ANALYZING OF THE FILING SYSTEM AT JINJA REGIONAL REFERRAL HOSPITAL

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A RESEARCH PROPOSAL SUBMITTED TO THE DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT IN PARTIAL FULFILLMENT OF THE AWARD OF A DEGREE OF BACHELOR'S OF RECORDS AND ARCHIVES MANAGEMENT MAKERERE UNIVERSITY

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DECLARATION

I Ibanda George William hereby declare that this dissertation entitled "Analyzing the filing system at Jinja Regional Referral Hospital" is my original work carried out in partial fulfillment of the requirements of the award of degree of Bachelor of records and archives management under the guidance and supervision of Dr. Kalyowa Fredrick

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APPROVAL

This is to certify that this dissertation entitled "Analyzing the filing system at Jinja Regional Referral Hospital" was done by Ibanda George William under my supervision and is now ready for submission as a partial requirement for the award of Bachelors Degree of Records and Archives Management.

....   23/07/2018.........

SIGNATURE   DATE

DR. KALYOWA FREDRICK

SUPERVISOR

DEDICATION

This work is dedicated to my beloved mother father Mawanda Yeseri for the love, good parental care and financial assistance. Your love for me gives me unending happiness, may the Lord reward you abundantly.

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JRRH   –   Jinja Regional Referral Hospital

IT   –   Information Technology

EASLIS   –   East African School of Library and Information Science

ABSTRACT

The study aimed at analyzing the filing system at Jinja Regional Referral Hospital with guidelines that will assist in improving the filing system at Jinja Regional Referral Hospital.

The study was done under the following objectives to find out the types of records kept at Jinja Regional Referral Hospital to find out how the filing of records at Jinja Regional Referral Hospital are managed, to identify the challenges faced during the filing of records at Jinja Regional Referral Hospital and to make suggestions for the best practices in store filing of records at Jinja Regional Referral Hospital.

The study used two data collection techniques of interview and observation. The researcher collected data about Analyzing the filing system at Jinja Regional Referral Hospital the from 50 respondents including Nursing officers, administrator and others staffs.

The study established that JRRH generates a number of records which range from administrative records, Medical records and financial records. The study further established the filing equipments used in filing of Medical records and they include shelves, cabinets and file folders.

The study stressed that Jinja Regional Referral Hospital faces a number of challenges in the filing of medical records which include poor maintenance of the registries, lack of adequate resource, inadequate qualified staff, misfiling or misplacing records, limited storage equipment, poor handling of information and inadequate funds.

The researcher concluded by establishing recommendations and strategies to overcome challenges to filing Medical records which include employing more qualified nurses and doctors, training the existing staff, acquire more storage equipment's, encourage digitalization in the registry, providing more space and creating staff awareness on the importance of records

CHAPTER ONE: INTRODUCTION

1.0 Introduction

This chapter presented and covered the background of the study, problem statement, purpose of the study objectives of the study, Research questions, Scope of the study, Significance of the study and definition of operational terms.

1.1 Background of the Study

Filing is a method on how file covers or binds are kept in cabinet and its one of the most fundamental process of managing records in an organization (Saleem, 1997).According to Washington University (2009) there are two major forms of filing that is centralized filing, places all records series in one central location and decentralized filing locates record series in different locations within an organization.

Steward and Nancy (2002, 73-83) further aged procedures of handling records and system operation should be considered and emphasized and various methods for example subject filing, geographical filing numeric filing and chronological filing should be used.

Future planning is greatly helped by the old records hence services as a basis of future action.

The major concern and significance of this study analyze the filing system at Jinja Referral hospital in order to ensure records are managed in consistent and organized manner.

Saleemi (1997) defines filing as a method on how file covers or binds are kept in filing cabinets. A filling system is one of the first most fundamental systems a company should establish.

Throughout the history a filing systems, the scribes and libraries always faced two decisions; (i) on which media to collect the medium (2) which location to store the collection information. The ability to file records has a great impact on an organization's success. This is because it allows quick access and retrieval of records with in the shortest possible time.

Taylor (2006) states that filing of records should have the following qualities

1. It must be inclusive as well as comprehensive
2. It must be systematic

3. It must be flexible and expansible
4. It must employ terminology that is clear and descriptive with consistent meaning.

This study therefore aims at Analyzing the filing system at Jinja Regional Referral Hospital managed in a consistent and organized manner that will facilitate their capture.

1.2 Problem Statement

The creation and the maintenance of files are still expensive and it's the role of records managers, library assistants and administrators. The filing of records is hampered by unskilled personal record managers, poor classification schemes and poor filing decisions.

Jinja referral Hospital admits and registers a lot of patients in a day therefore it creates a lot of records which needs to be filed for easy storage and quick retrieval. The overall research problem addressed in this study is the creation and maintenance of files is still expensive and disorganized in different organizations yet it's the role of the records managers and records officers to manage all the process. The filing of active record is challenged by poor decision makings, over packing files and inadequate filing materials which delays the process. It is on this basis that a study is to be carried out to analyze the filing system at Jinja Referral Hospital.

1.3 Purpose of the Study

The purpose of the study was to analyze the filing system at Jinja Regional Referral Hospital.

1.4 Specific Objectives of the Study

(i)   To find out the types of records kept in at Jinja Referral Hospital is managed.
(ii) To identify the challenges faced during the filing of records at Jinja Referral Hospital.
(iii) To make suggestions for the best practices in store filing of records at Jinja Referral Hospital
(iv) To find out how the filing of records at Jinja Referral Hospital is managed.

1.5 Research Questions

1. What are the different types of records kept in at Jinja Referral Hospital?
2. What are the challenges faced during the filing of records at Jinja Referral Hospital?

3. How is filing and classification of active records at the parliamentary records department managed?

4. What are the possible suggestions for the best practices in the filing of records at Jinja Referral Hospital?

5. What solutions are being taken to overcome the challenges facing the filing of records at Jinja Referral Hospital?

1.6 Scope of the Study

The study was carried out at Jinja Referral Hospital specifically in the records department with a major concentration in medical records.

