

**INVESTIGATING THE PERCEPTIONS OF RECORDS AND
ARCHIVES PROFESSIONALS IN NAMIBIA ON THE IMPORTANCE
OF RECORDS AND ARCHIVES MANAGEMENT ASSOCIATIONS**

**A research project report submitted in partial fulfilment of the
requirements for the degree of Bachelor of Arts in Records and Archives
Management (Honours) to the University of Namibia, Faculty of
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ABSTRACT

The study investigating the perceptions of records and archives professionals in Namibia on the importance of records and archives management associations. The main objective of this study was to investigate the understanding of records and archives professionals in Namibia on the importance of records and archives management associations. The objectives of the study were: to investigate if any of the records and archives professionals in Namibia were in any associations and how they were benefitting from them; to determine how members of records and archives management associations benefited from them; to find out the reasons why records and archives management staff did not join records and archives management associations; to come up with the recommendations that could help recruitment drive for membership into records and archives management associations.

This study used mixed methods research approach whereby both quantitative and qualitative research approaches were used to collect data. The population of the study was records and archives professionals and the key informants. A census combined with convenience sampling was used to select questionnaire respondents. Purposive sampling technique was used to select three heads of records and archives management. Data was collected using survey questionnaire for records and archives professionals and interview guide for the key informants. The research instruments used for this study were structured questionnaire and semi-structured guide for interviews. Quantitative data was analysed using statistical package for the Social Sciences (SPSS) for descriptive statistics.

The study revealed that records and archives professionals benefitted from records and archives management associations through trainings, meetings, and workshops. The study found out the challenges that records and archives management members were facing and suggested where the associations could improve. The study also found out why some

participants were not members of records and archives management associations and their perceptions towards these associations. Finally, the study recommended that records and archives management associations should market the associations in order to recruit more members.

DEDICATION

I would like to dedicate this thesis to my grandmother and my mother for being there for me throughout my years of study.

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Firstly, I would like to thank the Almighty God for giving me strength and knowledge. Secondly, I would like to thank my supervisor Professor C. T. Nengomasha for her guidance and mentoring me during the preparation of this thesis. Without her I could not have completed the task on time therefore I am highly thankful. I would like to thank those who participated and took the time to complete the questionnaire as well as to seat for the interview. Lastly, I would like to thank my friends; Leroy Kopera, Yvonne Lipenda, and Peya Nankulungu for their encouragement and support during this research.

DECLARATION

I, Sheillah Mukenu Muchila declare that this study is my own work and that this work has not been submitted in any academic institution. I have not allowed anyone to copy my work with the intention of passing it as his or her own work.



Signed _____

Date 29/11/2020 _____

Sheillah M. Muchila

Signed _____

Date _____

Prof C. T. Nengomasha

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ABBREVIATION AND ACRONOMYS

ACRAM- Association of Commonwealth Archivists and Records Managers

CIMA- Conference of Inter-Mountain Archives

ESARBICA- Executive and Southern Africa Regional Branch of the International Council
on Archive

ICA- International Council on Archives

IFLA- International Federation of Library Associations and Institutions

LIS- Library and Information Science

NIWA-Namibia Information Workers Association

SPSS-Statistical Package for the Social Sciences

CHAPTER ONE: INTRODUCTION

1.1 Introduction

This chapter introduces the study “Investigating the perceptions of records and archives professionals in Namibia on the importance of records and archives management association”. The chapter provides the statement of the problem, objectives of the study, significance of the study, limitations and delimitation of the study, methodology, and research ethics.

1.2 Orientation of the proposed study

According to Precker (2019) an association is a group of persons banded together for a specific purpose. Associations are formed for a huge variety of purposes and provide a huge range of products and services for their members and, in many cases, for society at large. Examples of archives and records management association includes: East and Southern Africa Regional Branch of International Council on Archives (ESARBICA) which was established in 1969, in Kenya (Fuh Tafor & Ngulube, 2006). ESARBICA is responsible for carrying out the policy and programmes of ICA in this region, where these are relevant to ESARBICA members. Challenges of ESARBICA includes language barriers as some members have left the

association. Membership of ESARBICA enables the member to a host of privileges and opportunities. Membership allows access to a network of people in eastern and southern Africa who are interested in archives, records and information management. It also invites members to regular regional conferences, training workshops and a subscription to ESARBICA's publications, mainly the Journal and Newsletter. Membership are accessible for both organisations and for individuals (ESARBICA, 2019).

Another example is the Namibia Information Workers Association (NIWA) that was established in 1990 and strives to promote information institutions in Namibia. NIWA is open to all information workers, information institutions, students, and retired workers (NIWA, 2018). "NIWA has benefits as an individual member as well as an institution member. As an individual, one can be informed of meetings, workshops, seminars and conferences that will provide professional development for one's staff, and as an institution member, one will have the ability to network with other members in all sectors and all levels of profession" (NIWA, 2018). "NIWA's membership is mostly dominated by librarians and the agenda issues for the different meetings such as Annual General Conferences are mainly librarianship issues" (Kauaria, 2017) which is a challenge, this is a challenge because it lacks more records

professionals therefore since librarians dominate the association they mostly tackle their issues. The International Council on Archives (ICA) is another example of an association. ICA is committed to the effective management of records and the preservation, care and use of the world's archival heritage through its portrayal of records and archive professionals across the world. Membership of ICA is open to any individual or organisation concerned with the professional care of and access to archival collections (ICA, 2016).

Records and archives managers were not all aware of the existence of these association and some of them did not have interest in becoming part of it. These associations should have been taken seriously by the records and archives professionals. NIWA and other records and archives management associations were open to all information workers including records managers and archivists (Ipinge & Nengomasha, 2018). "The aim of NIWA is to promote information services throughout Namibia with a vision of empowering the nation through information and knowledge sharing" (Iita, 2018). Challenges include, members who are inactive, limited interest in information management, low membership, some members did not attend meetings, members don't pay their annual membership fees at times, limited

office space to hold their meetings with, a lack of commitment of the leadership and membership and time constrains as everyone was working or some were busy with their studies (NIWA, 2018).

1.3 Statement of the problem

Records and archives management associations are important because of the following reasons; holding meetings and conferences, providing continuing education opportunities, establishing guidelines and standards, as well as educating their members and conferences, providing information to the general public (Wagner, 1999). With all the benefits of the associations there were still downfalls such as low membership and members not paying their annual membership fee (Kauaria, 2017). A study by Iita (2018) on NIWA identified the following perceptions by professionals towards NIWA, active members can assist the association with decision making retired members did add to the expertise offered represent retired colleagues and also pooled their knowledge and skills for the benefit of the associations. Some members in Africa refused to join the professional associations. Actively participation of members did bring about change in the profession, professional associations tend to have some influence on education for the profession and on status and professional standards

(Iita, 2018). The study by Ipinge and Nengomasha (2018) proved that some employers could not distinguish between librarians and records and archives managers, the study also went on to show that records and archives management is a profession on its own and it is a course that is studied at higher institutions. A study of NIWA by Iita, did not focus on records and archives management profession. This study therefore investigated if these issues regarding perceptions towards professional associations applied to records and archives management.

