	snack vending machines 	1	RM 27,500.00	RM27,500.00
30.	Drinking Cup Vending Machine 	1	RM 28,500.00	RM28,500.00

31.	Electric fence 	1 set	RM 20 000	RM 20 000
32.	Carson-model sport forklift linde h40d 	1	RM993	RM993
33.	Mitsubishi-Fuso FE85PG 	1	RM 110,900	RM 110,900
34.	Toyota Hiace (2018) 	1	RM 103,000	RM 103,000

35.	Two Steps Stainless Steel Bench Ladder Stool 	2	RM 211.23	RM422.46
	TOTAL			RM615,125

Figure 70: Lists of equipment and facilities needed in our record center.

10.0 CONCLUSION (PROMOTIONAL ACTIVITIES, FUTURE ENHANCEMENTS).

In conclusion, this proposal is discussed about the eight (8) steps in planning our record center which is Adella Mary Record Centre, which it is the departmental record center that are designed inside the Adella Mary Hospitals.

10.1. Promotional activities.

Promotional activities are important for us to promote our record center in order to make sure all the departments or office inside the Adella Mary Hospitals aware of our existence.

10.1.2. Broadcast messages on Gmail account.

First of all, the promotional activities that we will conduct is promote our records center is by sending an announcement. This is because the staff inside the hospitals using the electronic mail which known as "Gmail" in which the Google account of staff is linked with the organizations and they will receive the broadcast messages. This broadcast messages are a single message that is sent to an entire list of people at the same time. For instance, in the figure below shows the examples of a inbox messages that are received by the entire organizations in which the messages are includes information regarding the announcement, invitations, reminders and so on. Therefore, we think that we can cooperate with the admin of the staff that handle the management of this electronic mail so that the staff can broadcast the messages about our existence of record centre so that all the staff inside the hospital can view the messages.

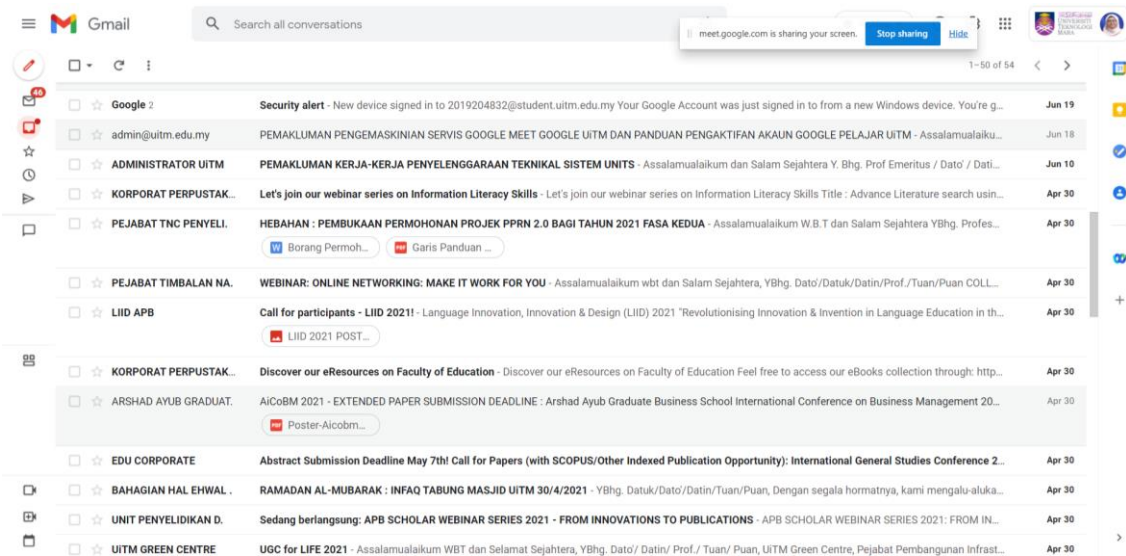


Figure 71: Example of broadcast messages in Gmail.

10.1.3. Use printed promotional materials.

10.1.3.1. Infographic poster.

Other than broadcast messages, we also can create our own printed promotional materials such as infographic poster. Firstly, for the infographic posters, we can place this on every board available in the hospital. This board is known as bulletin board in which this board is located in various places such as in every department and office and also on the first floor where it is close to the main entrance. Our reason why we put up this infographic poster on the bulletin board is because this board is a surface that are intended to post the public messages, announce events or programs or to provide information to the public. Therefore, in order to attract the public to see our posters, we will ensure that our infographic posters are eye-catching and attractive so that the public want to read the infographic posters.

10.1.3.2. Brochure.

Next, we also will create the brochures to promote our record center. For the brochures, we plan to give it to the staff in each department and offices. This is because when giving this brochure, we can use our communication skills to explain to them at the same time. Thus, it may make the staff inside the hospital want to know more about our record center because of a great explanations and good attitude that expressed by our staff of record center when the staff explain and welcome them while giving the brochure.

Information that we will include inside infographic and brochure is concise which the contents are includes about the background of our record center, our mission, vision, motto, our functions, address and contact number. This is because these information are enough to represent our record center because we want to exposed who we are as well as to promote our functions so that the staff know the reason why our record center is exist. In addition, we also include our address so that the staff know the location of our record center. Other than that, we also include our contact information such as telephone number, our social media account and electronic mail account so that it is easier for the staff inside the hospitals to communicate with us.

10.1.4. Social media

Besides that, we also will use the social media platform by creating our own social media account or page to promote our record center. This is because everyone nowadays uses the social media on their smartphone as it easy and free to install the social media applications. Thus, the social media that we can create our own account to promote our record center is like Facebook page and Twitter in which both of these applications can allows us to use the posting features whereby we can share a wording text, pictures and videos. Therefore, by having this features inside the social media, it makes the staff inside the hospital can enjoy to view our posting on social media as well as know the update of our record center. For instance, we can use a feature that have inside of the social media such as by posting a status in which we can upload the picture of our buildings along with the interesting caption such as “Why We Need a Record Centre?”. This interesting caption or also known as copywriting on posting is also play an important role in using social media in order to capture the attention of the reader to read our posting.

10.2. Future enhancements.

10.2.1. Provide more training to record center staff.

For the future enhancements, we plan to provide more training for record center which this training would benefit them. Firstly, is to boost the productivity of work so that the staff performance is good as well as improve the quality of work. This is because by having the training, it would help the staff to reduce the small and big mistake in the future soon. In addition, this training is also can improve in terms of the expertise and skills among the record center staff. For instance, a training for the staff that will be organized by our record center with the collaborations with National Archive of Pahang in the future. This is because we believe that this kind of training would help to enhance our staff in providing the effective and efficient work in managing the semi-current records of Adella Mary Hospital. Next, we also will plan to provide our own disposition area. This is because if we have our own disposition area,

it makes it easier for us to disposed the records within in a short period of time. Other than that, by having our own disposition area, it can help us to reduce the costs taken to pay the destruction services of the records that we want to disposed at the commercial record centers.

10.3. Our hope.

Lastly, hopefully n our entire proposal that have been proposed would open the eyes and heart among the staff inside the hospitals as well as the director, Adella Mary to approve our request to build the building of Adella Mary Record Center so that we can contribute in maintaining and preserve the semi-current records of Adella Mary Hospital inside our own record center.

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