1.6.2 Time Scope

This study was conducted from February to July 2018.

1.7 Significance of the Study

The value of the study was to analyze the filing system of records at Jinja Referral Hospital. The findings benefited the institution as explained below.

1. The study created awareness about the methods of filing of medical records and how to manage security threats.

2. The study provided a benchmark for further research since it will contribute to the literature on the topic.

3. The study helped to determine when a record should be placed and filed so as to enable quick records retrieval for all users.

4. Assist users in interpreting records and create awareness of the significance of systematic filing of records in the hospital.

1.8 Definition of operational terms

These were some of the definitions of the operational terms used in the explaining of the hypothesis and the procedures of the study.

Record

Jeffrey R Stewart and Nancy M Malesco, a record is defined as a piece of information created on received by a business or organization giving evidence of a transaction it should be preserved because it would be more expensive to destroy it that to keep it.

Personnel records

Study guide 2013, personnel records are defined as record pertaining employees, an organization. These records are accumulated factual and comprehensive and need to be detained for example academic qualifications, marital status, birth certificates and professional qualifications documents.

Records management

Is referred to as the field of management responsibility for efficient system control of records from their time of creation to the time of disposal.

Tallahasse Florida (2009), the basics of records management, is defined as the application of systematic and scientific controls to recorded information required in the operation of an agency's business.

Filing

Is the placing of records into their appropriate file cabinets, Keenema (2008). Filing basically involves the different ways of placing the necessary records into their appropriate files.

Filing system

Is a set of policies, procedures and methods used for organizing and identifying file records to increase the speed of retrieval, use and disposition?

Filing equipment

Refers to the storage equipments used for strong files. (Kalemba 2006). They are tools used for official records such as cabinet, drawers, shelves, and folders.

Medical Records

A medical record is a systematic – documentation of a patient's medical history and care.

Medical records contain medical information in a clear concise and accurate history of patient's life and illness from the medical point of view. (Franks, 2013).

Hospital

A hospital is a place or institution for the care of the sick and wounded or those who require medical treatment. (Coppola, 2006).

1.9 Conclusion

In the above chapter, the researcher looked at the background of the study area, the problem statement, and the study objectives both main and specific, study questions and its contribution to the field of Records Management. Researcher also talked about the study questions and scope. Scope was talked about in three aspects which included time, geography context and definition of the key terms.

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction

This chapter in the study presented and discussed the relevant renews related on the subject of filing of records. The chapter provided the definition of term and explains related information on types of records created at the hospital, challenges faced filing system and best practices in filing and how filing system is managed.

2.1. Types of Records

Stewart and Mellesco (2002), a record is a piece of information created by or received by an organization that gives evidence of business decision or transaction and should be preserved. The state records Act 1998 says that "Record" means any document or other source of information complied, recorded or stored in writer form or on a film or by electrical process or in other manner or by any other means.

Saffady (2011) paper documents include office, files, business forms, engineering, drawings, charts, medical or scientific imagery maps, plans, patient records, student records project file, legal case files, technical or managerial reports and computer print outs.

Electronic records include computers files, data bases, word processing file, spread sheet, files, presentations, email messages, voice mail, instant messages, document imaged and video recordings.

Wallace (1982), the following are the different types of records which are created reviewed and kept by organizations. These include; paper based records and these relate to any information recorded on any form of paper. Records can include business forms, letter heads, memos, purchase orders, minutes, receipts and image based records.

Read and Ginn (2008), there are four categories of records and they include;
Vital Records. These are necessary records for continuity operation of the organization, they are usually nor replaceable and highest degree of protection is necessary Kim (2004).

Important records, these assist in performing business operations, they are usually replaceable and need law degree of protection Kim (2004).

Useful records, these are helpful in conducting business operations such as letters, memos and others. Kim (2004)

Non-essential records, these records are destroyed after their use, for example memos, notices, newspapers etc.

Lucy (2002) gives a general view of how records are categorized that is some are vital, useful important and non-essential, vital records maintain or keep vital records information and these help in the continuity of the organization's operations and they should be kept to permanently due to their uniqueness.

Mecham (2008) points out that these are few records which are important papers that are needed to continue operating after a trip or some other disasters. He point out that all records are essential to the operation and growth of an organization. He also states useful records as another type such as records of accounts payable and these can be replaced but with some delay. He also give non-essential records such as press release and these are never filed in the first place. These should be destroyed to allow some space.

2.2 Current status of filing of records

According to Senabulya (2013) filing is the act of adding documents to files. He further avers that a good filing system must ensure that information is available to its users whenever they need it at the right time and at the least cost to the organization. Senabulya (2013), further states that filing is the act of adding documents to files

Filing is also described as a process of arranging and storing records so that they can be located when required for use. (Arora, 1980)

According to KolorKocle, it simple terms filing is the housing of documents or records in such a way that it can be located, referred to and put back in its correct place in the shortest possible time. KolorKocle further states that all organizations run and manage their day to day businesses on facts, all decisions are based on facts readily available at the right time hence need for filing records.

Stewart (2002) notes that filing system is the preparation of correspondences arranging of written materials in a filing sequence to enable accurate retrieval of documents. He further identified the filing rule terms as unit, indexing alphabetizing and case.

According to Washington University (2009) there are two major forms of filing, that is centralized filing system, these filing places all records series in once central location in an office it is most useful when the majority of users within an office require access to a majority of the file. Advantages of a central over files, uniform, easy to maintain duplication is eliminated and less requirements and space is needed.

Decentralized filing system, physically locates record series in different places with in an office. His most useful when only one industrial requires access to specific record series.

Arora (1980:168-170) cited that a good filing system once followed in the organization can yield the following advantages.