1.4 Objectives of the study

The aim of the study was to investigate the perceptions of records and archives management professionals in Namibia towards records and archives management associations. The objectives of the study were:

- 1) To investigate if any of the records and archives professionals in Namibia were in any associations and how they were benefitting from them;
- 2) To determine how members of records and archives management associations benefited from them;
- 3) To find out the reasons why records and archives management staff did not join records and archives management associations;

4) To come up with the recommendations that could help recruitment drive for membership into records and archives management associations.

1.5 Significance of the study

The findings of the study inform the records and archives professionals in Namibia on how they could be served better by professional associations. The findings did also inform how professional associations did enhance recruitment for the association.

The study did also contribute to the body of knowledge on this subject.

1.6 Limitations and delimitation of the study

“The limitations of the study are those characteristics of design or methodology that impacted or influenced the interpretation of the findings from your research” (James & Murnan, 2004). The limitations of this study are that data was not collected from key informants representing international associations who could have thrown some light on some of the perceptions of professionals towards the associations.

Delimitation of the study are “choices made by the researcher which should be mentioned.

They describe the boundaries that you have set for the study” (Infor Media Services, 2020).

The study covered all records management professionals in Namibia.

1.7 Methodology

The study used both quantitative and qualitative research approaches, as questionnaires were distributed and interviews were conducted. Both approaches were used in order to improve an evaluation and to ensure that understanding was improved. Data was collected from the heads of the archives and records centres and they were interviewed while the rest of the records and archives professionals received questionnaires. The population of the study was records and archives professionals in Namibia. A census and purposive sampling were used. The research instrument that this study used was a semi structured interview guide and a structured questionnaire. Reliability and validity were considered and a research permission letter from the Department of Information and Communication Studies was used when making appointments for the interviews as well as inviting people to take part in the study. Qualitative data from the interviews was analysed through content analysis while quantitative data was analysed using statistical package for the Social Sciences (SPSS) for descriptive statistics.

1.8 Procedure

A research permission letter from the Department of Information and Communication Studies was used when scheduling appointments for the interviews as well as inviting people to take part in the study. Interviews were scheduled with those willing to take part in the study.

1.9 Research ethics

Resnik (2015) defines ethics as the application of moral rules and professional codes of conduct to the collection; analysis; reporting; and publication of information about research subjects; in particular active acceptance of subjects' rights to privacy. Confidentiality was achieved through the use of codes instead of names. Participants did complete a consent form (See Appendix C) as evidence that of willingness to participate in the study. Research data was not fabricated, falsified or misrepresented. All the participants were treated fairly and with respect. Data was stored securely and will be destroyed after five years in line with best practices (Research Integrity and Assurance, 2020).

1.10 Chapter Summary

This chapter discussed the introduction of the research project report which is investigating the perceptions of records and archives professionals in Namibia on the importance of records and archives management associations. The chapter introduced the orientation of the proposed study; statement of the problem; objectives of the study and research questions; significance of the study; limitation of the study; methodology; procedure; and research ethics. Records and archives management associations are important because they provide a forum for the exchange of professional ideals and preservation of records and archives. Chapter two discusses the literature review and conceptual framework.

CHAPTER TWO: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1 Introduction

Fink (2020) defines literature review as surveys of books, scholarly articles, and any other sources relevant to a particular issue, area of research, or theory, and by so doing, provides a description, summary, and critical evaluation of these works in relation to the research problem being investigated. Literature reviews are designed to provide an overview of sources you have explored while researching a particular topic and to demonstrate to your readers how your research fits within a larger field of study.

According to Walden Library (2020) conceptual framework is defined as “a visual or written product, one that explains, either graphically or in narrative form, the main things to be studied – the key factors, concepts, or variables - and the presumed relationships among them”.

This study is guided by a conceptual framework which is consisting of: -functions of professional associations; -benefits of professional records and archives management associations; -membership and the challenges that are faced by records and archives management associations; -and perceptions towards professional associations.

2.2 Functions of professional associations

According to Wagner (1999) professional membership associations play an enormous and active role in American society. Associations share many popular functions, such as holding meetings and conferences, providing continuing education opportunities, giving awards and grants, publishing, lobbying, running licensure and certification programs, and setting up guidelines and standards. Professional membership associations issue archivists with distinctive challenges because of their highly distributed activities and their continual turnover of personnel. The case study represents one particular effort at documenting the activities of a professional membership association, while the model expands this experience for archivists and records managers working in similar, but not identical settings (Wagner, 1999).

Professional associations unite all information workers in Namibia in an autonomous and representative body; to make and maintain contact with relevant international and national organisations; to promote the interests of information workers by making representations to concerned authorities regarding matters affecting the training, grading and remuneration levels of information workers and the collection, preservation, or dissemination of information; to raise the level of expertise of

information workers by offering training courses, seminars, workshops and other relevant activities; and to advise academic institutions involved in the training of information workers in curriculum development (NIWA, 2018). Professional associations provide an opportunity for information professionals to associate, to meet, to share experience and expertise and to create innovative solutions in a constantly changing environment. They also provide networking opportunities, reading culture, coordination of mutual interests and needs, information dissemination, knowledge acquisition and promoting the use of information technology (NIWA, 2018).

International Federation of Library Associations and Institutions (IFLA) aims are to promote high standards of provision and delivery of library and information services; encourage widespread understanding of the value of good library and information services; and to represent the interests of the members throughout the world (IFLA, 2018).

2.3 Benefits of professional records and archives management associations

The benefits of professional records and archives management associations includes the following: NIWA is open to all information workers and information institutions in Namibia.

Records managers and archivists are information workers, therefore there is room for them in NIWA. It is in their interest to be active in NIWA to make sure their interests are taken care of. Through NIWA they will be able to advocate for the restructuring records keeping as a records management cadre, better salaries and ultimately achieve recognition of this very important profession. Professional bodies will ensure standards and ethics within a profession. These will be additional benefits which can be derived from NIWA membership and participation (Ipinge & Nengomasha, 2018).

Through meetings members were able to further their interest in information profession which can contribute to the development of the association. Members were given platforms to discuss matters that had developed the interest of information profession such as; workshops had been done where members identified training in various areas such as how to write research and do presentations. Professional associations discuss issues that add to the development of information profession (Iita, 2018).

According to Lumpar (2008) benefits of the professional records management association includes: persuading key decision makers that archives matter for good governance, administrative transparency and democratic accountability; underlining the strategic importance of archives as an information management asset in public administration and the private sector; providing tools for archivists to make the case for effective information and archives management to key decision-makers in their own institutions; helping archivists throughout the world to convince decision-makers and the wider public that, if archives are not preserved and made accessible, societies will suffer an irrevocable loss of collective memory as a result; stimulating the wider public to increase their general knowledge of archives and to use archives; influencing the development and use of new technologies; supporting archivists in their efforts to meet the challenge of managing the enormous quantities of documents and records created in electronic form. Assisting archivists to increase their influence in administrative processes as part of e-government and similar reform programmes; facilitating solutions to the problem of preserving electronic records of enduring historical value; building capacity in the Records and Archives Profession; developing and promoting best practices and standards in the main areas of professional activity

(advocacy, records management, appraisal, preservation and disaster preparedness, archival description, access , reference services, outreach and education); promoting education, training and continuing professional development for records and archives professionals around the world, through the provision of workshops, courses, scholarship programmes and online resources (Lumpur, 2018).

The benefits of IFLA include a good opportunity for one's career; it is good for advancement, for networking, and for identifying collaboration; it helps one to grow and interact with people around the world (IFLA, 2018)

Lachance (2006) library and information associations focus on learning and career development, individual practitioners in the profession begin to generate a sense of community through interaction with peers and other learners. Coupled with the existing practice of typically strong networking among the members of any library and information association, the sense of community grows exponentially. The kinds of connections offered through the building of community in library and information associations are invaluable to career and personal development. They have always been valued greatly by librarians and information professionals. In the modern age, however, networking alone is not enough. The context for networking cannot simply

be about making connections with people who do the same kinds of work we do. It must occur in the course of changing one's future through learning and practical experience or the connection cannot be sustained for very long.

2.4 Membership and the challenges that are faced by records and archives management associations

“There is a concern that ESARBICA has lost some members due to language barrier and this need to be addressed as soon as possible” (ESARBICA, 2018). For example, products and services could be produced in both English, French and Portuguese. The Association of Commonwealth Archivists and Records Managers (ACARM) issues a vehicle for allocating strategies and for addressing professional issues of concern to its members. With the fast arrival of computer technology, the challenges facing records managers and archivists, in terms of automating records systems and managing electronic records, are becoming increasingly complex. ACARM is a treasures vehicle for sharing solutions (ACARM, 2020).

Lita's (2018) findings on challenges and perceptions of professionals towards professional associations include: -The majority of the respondents indicated that finance was a huge challenge and therefore there were no funds for the association to

reach all the regions and to organize activities; -time constrain, the committee had no time to organize meetings and members had no time to attend the meetings; -lack of paid staff members, therefore NIWA had no administrator to organize the activities that can add to the development of information profession; -lack of marketing, writing and publishing within the association; -some members were not paying their subscription fees and some only paid when they wanted to attend an upcoming event; -some members were not showing up for meetings and did not participate in the associations activities; -NIWA activities mostly took place in Windhoek leaving out other regions.

An IFLA membership survey of 2018 highlighted the value that members place on IFLA's work, particularly in representing the profession in international setting (IFLA, 2018). Across all member categories, the top three reasons for becoming involved with IFLA were identified as the opportunities for international cooperation and collaboration; building professional networks; and supporting the international library community. This study investigated the benefits of membership to records and archives Associations. The 2018 IFLA membership survey identified challenges such as communication, IFLA's structure, local capacity and technology skills and conferences attendance. Members recommended that

IFLA include personalised and targeted communications; helping members in building their networks; simplifying IFLA's structure and accessibility; increasing member's capacity for local action; and broadening digital learning and conferencing opportunities (IFLA, 2018). This Namibia study investigated if records and archives management associations experience the same challenges.

2.5 Perceptions towards professional associations

The NIWA perceptions towards professional associations has to do with the understanding of the records and archives management professionals towards the professional associations therefore the NIWA perceptions included: -majority of the members agreed that NIWA represented the interest of library and information profession in Namibia; -some respondents indicated that NIWA contributed to the development of national Library and Information Science (LIS) and archives in Namibia; - the respondents further stated that through meetings members were able to further their interest in information profession which can contribute to the development of the association (Iita, 2018).

2.6 Chapter Summary

This chapter focused on the functions of professional associations, benefits of professional records and archives management associations, membership and the challenges that were faced by records and archives management associations, and the perceptions of professionals towards the professional associations. Chapter three discusses the research methodology.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction

This chapter discusses the research methodology of the study titled “Investigating the perceptions of records and archives professionals in Namibia towards the importance of records and archives management associations”. It covers the research design; data collection methods; population; sample; research instruments; reliability and validity; procedure; and data analysis.

3.2 Research Design

The study used both quantitative and qualitative research approaches, as questionnaires were distributed and interviews were conducted. Vibazone (2011) a quantitative survey is a systematic empirical investigation of social phenomena via statistical, mathematical or computational analysis, where the output generates a set of numerical data or data that can be converted into numbers for a statistical review. It answers the questions “How many people”, “What percentage of”, or “On average, how much”. While as qualitative survey is an exploratory method of seeking answers, opinions and insights on issues qualitatively. Qualitative is not about “How many people say what”, but rather “What they say and why

they think so” (Vibazone, 2011). Qualitative surveys are usually used to understand phenomena, answer or confirm difficult questions.

According to Zidahn, Hussein, Gudmundsson and Ekahmbaram (2015) the word qualitative implies an emphasis on the qualities of entities and on process and meaning that are not experimental examined or measured in terms of quantity, amount, intensity or frequency.

Qualitative research is more subjective in nature than quantitative research, involves examining, and reflecting on the less tangible aspects of a research subject, e.g. values, attitudes, perceptions. Qualitative research is used for qualitative phenomena such as human behaviour. Survey research is a quantitative method that requires standardized information about the topics being studied and the subjects studied might be individuals, groups, organizations, they might also be projects, applications, or systems (Kothari, 2009). This type of research generally uses interview process to gather data for analysis. Survey research design for this study was to obtain further empirical data about the shared values amongst the professionals. Followed by interview process in order to understand in depth the effects of shared values on project performance outcome.

3.3 Data collection methods

Data collection is a process of collecting information from all the relevant sources to find answers to the research problem, test the hypothesis and evaluate the outcomes (Research methods data-collection, 2019). Questionnaires and interviews were used to collect data that was used. Three heads of the archives and records centres were interviewed while the rest of the records and archives professionals received questionnaires. The data were collected via a questionnaire (see Appendix A) designed especially for the study and based on an analysis of literature study. The questionnaire was sent to 32 participants and received completed questionnaires from 29 of them.

The interviews were conducted face to face and others telephonically. Questionnaires were handed to 15 participants to those who were willing to participate in Windhoek and those outside Windhoek receive them via email.

3.3.1 Survey methods

A survey method is the technique of gathering data by asking questions to people who are thought to have desired information. A formal list of questionnaire is prepared (Management Study Guide, 2020).

Advantages of questionnaires include: wide coverage, this is probably the best method to collect information, compared to the other methods like interview or observation, when the sample population is spread over a large territory. It permits a nationwide or even international coverage. Questionnaire makes it possible to contact with many people who could not otherwise be reached. It can cover a large group at the same time. Rapidity, Replies may be received very quickly in questionnaire method. In this case there is no need to visit the respondent personally or continue the study over a long period. The mailed questionnaire is the quickest method (Choudhury, 2020). The disadvantages include: limited response, one of the major limitations of the questionnaire is that it can be applicable only to those respondents who have a considerable amount of education. It can neither be used for illiterate nor for semi-literate persons. Lack of personal contact, as in case of questionnaire the researcher does not go to the field, he is not able to establish a proper personal relationship with the respondents. If the respondent fails to understand some of the technical terms or he has any doubt, there is nobody to clarify these technical terms or doubts; even though the researcher tries in the best possible manner to make the questionnaire a simple, precise and convenient one, the aim and objective of the questionnaire can be much better explained

personally than through any other means. Without the proper personal contact, it is very difficult to motivate the respondent to fill up the questionnaire (Choudhury, 2020).

3.3.2 Interviews

According to Dudovskiy (2018) an interview is defined as “a qualitative research technique which involves conducting intensive individual interviews with a small number of respondents to explore their perspectives on a particular idea, program or situation.”