- Protect of records against possible loss or damages
- Ready reference; it serves as a useful method of obtaining information without loss of time.
- Future planning is greatly helped by the old records hence serves as a basis of future action.
- The process of control is greatly facilitated by filing for example check can be kept on incoming and outgoing letters.

Steward and Nancy (2002, 73-83) further aged that the location of records employees training, organization of files, procedures for handling records and system operation should be considered and emphasized. Therefore the following are the various filing methods and systems.

Alphabetic filing systems

This is where records are frequently organized alphabetically according to the name of a person or organization. This method prevents paper loss and it can be expanded by increasing the scores along the bottom of front flap.

Subject filing system

It is convenient to organized records according to topic and subjects hence another type of filing system.

Geographical filing system

This is where files or records are kept for example sales business with definite geographical sales areas and organize certain records geographically by sales territory.

Numeric filing system

It is a system where business and organization records are filed by number. The filing number can be simply be added at the end of the file. This system is accurate for large files because the sequence of numbers is easier to recognize than the alphabetic sequence.

Chronological filing system

Is where by records are managed according to the date they are to be acted on. This method helps to remove numerous authorized papers from the desk until they are needed for action.

According to Salemi (2000: 83-84) the main filing systems or methods are vertical filing: which the keeping of files within the drawers, racks or in shelves when they are standing upright north to south. The files normally are secure.

Horizontal filing system. This is when the files are kept within the drawer's racks or in the shelves when one is on top of another. They lie horizontally that is east to west.

Suspension filing is the method of filing which is used by organizations with large numbers of files. The file stands in large vertical position but in order to prevent them from falling off the filing cabinets. Here two metal bars are fixed on the sides of a filing cabinet drawer

Lateral filing is where the files are stored on a shelf or in pockets suspended side by side from frames. This type of filing system saves space because of the great height. The space fully utilized and files are easily identified.

Saleemi (2000:83) urged that;

"A good filing system should be able to preserve its various types of records system officially".

According to Joy (1998: 168)

"It is always necessary to give each file some kind of unique identification number for easy retrieval of required information."

However Gill (1993: 32) mentioned two categories of a filing system and these entailed manual and electronic filing.

Wallace (1983: 113) says that

"There are three trends in the evolution of filing systems."

1. "The progression from manual record storage system to mechanical system and then to electronic system."
2. The emergence in each decade of faster and higher density record storage and retrieval equipment and system.
3. The continued traditional use.

Wallace (1983: 113) further mentioned that

"About the six types of filing equipment used in the storage records and retrieval system and they include;-

A standard vertical file drawer cabinet for paper based.

- Card boards
- Lateral file draw cabinets
- Open shelf file units for paper, digital and image based.
- High density file units for paper, digital and image based
- Automated or power filing units for paper and image based and electronic systems both computerized and computer assisted (digital based).

However, Saleemi (2000: 87) states that;

"There is a wide range of equipment available for the storage of information. He identified filing equipment as covers, folders, filing cabinets and file covers are categorized as box files, lover arch files, concertina file and ring binders.

2.3 Challenges of Filling of Records

Kallaus (1992), identified the challenges faced when using these filling systems and these are loss of records and slow retrieval, records are taken from filing system and placed in files without proper authorization. He further said that poor use of equipment due to lack of standards, use of non-fire resistance equipment, wrong type of cabinets used when filing and poor or no use of automated systems.

Gill (1993: 33) emphasizes that to choose a filing system, one is expected to have the knowledge and analysis of the company's policy objectives, organizations structure and relationship.

Wallace (1983, 88), identified problems with straight numeric filing system. He elaborated that records that are entered too often are the files towards the end of the number sequence.

In filing when dealing with electronic files, they can be at times rejected that in case they contain a scanned PDF document hence making filing difficult

Filing needs skills for it to be conducted: According to Attorney (2009) he filed a document in correctly or either a document contained an error and he needed assistance in correcting it.

Confusion as to when information can be found especially if staff member is absent hence a challenge on how to get the needed information or document. Staff members may not know how to properly maintain their files hence leading to misfiling there by a challenge.

2.4 Best Practices in Filing

Kizza (2005), filing systems need best practices and considerations in order to choose the appropriate managements. These arrangements must be simple and easy to operate, capable of

expansion, capable of safe guarding documents and in particular confidential information. This will lead to effective and efficient filing.

Records of the same subject should be filed together and action should take place when a record is attached to the file not as a loose item which has high chances of being lost and also being difficult to trace the history.

Oseima (2006) elaborates that therefore filing takes place, there is need to prepare or arrange records to be filed carefully storing the records so that they can be well accessed by the users.

Gill (1993: 33) emphasizes that to choose a filing system; one is expected to have the knowledge and analysis of the company's policy. Objectives, organizations structure and relationship. It also requires the knowledge of what type of information is generated and received, how is it used and in what format is it used.

He further stakes that no matter how big the organization is, a good filing system meets all the company's need. He advised of the method to be used as alphabetical, geographical, phonetic numerical and color coded and subjected filing system.

According to Arora (1980: 169) a good filing system must achieve. Its objectives, filing system proves costly and complicated. It may prove unsuitable. It is therefore the duty of the records manages or office manages to institute a system of filing which best suited to the needs of the business.

Wallace (1983: 88) also defined that the use of an accession book also be maintained. This book must be arranged numerically by the code numbers used within the numeric system. When a new file is created, the file worker refers to the accession book to obtain the next number in sequence.

Reinforced and heavier grade of folders and papers piled in the miscellaneous folders. This can be solved creating a file for an organization hence avoiding the wearing out of folders too soon.

CHAPTER THREE METHODOLOGY

3.0 Introduction

This section described the methods I used in the study. This involved research design, area of study, population, sampling sample size, sampling method, sampling technique, data collection methods, data collection research instruments, validity and reliability, data analysis, ethical consideration, limitation of the study and timeframe .