An interview is a structured conversation where one participant asks questions, and the other provides answers (Oden, 2020). It involves a process where a researcher solicits information from respondents through verbal interaction. A researcher would have previously prepared a schedule list of structured questions pertinent to the study before meeting respondents for their opinions on a subject matter. The researcher poses questions to the respondents and the answers are recorded by the researcher (Saunders, Lewis, & Thornhill, 2012). In this study a semi-structured interview guide was used as the instrument. This is a meeting in which the interviewer does not strictly follow a formalized list of questions. The researcher will ask more open-ended questions, allowing for a discussion with the interviewee rather than a straightforward question and answer format (Doyle, 2019)

The number of interviewees was three and each interview ended after 45 minutes. The collected and categorized data from the interviews was analysed using the superposition on the data from survey (Zidane, Hussein, Gudmundsson, & Ekambaram, 2015).

Advantages of interviews include: it provides flexibility to the interviewers; the interview has a better response rate than mailed questions, and the people who cannot read and write can also answer the questions; the interviewer can judge the non-verbal behaviour of the respondent; the interviewer can decide the place for an interview in a private and silent place, unlike the ones conducted through emails which can have a completely different environment; the interviewer can control over the order of the question, as in the questionnaire, and can judge the spontaneity of the respondent as well.). The major advantage of this method is that it produces high response rate. Besides, it tends to be representative of the entire population of the study, and personal contact between the researcher and respondents enables the researcher to explain confusing and ambiguous questions in detail (Saunders et al, 2012).

However, its disadvantages include interviewer's bias; inaccessibility to wealthy respondents due to fear of insecurity and the amount of data that can be collected through this method is usually limited compare to questionnaire method. Conducting interview studies can be very costly as well as very time-consuming; an interview can cause biases. For example, the respondent's answers can be affected by his reaction to the interviewer's race, class, age or physical appearance; interview studies provide less anonymity, which is a big concern for

many respondents; there is a lack of accessibility to respondents (unlike conducting mailed questionnaire study) since the respondents can be in around any corner of the world or country (Sociology Group, 2019). Interview can be conducted personally or through telephone or electronic mailing system (Oden, 2020).

3.4 Population

According to Kenton (2019) a population may refer to an entire group of people, objects, events, hospital visits, or measurements. The population of the study was records and archives professionals in Namibia. A population refers to the set of all observations under concern (Firduasi, 2020).

3.5 Sample

Kento (2019) defines a sample as a smaller, manageable version of a larger group. It is a subset containing the characteristics of a larger population. A census combined with convenience sampling was used to select questionnaire respondents. A census includes of the population in the study. The census method is the method of statistical enumeration where all members of the population are studied (Firduasi, 2020). Students, assistant archivists, records managers were included through census. Interviews were conducted with the three key informants who were purposively sampled, these were: - heads of archives, -heads of records

centres, -members of the task force spearheading the formation of the Records and Archives Associations of Namibia, these key informants were purposively selected. The participants were characterised according to their occupations, the common characteristic for all of them was that they are all Namibian.

3.6 Research Instruments

Gumberg Library (2020) defines research instrument as a tool used to collect, measure, and analyse data. Therefore, for this study a semi structured interview guide and a structured questionnaire was used. The questionnaire basically seeks the opinions of individuals in a sample or a population on issues directly related to the objectives of the research study.

3.6.1 Questionnaires

McLeod (2018) defines questionnaire as “a research instrument consisting of a series of questions for the purpose of gathering information from respondents. Questionnaires can be thought of as a kind of written interview. They can be carried out face to face, by telephone, computer or post”

The questionnaire was structured in the following manner: part 1 was the demographic data which included gender, age and occupation. Part 2 included awareness of records and archives management associations; membership to records and archives management

associations; perceptions of records and archives management associations; and the benefits and challenges of records and archives management associations.

3.6.2 Semi structured interview guide

A semi-structured interview guide was used to collect data. The semi structured interview guide (see Appendix B) was structured as follows: general information; awareness and membership to records and archives management associations; perceptions of records and archives management associations; benefits and challenges of the association.

3.7 Reliability and validity

According to Middleton (2019), reliability and validity are concepts used to evaluate the quality of research. Kubai (2019), defines reliability as a stability of measurement over a variety of conditions in which the results should be obtained. It is basically the repeatability or replication of research findings. When a study is conducted by a researcher under some conditions and then the same study is done again for the second time and yields the same results then the data is said to be reliable. According to Kubai (2019) reliability of data from research instruments is affected by two errors; namely random error and systematic error. Random error is attributed to a set of unknown and uncontrollable external factors that randomly influence some observations but not others. For example respondents who might have nicer moods might respond positively to constructs like self-esteem, happiness and satisfaction as compared to respondents with bad mood. Random error is seen as noise in

measurement hence it is usually ignored. Systematic error is an error that is introduced by factors that systematically affect all observations of a construct across the entire sample. Systematic error is considered as a bias in measurement and should be corrected to yield better results of the sample. The best way to estimate reliability is to measure the associations between tests, items and raters by calculating reliability coefficient (Kubai, 2019).

Reliability is about the consistency of a measure, and validity is about the accuracy of a measure, it also concerns appropriateness of the data in terms of the research question being investigated. They are both important to consider when creating the research design, planning methods, and when writing the results. Reliability refers to whether a research instrument is neutral in its effects and consistent across multiple occasions of its use (Denscombe, 2014). Should another research use the same methodology with a similar population they should come to the same conclusions. Validity is the extent to which an instrument measures what it purports to measure. This study presented the questionnaire on five people who did not take part in the study. Questions which were not clear during presenting were refined. For reliability, the researcher documented the research process well and reported the findings truthfully.

3.8 Procedure

Procedure includes all research-related activities to be undertaken in order to achieve the objectives of the study and to offer some possible solutions to the problem (Balucanog, 2014). A research permission letter from the Department of Information and Communication Studies (see Appendix D) was used when making appointments for the interviews as well as inviting people to take part in the study. Interviews were scheduled with those willing to take part in the study. The procedure for the questionnaire included: designing the questionnaire appropriately by including some background information about the research, some instructions to the respondent to help them with the task of filling in the answers, and some means of giving each completed questionnaire a unique identifying code or number (Denscombe, 2014); addressing suitable candidates, introducing myself and the research topic, asking the suitable candidates if they would like to participate in the study. The questions were short and the questionnaire only covered questions that were crucial to the research.

3.9 Data analysis

Data analysis is the process of systematically applying statistical and or logical techniques to describe and illustrate, condense and recap, and evaluate data (Shamoo & Resnik, 2003).

Qualitative data from the interviews was analysed through content analysis. Content analysis is a research tool used to determine the presence of certain words, themes, or concepts within some given qualitative data. Using content analysis, researchers can quantify and analyse the presence, meanings and relationships of such certain words, themes, or concepts (Columbia University, 2019). In this study content analysis was applied by using both qualitative and quantitative analysis; and it provided great insight and understanding into complex themes of the study. Quantitative data was analysed using statistical package for the Social Sciences (SPSS) for descriptive statistics. Quantitative data was presented in form of descriptive narrative and quantitative data was presented in the form of tables and figures.

3.10 Chapter summary

This chapter provided clear statements on the methodology of the report covering the: research design; data collection methods; population; sample; research instruments; reliability and validity; procedure; as well as the data analysis. The following chapter is on data analysis and presentation.

CHAPTER 4: DATA ANALYSIS AND PRESENTATION

4.1 Introduction

This chapter presents the research findings of a study titled “Investigating the perceptions of records and archives professionals in Namibia on the importance of records and archives management associations”. According to Business Dictionary (2020), data analysis is defined as the process of evaluating data using analytical and logical reasoning to examine each component of the data provided. This form of analysis is just one of the many steps that must be completed when conducting a research experiment. Data from various sources is gathered, reviewed, and then analysed to form some sort of finding or conclusion.

The analysis of the presentation is in two sections. The first section is based on the quantitative data from the questionnaire for records and archives management professionals. The second section is based on the qualitative data from the interview with records and archives management key informants. The purpose of the study was to investigate the perception of records and archives management professions in Namibia on the importance of records and archives management associations.

SECTION A: QUANTITATIVE DATA ANALYSIS

4.2 Analysis of survey data

Thirty-two (32) questionnaires were distributed to collect the data and twenty-nine (29) were returned. The researcher was available to respond to any questions that participants had. Response rate is the percentage of people who complete the survey out of the number of potential participants contacted (dataSpring, 2017), therefore the response rate for this research was 90%. The data were analysed using content analysis and descriptive analysis, and presented in form of charts and graphs. Data collection is presented under the following subheadings: -demographic data; -awareness of records and archives management associations; -membership to records and archives management association; -records and archives professional's perceptions of records and archives management associations; -benefits and challenges of records and archives management associations.

4.2.1 Demographic data

This section covered the participant's gender, age group, and occupation. The personal data helped to investigate the type of positions that the participants had as records and archives professionals.

Figure 4.1 below represents the percentage of females and male participants, who took part in the study.

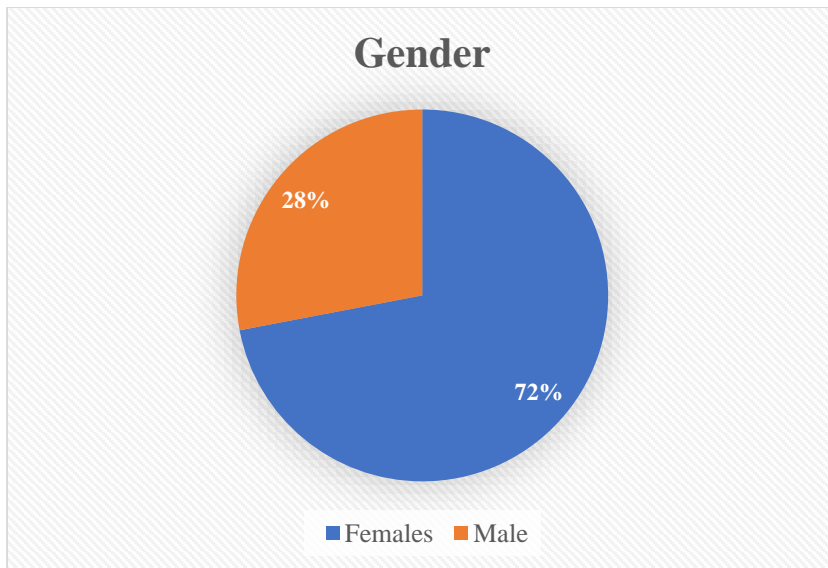


Figure 4.1: Participants according to gender

Figure 1

From Figure 4.1, it can be observed that the majority (72%) of the participants among records and archives management professionals were female and 28% were male.

Figure 4.2 below indicates the percentages of the age groups of the participants. The researcher questioned participants from the age of eighteen to sixty (18-60).

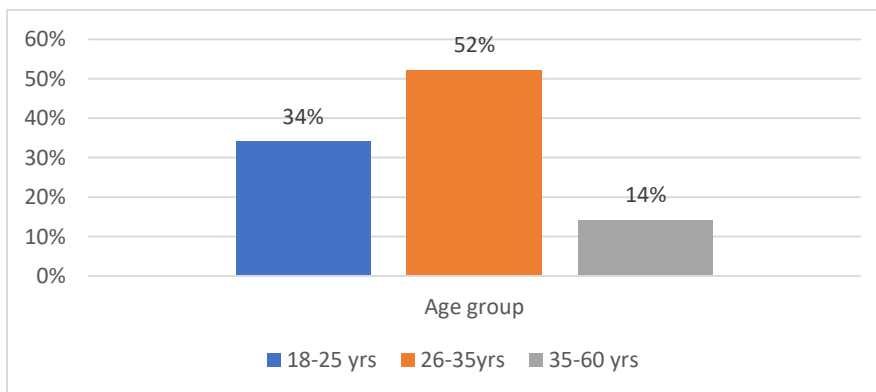


Figure 4.2: Participants according to age groups

Figure 2

Figure 4.2 indicates that more participants were between the age of 26-35 (52%), followed by 18-25 (34%), lastly 35-60 (14%).

Figure 4.3 below represents occupation of the participants. It indicates the percentage of records clerk, records manager, archivist, assistant archivist, and other.

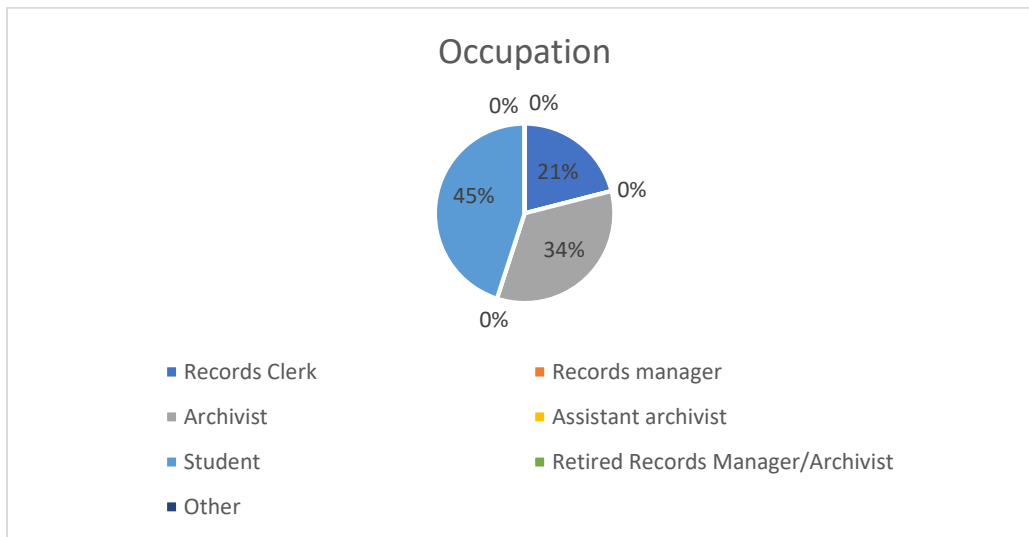


Figure 4.3 Occupation of participants

Figure 3

Figure 4.3, shows that the majority were students (45%), followed by archivists (34%), lastly records clerk (21%).