3.1 Research Deign

The research design is known to have all issues concerning planning and executing research from time of developing a concept to the dissemination of information (Mubazi, 2011).

According to Babbie et al(2001), a research design is a plan or structure frame work of how you intend conducting the research practice in order to solve the resaech problem. In this study, the reseacher is going to use qualitative reseach design because it helps to obtain non-quantified data.

3.2 Area of Study

The research study was carried out at Jinja Referral Hospital located in Jinja town, Jinja district found in the Eastern region of Uganda

3.3 Population of Study

According to Kombo and Tromp (2006, p.76) a population is a group of individuals, objects or items from which samples are taken for measurement. The study will concentrate on the staffs that will involve the administrators, doctors and nurses.

3.4 Sampling Size

According to Kombo and Tromp (2006, p.77), Sampling is the procedure a researcher uses to gather or places or things of study. It's a process of selecting a number of individual or objects from a population such that the selected group contains elements representative of the characteristics found in the entire group. Orodho and Kombo study (as cited in Kombo and Tramp, 2006, p.77)

To collect the most, information rich data, the researcher will use purposive sampling and snowball sampling techniques purposive sampling will involve selecting only those respondents who have knowledge about the topic and are willing and respond. In snowball the researcher will use the pre-selected respondents to direct him to other respondents who may be having basic knowledge about the research topic.

3.5 Methods of Collecting Data

There were various methods of collecting data and Delno Tromp (2006) states the following data collection methods; observations, interview and questionnaires and below are the methods used to collect effect data during the study.

3.5.1 Observation Method

Observation is a method of collecting data that involves the object of investigation being closely viewed. The observation method will be used to observe the filing of active records. Delno Tromp (2006) reflects that this method confirms the researcher's ideas and beliefs.

3.5.2 Interview Method

Interview is a method of collecting data while having a face to face conversation between the interviewer and the respondent conducted for the purpose of obtaining information. Mbaga, Kakinda (2000) interviews can be either on telephone, personal or even group interview.

3.6 Data Collection Instruments

The different methods of data collection were supported by various data collection instruments to see that data collected is appropriate. Therefore the instruments to be used included interview guide and observation check list as explained below.

3.6.1 Interview Guide

This guide enabled researcher to conduct interviews with the records staff, administrators and users. It permitted the researcher to maintain consistency while interviewing therefore ensuring that no questions that was needed to yield important information was left out. It contained

planned statements that were used by researcher as reminders of what the respondent had to be asked about and corresponded to the objectives and research questions as seen in Chapter one above. The interview questions that guided the researcher during interviews are shown in Appendix I

3.6.2 Observation check list

Shamoo, (2009) explains observation check list as a list of general topic areas of the research problem that the researcher would like to observe in the process of investigation. See a detailed observation Guide in Appendix II

3.7 Research Procedures

This refers to the steps that the researcher followed when carrying out research. A letter was given out from East African School of Library and Information Sciences, Makerere University from the Head of Department Records and Archives Management introducing the researchers to the field of study.

3.8 Data Quality Control

Shepherd (2003) states that the quality of research reports depends to a large degree on the quality of the data used to compile the said report. These are measures that the research puts into consideration to ensure that the data collected is accurate and relevant for solving the issue at hand. Quality was ensured by two elements and these included reliability and validity of the data.

3.8.1 Validity

Validity is the degree of how well an instrument measures what it is supposed to measure. Validity was ensured using the both construct and content validity. Construct validity was established by the help of the supervisor who examined the researcher's data collection tools. Content validity was established through use of various methods for example observation, interviews and document analysis to collect information on active paper records storage and security to respondents with versed knowledge

3.8.2 Reliability

According to Kombo and Tromp (2006, p.97), Reliability is a measure of how consistent results from a last area. To enhance reliability of the instruments, they will be first tested before going to the field. After designing the research instruments, the researcher will further discuss them with his superior who will guide him on how to design reliable instruments in relation to the study objectives. This will help to obtain reliability

3.9 Data Analysis

Data analysis refers to examining what has been collected in a survey or study and making deductions and inferences. It involves uncovering, underlying structures, extracting important variables and making inferences. The quantitative method of analysis was used to analyze the data. The first step of coding in quantitative analysis was to review the data which will involve transcribing, re-reading and, summarizing each interview and observation.

3.10 Ethical Considerations

Ethical practices exceed mere following of a set of acceptable guidelines (Mubazi, 2011). He argues that respondents have to be protected so that there is development of trust with researchers. For that matter, the researcher got an official letter from the Head of Department Records and Archives Management, East African School of Library and Information Services . In addition the participants were informed that the data that was collected was used for only academic purposes and that their privacy, confidentiality and informed consent was not to be violated. A copy of the report was also submitted to the hospital to confirm that the information gathered from the respondents was used for academic purposes. This confirmation enables the researcher to obtain all the relevant information on the topic under investigation with no or less limitations.

3.11 Limitations of the Study

The following are some of the problems that may be face while carrying out this research;-

Here may be a problem of some respondents being hesitant to reveal our relevant information towards the research findings. This is at one point leading to the limit of te scope of the study.

However a dialogue with respondents shall ensure free interactions and participation towards data narration, collection and compilation and their agreement to participate will constitute the content of the project report. There may be also a situation where the researcher maybe prevented from accessing viable sources by the recommended authorities and respondents in the provision of rightful information before the issuance of official authority and permission.

The fact that few similar studies have been carried out concerning this topic, maybe another challenge as it limits on the scope to be reviewed so as to get more ideas.

CHAPTER FOUR

PRESENTATION, ANALYSIS AND DISCUSSION OF STUDY FINDINGS

4.0 Introduction

This chapter presents the findings of the study, analysis and data collected from sampled respondents at the Jinja Regional Referral Hospital. The analysis was done based on the items in the interview guide and observation guide as organized in line with the research questions and objectives stated in chapter one and they are presented in terms of distribution tables and pie charts to give better explanations and also make the analysis easier.