4.2.2 Awareness of records and archives management associations

One of the objective of the study was to identify whether records and archives professionals were aware of the importance of records and archives management associations and their understanding towards them. As a result, several questions were asked and they were divided into subheadings in part 2. This section presented the awareness of records and archives professionals towards records and archives management associations. It covered awareness, perception of records and archives management associations, interest in these records and archives management associations, and the willingness of being a member of a records and archives management association.

Participants were first asked if they were aware of what records and archives management associations were, they were given two options; yes, or no. Figure 4.4 below presents the percentage of those who were aware and those who were not.

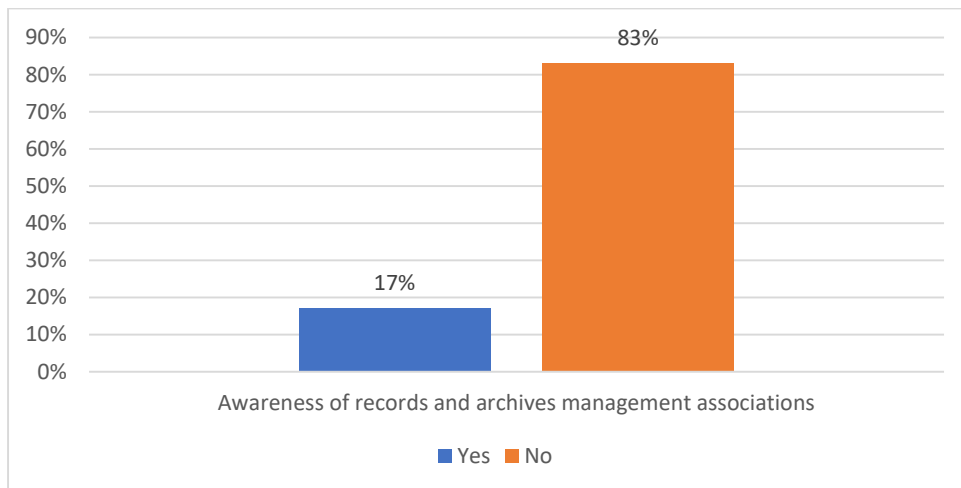


Figure 4.4: Participants awareness of records and archives management associations

Figure 4

The data shows that 83% of the participants were aware of what records and archives management associations were and 17% were not aware.

The next question looked at the perception of the participants of what records and archives management associations were. This question had four options, which were: principal professional body for archivists, archive conservators and records managers; voluntary group for records and archives members; a group of persons banded together for a specific purpose; all of the above.

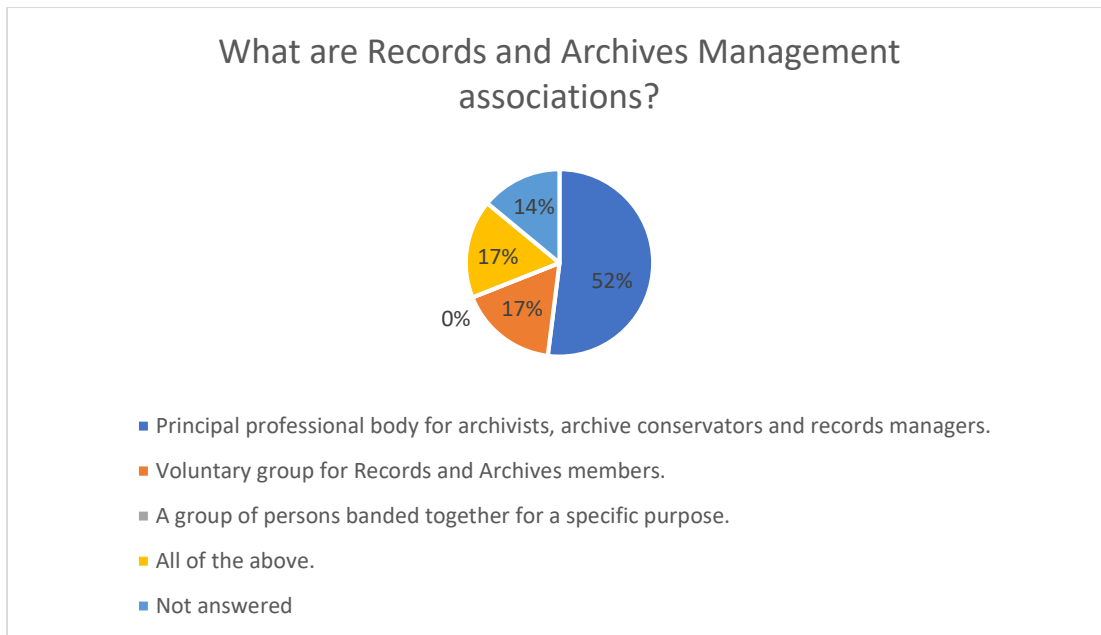


Figure 4.5: Understanding of records and archives management associations

Figure 5

The data in figure 4.5 stipulates that most (52%) of the participants selected the first option which was; principal professional body for archivists archive conservators and records managers. Option two which was voluntary group of records and archives members, and the last option which was all of the above both had 17% each. This question in four questionnaires was not answered (14%).

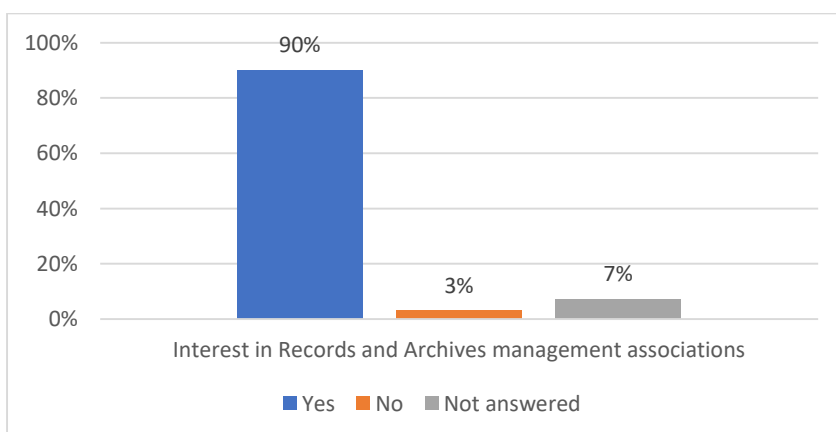


Figure 4.6: Interest in records and archives management associations

Figure 6

Figure 4.6 data indicates the percentage of those who were interested and those not interested in knowing what records and archives management associations are. They were given two options which were yes, or no. The majority (90%) said yes, one person (3%) said no, and 2 questionnaires did not have an answer for this question (7%).

Participants were asked if they would like to be a member of records and archives management associations. Figure 4.7 shows the percentage of participants of those who wanted to be members and those who did not want to.

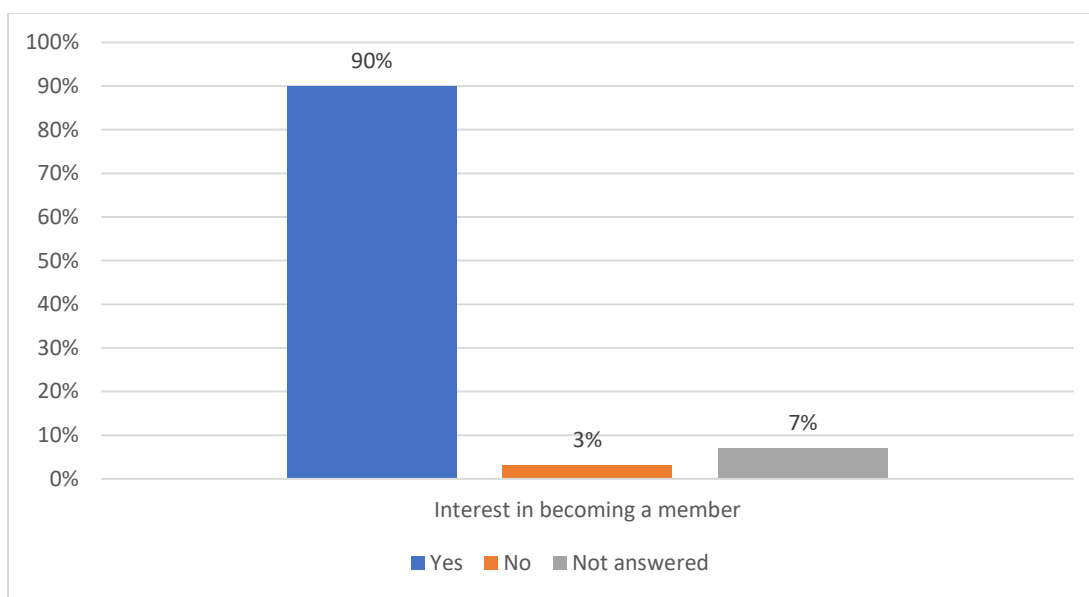


Figure 4.7: Participants interest towards becoming members of records and archives management associations

Figure 1

Figure 4.7 above shows that 90% of the participants would like to be members, 3% were not interested, and 7% did not answer this question.

4.2.3 Membership to records and archives management associations

This was another objective of the study and it focused on if the participants were members of any records and archives management association, for how long they had been members, and how often they paid their membership fee.

Figure 4.8 shows the percentage of those who were members of any records and archives management association and those who were not.

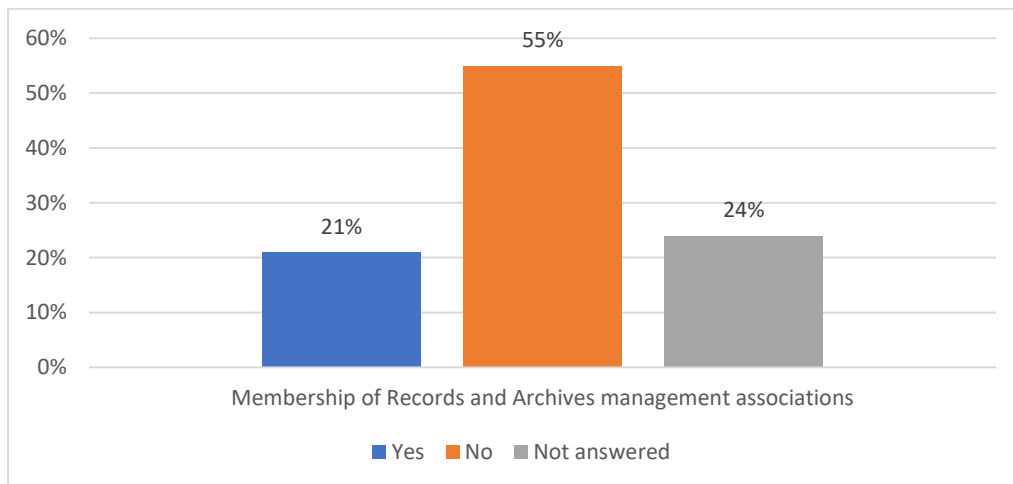


Figure 4.8 Members of records and archives management associations

Figure 8

The data from figure 4.8 indicates the percentage of those who were members and those who were not members of any records and archives management associations. The majority (55%) of the participants indicated that they were not members, 21% of the participants indicated they were members, and 24% of the participants did not answer this question. Those who indicated “no” had to move to the next section which was “Perceptions of records and archives management associations”.

Figure 4.9 indicates how long the participants had been members of records and archives management associations.

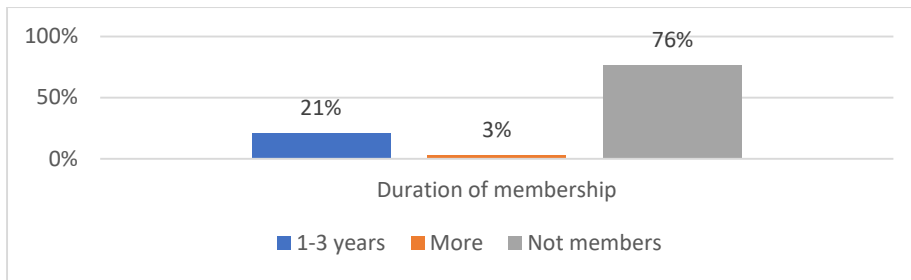


Figure 4.9 Membership duration

Figure 9

Figure 4.10 stipulates the amount of time that one has been a member, this was categorised into 1-3 years, 4-10 years, and more. Those who were not members (76%) and had to skip this part, 1-3 years (21%), more (3%).

Figure 4.10 indicates how often the members payed their membership fee. They were given four options including other.

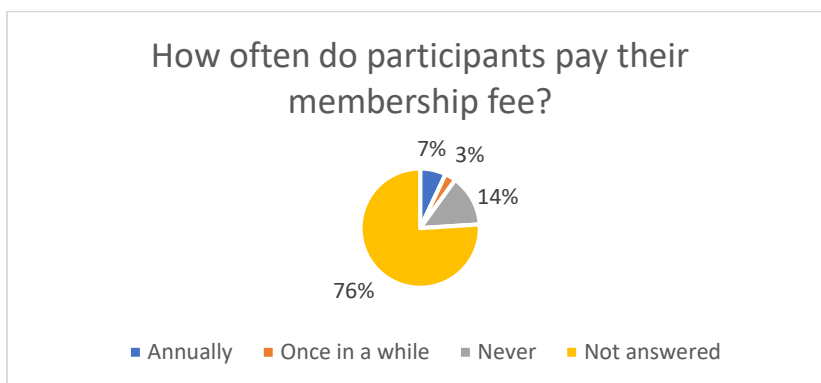


Figure 4.10 Membership fee

Figure 10

The data in figure 4.10 indicates how often the participants payed their membership fee. Those who were not members of any records and archives management association were required to skip this question (76%). Participants who indicated annually were 7%, those who indicated once in a while were 3%, and those who indicated never were 14%.

Figure 4.11 presents the data of the participant's perceptions towards records and archives management associations.