4.1 Response Rate

This was the east aspect on the analysis which deals with the basic data on the respondents (senior medical members, senior medical staff and junior medical staff). It was important to find out from the respondents their age, gender, years at service and education back ground and category of staff. These specific characteristics would affect their participation in the study because individual responses on some issues may vary.

The data that involves the respondents age, gender, years at service, education back ground is presented as follows.

4.1.1 Age Distribution of Respondents

Table 1: Age Distribution of Respondents

RESPONSE	FREQUENCY	PERCENTAGE (%)
25 years below	5	14
26 – 35 years	12	34
36 – 45 years	11	32
46 years and above	7	20
Total	35	100

Table 1: illustrates the age of distribution of the respondents, 12 (34%) of the respondents were within the age bracket of 26 years to 35 years. Again 36-48 years 11 (32%) were within the age of 36-45 years, 7 (20%) of the respondents were within the brackets of 46 years and above while 5 (14%) were between the age of 25 years and below. This implied that majority of the staff were below the age of 36 years who are very energetic and can help the organization achieve its target objectives and goals.

4.1.2 Gender Distribution

Table 2: Gender Distribution

RESPONSE	FREQUENCY	PERCENTAGE (%)
Male	13	37
Female	22	63
Total	**35**	**100**

Source: Primary Data 2018

Table 2 shows the gender distribution of respondents. Clearly it can be seen from the table that female respondents dominated the study responding 63% with a frequency of 22 while 13 (37%) of the respondents were male. This confirms the perception that administrative duties are a female dominated and that male do not generally show interest in that.

4.1.3: Number of years worked

Table 3: Number of years worked

RESPONSE	FREQUENCY	PERCENTAGE (%)
0 - 5 years	14	40
6 – 10 years	9	26
11 – 15 years	7	20
16 and above	5	14
Total	**35**	**100**

Source: Primary data, 2018

Table 3 indicates that number of years' respondents have worked in the Jinja Regional Referral Hospital (fourteen)14 respondents representing 40% of them have worked for five years, or less, nine (9) respondents making 26% have served in the respondent representing 20% have served for 11 – 15 years and five (5) representing 14% have served in the organization for 16 years. It therefore indicates that respondents have experienced in proper records management.

4.1.4: Education Background for Medical staff

Table 4: Education Background for Medical staff

RESPONSE	FREQUENCY	PERCENTAGE (%)
Basic	0	0
Bachelors	4	11
Diploma	2	6
Masters	29	83
Total	35	100

Source: Primary Data 2018

Table 4 shows the education back ground of the respondents. Four (4) respondents 11% have their Bachelors, 2 respondents making 6% have had a Diploma and 29 of them representing 83% have completed Masters while none of the respondents have had only basic education. This gives the majority of the respondents are university graduates which made the researcher collect effective information

4.1.5: Category of Medical staff

Table 5: Category of Medical staff

RESPONSE	FREQUENCY	PERCENTAGE (%)
Record Officer	5	15
Nursing Officers	21	60
Senior Medical assistants	9	25
Total	35	100

Source: Primary Data 2018

The table 5 depicts that 5(15%) of the respondents, were Record Officer, 21 (60%) of the respondents, were Nursing Officer and 9 (25%) of the respondents were Senior Medical assistant. Therefore, the results show that majority of the respondents were Nursing Officers who play an active role in the Jinja Regional Refferral Hospital.

Table 6: Showing types of records created at Jinja Regional Referral Hospital

RESPONSE	FREQUENCY	PERCENTAGE (%)
Administrative	7	20
Annual Reports	7	20
Medical	10	28
Research Records	1	4
Financial	10	28
Total	35	100

Source: Field Data, 2018

Figure 1: Showing types of records created at Jinja Regional Referral Hospital
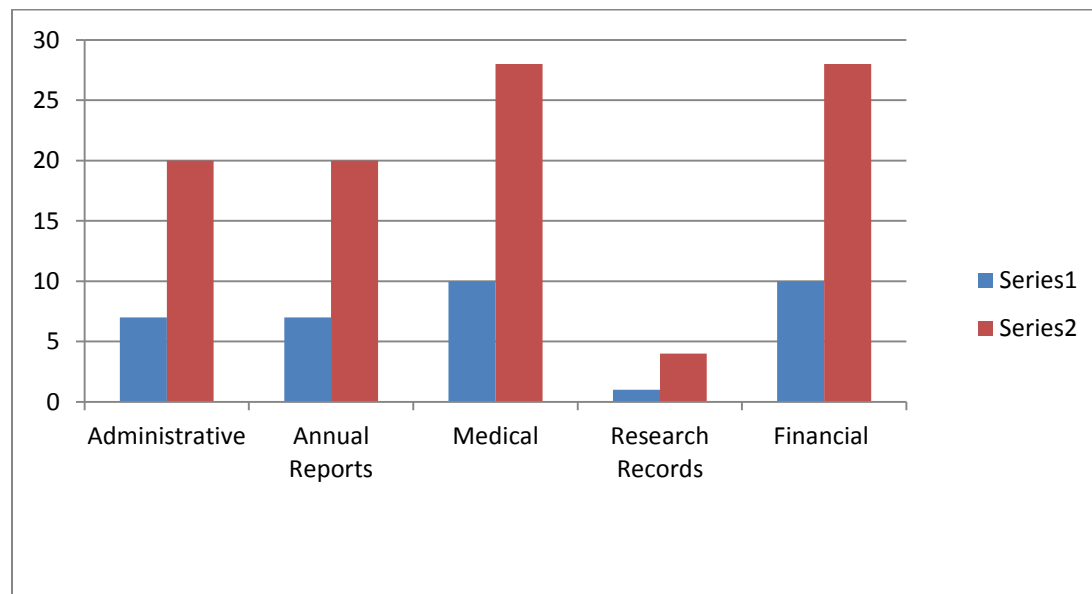
Source: Primary Data 2018

Figure 1: depicts that 7 (20%) of the respondents mentioned administrative records, 7 (20%) of the respondents mentioned Annual Reports, 10 (28%) of the respondents talked about Medical

records, 1 (4%) mentioned research record while 10 (28%) of the respondents mentioned financial records. This therefore indicates that the Jinja Regional Referral Hospital mostly creates Medical and financial records due to its programs and duties as an Health organization.

4.2 Administrative Records

The study stressed that Jinja Regional Referral Hospital holds administrative records which include policies, developmental activities and achievements of the board. Administrative records were filed in cabinets at the registry. One of the Jinja Regional Referral staff asserts that administrative records help the board members to plan and manage all its activities.

4.2.1 Annual Reports

The study established that Jinja Regional Referral Hospital holds Annual Reports which relate to legal matters of the organization. Annual Reports show the rules and regulations of the organization.

4.2.3 Medical Records

The study also found out that Jinja Regional Referral Hospital generates Medical records as it plans and develops its Organisation

4.2.4 Research Records

The study also stresses that Jinja Regional Referral Hospital also holds financial records which include transactions carried out by the organization in different books of accounts by responsible Medical officers, they include budgets, plans and financial analysis.

One of the Medical officers stresses that no organization can operate without proper management of financial records and it was stressed that for success of an organization financial records should be well protected"

4.3 Current status of filing Medical records at Jinja Regional Referral Hospital

From the study, one of the respondents in the Jinja Regional Referral Hospital registry is recorded saying:-

"Filing is a process of arranging and storing records in a chronological order that they can be easily required for use"

The study also reneled that the organization uses both centralized and decentralized filing system

Table 7: Showing filing systems

RESPONSE	FREQUENCY	PERCENTAGE (%)
Centralized	20	57
Decentralized	15	43
Total	35	100

Source: Primary Data, 2018

From the table 7 it stipulates that 20 (57%) of the respondents mentioned centralized system, while 15 (43%) of the respondents mentioned decentralized system therefore meaning centralized system is the mostly used filing system at Jinja Regional Referral Hospital because most records are kept in the registry hence easily managed and retrieved if needed for use.

4.3.1 Centralized system

The study revealed that centralization is the mostly used filing system, with 57% of the respondents mentioning it. It refers to the filing of all record series in one central location.

4.3.2 Decentralized system

The study also revealed that decentralized system is also however used with 43% of the respondents mentioning it. From the study it refers to the process of physically locating record series in different places with in an office.

From the figure above, it was established that Jinja Regional Referral Hospital has a number of filing equipments for filing its active records and they include as follows.

Files

It revealed that 10 of the respondents mentioned files as one of the filing equipments used in the organization because most of the letters are filled and placed in different files

Cabinets

The study also established that cabinets were also one of the materials used in filing active records like letters, correspondences and other documents with 5 of the respondents mentioning it.

Shelves

It was revealed that most of the records were filed in shelves in the registry with 13 of the respondents mentioning it.

4.3.3 Filing Methods

Table 8: Showing filing methods

RESPONSE	FREQUENCY	PERCENTAGE (%)
Chronological	7	18
Numeric	7	15
Geographical	3	12
Subject	13	37
Alphabetic	7	18
Total	35	100

From the table 8 it reveals that the mostly used filing method in Jinja Regional Referral Hospital is subject filing method with 13 (37%) of the respondents mentioning it, 7 (18%) of the respondents also stated chronological filing method, 5 (15%) of the respondents mentioning numerical filing method and 3 (12%) of the respondents mentioning geographical while 7 (18%) of the respondents also mentioning alphabetic filing method.

4.3.3.1 Alphabetic Filing Method

From the study respondents mentioned alphabetic filing method and it involved organizing records alphabetically according to their names or titles. This method helps to privent paper loss and it can be easily expanded.

4.3.3.2 Subject Filing Method

The respondents also added subject filing method on the list and it refers to the organizing of records according to their topic and subject.

4.3.3.3 Geographical Filing Method

From the study, the respondents also mentioned geographical filing method and they defined it as a process where records are filed and kept basing on their definite geographical location they are created or coming from.

4.3.3.4 Numeric Filing Method

From the study, the respondents also state numeric filing method where they defined it as a process of filing records by number through adding a file number at the end of the file.

4.3.3.5 Chronological Filing Method

Respondents also revealed chronological filing method as on community used methods in the organization and it refers to the process of making records according to their dates creates and the date to be acted on. This method helps to remove numerous authorized papers from the desk until they are needed for action.

4.4 How filing of Medical records at the Jinja Regional Referral Hospital has been managed

As one of the components of the fourth objective of the study, the following were one ways of how filing of active records at the Jinja Regional Referral Hospital has been managed.

Assigning of file numbers

Respondents also mentioning assigning files. File numbers as one of the ways of managing filing of active records at the Jinja Referral Hospital for it helps in easy filing of records.

Sorting of records

Sorting of records reviewed and created at the Jinja Regional Referral Hospital by their categories for example subject, name, title and location has helped in the easy managing of filing active records at the Jinja Regional Referral Hospital.

Proper classification

From the study, the respondents also added proper classification of records as one of the ways for managing filing of active records at the Jinja Regional Referral Hospital. One of the staff members interviewed is noted saying.

Folioing

From the study folioing refers to the process of assigning each folio or document created manage the filing of active records at the Jinja Regional Referral Hospital .

Proper shelving

From the study, respondents also mentioned proper shelving of records or Medical records as one of the ways of managing filing of records so as enable easy retrieval.

4.5 CHALLENGES FACED THE FILING OF MEDICAL RECORDS AT THE JINJA REGIONAL REFERRAL HOSPITAL.
4.5.1 Challenges affecting the filing of records at the Jinja Regional Referral Hospital
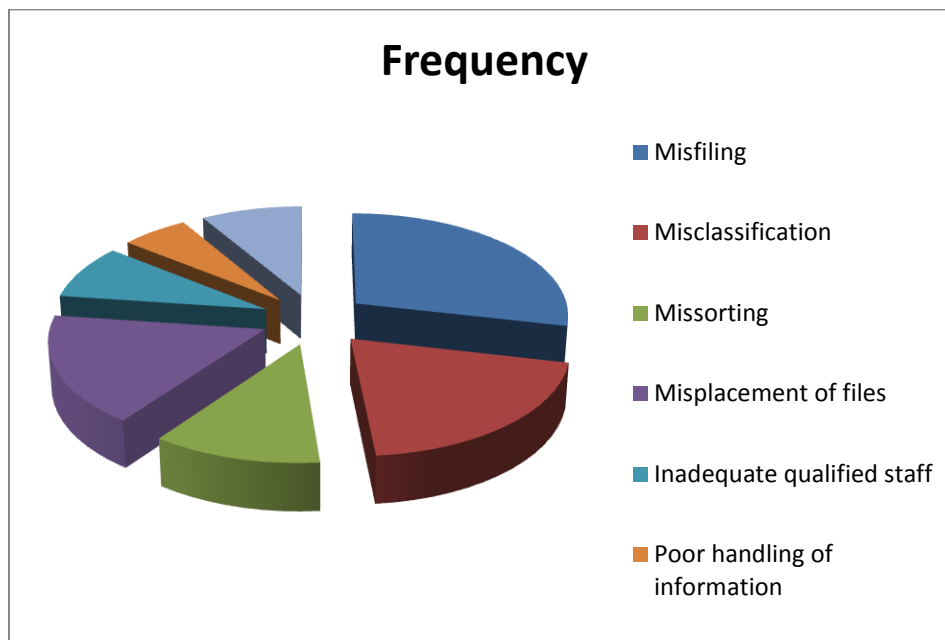
Figure 2: Showing the challenges

Table 9: Showing challenges affecting the filing of Medical records at the Jinja Regional Referral Hospital

RESPONSE	FREQUENCY	PERCENTAGE (%)
Misfiling	10	28
Misclassification	7	22
Missorting	4	11
Misplacement of files	6	17
Inadequate qualified staff	3	8
Poor handling of information	2	6
Poor security to the records	3	8
Total	35	100

Source: Primary Data 2018

From the table and figure 9 above, most of the respondents 10 (28%) mentioned misfiling caused due to poor filing skills, 7 (22%) of the respondents mentioned misclassification caused by poor sorting and indexing of records, 4 (11%) of the respondents mentioned missorting of records caused by misidentification of the subjects, 6 (17%) of the respondents mentioned misplacement of files caused due to poor security and mishandling of files, 3 (8%) of the respondents mentioned inadequate qualified staff, 2(6%) of the respondents mentioned poor handling of information while 3 (8%) of the respondents mentioned lack of enough security to the records.

4.6 Possible solutions to the challenges affecting the filing of Medical records at the Jinja Regional Referral Hospital.

From the study it is revealed that the following were the possible solutions to the challenges affecting the classification of active records at the Jinja Regional Referral Hospital.

4.6.1 Proper sorting of records

From the research started it is noted that proper sorting of records should be done so as to solve the problem of missorting of records. Record officers should take time and identify the different records and the categories they fall under.

4.6.2 Employing qualified personnel

Employing qualified personnel was given as one of the solutions to the challenges affecting the filing of medical records at JRRH. The record officers asserts that "employing qualified personnel helps to overcome most of the challenges affecting the filing process because they know what to do in order to achieve the organization's desire in records management.

4.6.3 Increasing funds to the registry

The study stressed that JRRH should increase on the funds given to the registry in order to improve on the filing of medical records. .

4.6.4 Training of existing staff

There is need to train the existing staff at the Jinja Regional Referral Hospital in records management. All workers should be at list be equipped with enough records management skills because each and every office in the organization creates records.

4.6.5 Proper handling of information

There is also need to handle materials properly since it was revealed that they are not handled properly. There is need to avoid misplacement of records and unfaithful workers should be stopped from working in the organization. They also need to track the records in order to keep them safe and secure from threats within the organization.

4.6.6 Provide more space

There is need to provide more space for the records in the Jinja Regional Referral Hospital since it receives and generates a lot of records on a daily basis hence a problem of limited space should be solved as soon as possible by acquiring more equipments like cabinets, computers and files.

4.6.7 Create staff awareness on the importance of records.

There is need to create staff awareness on the importance of records in an organization since staffs give no emphasis to the records while sorting them out and they end up leaving all the work un done hence there should be staff awareness programs on the importance of records to the organization.

4.7 POSSIBLE SOLUTIONS TO THE CHALLENGES AFFECTING THE FILING OF MEDICAL RECORDS AT THE JINJA REGIONAL REFERRAL HOSPITAL

From the research carried out through face to face interview with the respondents and observations, the following are the possible solutions to the challenges affecting the filing of Medical records at the Jinja Regional Referral Hospital.

4.7.1 Proper filing of records

From the study, it is revealed that Medical records should properly be filed following the filing procedures and policies. Files or records should be filed following their file numbers and folio number.

4.7.2 Proper records classification

From the study, respondents are filed, they should be properly classified following the classification scheme. It is noted that filing cannot be done successfully unless proper classification has been done.

4.7.3 Proper sorting of records

Sorting of records properly should be highly be considered since it is one of the steps to be first followed before filing of records. Therefore, proper filing should be done so as avoid the problem of misfiling of records.

4.7.4 Proper handling of information materials

There is need to handle materials properly since it was revealed that they are not handled well hence affecting the filing of Medical records.

4.7.5 Indexing of records

Indexing of records should be fast done properly after sorting of records but before filing them. To avoid the problem of poor filing or misfiling of records, respondents revealed that proper indexing of records should be carried out and practiced in the Jinja Regional Referral Hospital registry.

4.7.6 Training existing staff

There is need to train the existing Medical staff with new skills in records management since inadequate training is one of the major causes of challenges to records filing. Most of the workers can't use computers to file Medical records therefore they need to be trained in such fields of electronic records management.

4.7.7 Employing qualified personal

From the study it is revealed that the Jinja Regional Referral Hospital should employ more qualified personnel in the records management department. They need to recruit workers who have good filing skills and they are records management professions.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction:

This chapter presents a summary of findings, conclusions and recommendations of findings. The findings have been based on the study objectives and research questions.

5.1 Summary of findings

The summary was based on the study findings generated and received by Jinja Regional Referral Hospital included administrative records, financial records, Annual Reports, Medical records and research records.

The study also revealed that the Jinja Regional Referral Hospital has been filing its records using both centralized and decentralized systems. It further revealed that various filing methods were used and they included subject filing, chronological filing, geographical filing and alphabetical filing method

The research further presented that the Jinja Regional Referral Hospital has faced a lot of challenges that are faced by filing of Medical records and they included missorting, improper indexing, misplacement of records, limited equipments, poor maintenance of the registry, inadequate qualified staff and poor filing methods, poor handling of information, poor folioing and indexing respectively.

The study mentioned the possible solutions to the challenges that affect filing of Medical records at the Jinja Regional Referral Hospital and they include as follows proper filing, proper sorting, proper handling of information materials, proper classification of records, training the existing staff, providing more space, employing qualified personnel and providing proper security to the records.

5.2 Conclusion

In a nut shell, classification and filing of active records is a very important aspect in records management and its highly recommended to all organizations to promote records management because no organization can exist without generating records. Records provide information

which can be used by administrators, policy makers and types of staff members at the Jinja Regional Referral Hospital and therefore they should be well classified, filed and secure from uncertainties.

In regarding to the funding's of the study, it can be concluded that National Curriculum Development Centre is geared towards employing qualified personnel's, increasing on the funds to the registry, training existing staff, proper filing and classification and indexing of records.

5.3 Recommendations

5.3.1 Employing qualified staff

The Jinja Regional Referral Hospital should employ qualified staff in records affairs go through training on how to manage Medical records

5.3.2 Creating staff awareness on the importance of records

The Jinja Regional Referral Hospital should create staff awareness on the importance of Medical records to the organization since some staff members give no emphasis to the records and leave all the work to be done by registry staff

5.3.3 Proper handling of information materials

The Jinja Regional Referral Hospital should ensure that its staff members handle all the information materials with care.

5.3.4 Training of existing staff members

The Jinja Regional Referral Hospital should also ensure training of all existing staff members in the records management field. Most of the challenges have been caused due to lack of enough records management skills therefore training is an urgent measure.

5.3.5 Proper Indexing of Records

The Jinja Regional Referral Hospital should ensure that all its records are classified following proper indexing. They should make sure they advise all their staff members to index their records properly before classifying and later filing them.

Staff motivation should also be improved upon in terms of salaries and allowances and providing the necessary job tools. Records management work tools include shelves, computers, files, cabinets and scholastic materials

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APPENDICES

APPENDIX I: INTERVIEW GUIDE

Introduction: My name is **Ibanda George William**, pursuing a Bachelor's Degree in Records and Archive Management at Makerere University. This research is intended to analyze the filing system at Jinja Regional Referral Hospital and the facts that will be gathered in this interview will only be used for academic purposes and will be treated with highest level of confidentiality. Kindly spare time for me and answer the following questions.

1. What are the different types of records created and received in the JRRH?
2. What is the current status of your records?
3. What do you consider when filing your medical records?
4. What type of filing do you use?
5. What are the challenges faced during filing medical records?
6. What possible solutions have you come up with so as to reduce on the challenges faced?
7. How many medical records do you file in a day?
8. What filing equipments do you use in the organization?

APPENDIX II: ACTIVITES AND TIME TO BE SPENT ON EACH ACTIVITY

WEEK	ACTIVITY
1-2	Look for an appropriate topic and meet my supervisor
3-7	Proposal writing
8	Getting permission from JRRH to carry out research
9-11	Data collection
12-14	Data Analysis
15-18	Typing, Binding & Submission of the Dissertation

APPENDIX III: SHELVES USED FOR FILING AT THE JJINJA REGIONAL

REFERRAL HOSPITAL

APPENDIX IV: CONGESTION OF FILES

APPENDIX V: ACCEPTANCE LETTER

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COLLEGE OF COMPUTING & INFORMATION SCIENCES

EAST AFRICAN SCHOOL OF LIBRARY AND INFORMATION SCIENCE (EASLIS)

June 25, 2018

The Director,
Jinja Regional Referral Hospital
P. O. Box 43
Jinja – Uganda

[Stamp: JINJA REGIONAL REFERAL HOSPITAL — 06 JUL 2018 — P. O. BOX 43, JINJA (U)]

[Handwritten: Received Dr. Senyonjo ... See him with THE RESEARCH PROPOSAL and handle ... 06/07/2018]

Dear Sir/Madam,

RE: INTRODUCTION LETTER – IBANDA GEORGE WILLIAM REG. NO. 15/U/5176/PS

This is to introduce to you the above named student of East African School of Library and Information Science under the College of Computing & Information Sciences, Makerere University. He is offering a Bachelor's Degree in Records and Archives Management (BRAM) Year III.

As part of the study program, he is carrying out a research study entitled, **"Analyzing the Filing System at Jinja Regional Referral Hospital".**

The purpose of this communication is to request you to offer him the necessary assistance required.

Please note that all the information obtained shall be used for academic purposes only.

Sincerely,

Dr. David Luyombya
HEAD OF DEPARTMENT
RECORDS AND ARCHIVES MANAGEMENT