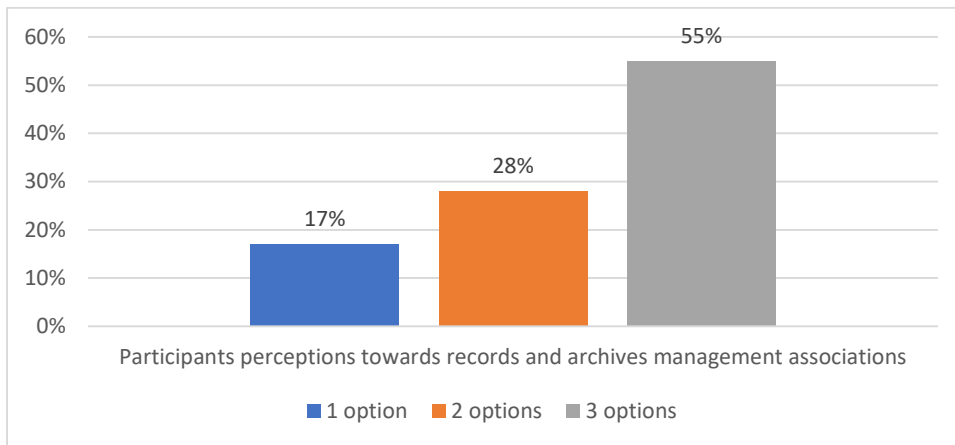


Figure 4.11 Perceptions towards records and archives management associations

Figure 11

Figure 4.11 indicates the participant's perceptions towards Records and Archives management associations. Participants were given three options and other, and they were also given an option to tick multiple. 17% of participants only ticked one option, 28% ticked two options, and 55% ticked three options.

4.2.4 Benefits and challenges of records and archives management associations

This part covered the benefits and challenges of records and archives management associations. The participants were given statements and they had to indicate how much they agreed with the statements.

Figure 4.12 showed how beneficial records and archives management associations were and how much the participants agreed with the statement.

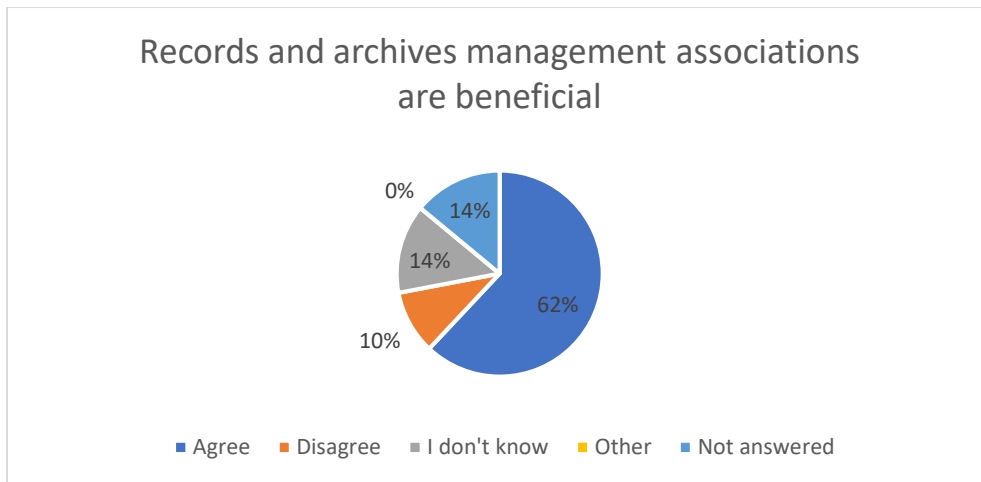


Figure 4.12: Benefits of belonging to records and archives management associations are beneficial

Figure 12

Figure 4.12 above indicates how participants agreed with the statement about how belonging to a records and archives management associations was beneficial. Sixty-two percent (62%) of the participants agreed with the statement, 14% indicated that they did not know, 10% disagreed, and 14% of the participants did not answer this part.

Figure 4.13 shows how much the participants agreed to the statement about how the records and archives management association represented the members’ interests.

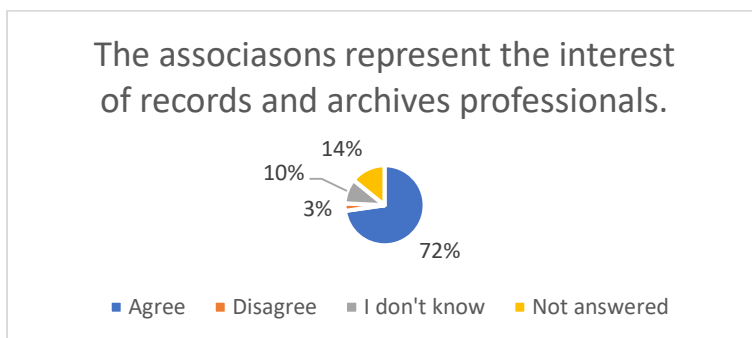


Figure 4.13: Representation of members’ interests by records and archives management associations

Figure 13

The study wanted to find out if records and archives management associations represented the interest of records and archives professionals. Seventy-two percent (72%) of the participants agreed with the statement, 10% indicated that they did not know, 3% disagreed, and 14% did not answer this question.

Figure 4.14 looks at the challenges that participants had faced as members of a records and archives management association. The options were –language barrier, -lack of marketing, - membership fee is too high, -time constrain, lack of participation of members.

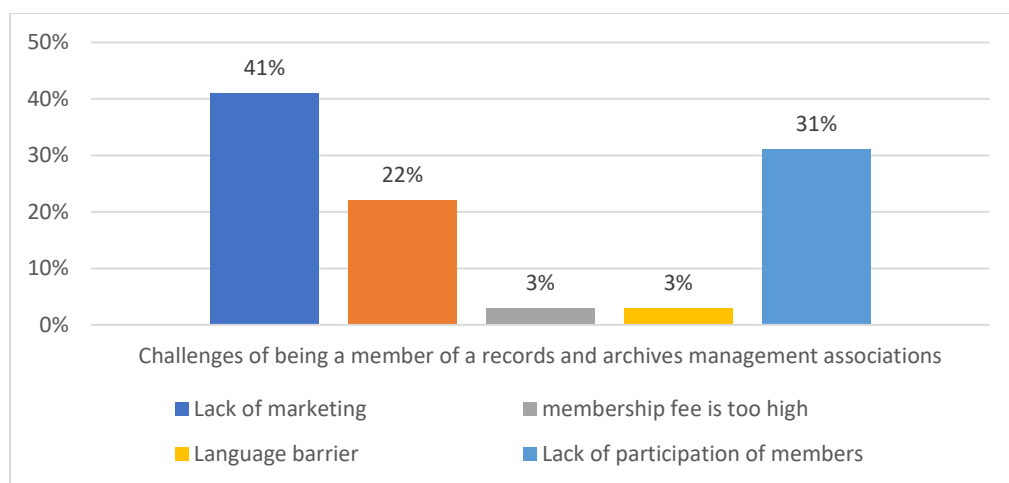


Figure 4.14 Challenges of being a member of a records and archives management association

Figure 14

Figure 4.14 above indicates the challenges that the participants had faced as members of a records and archives management association. Forty-one percent (41%) Of the participants ticked lack of marketing, 22% time constrain, 31% lack of participation of members, 3% mentioned that the membership is too high, and the other 3% of the participants mentioned language barrier.

SECTION B: QUALITATIVE ANALYSIS

4.3 Analysis of Interview

Interviews were conducted to get more detailed information. The purpose was to find out the key informants perspective towards the importance of records and archives management associations. The key informants were given codes which were; interviewee one (I1), interviewee two (I2), and interviewee three (I3). The interview guide was structured as follows:

4.3.1 General Information

This was the general information of the interviewee, it included questions such as: the position of the interviewee in the organisation; how long they had worked there; how long they had been a records and archives professional.

4.3.2 Awareness and membership to records and archives management associations

Interviewee one (I1) was not aware of any records and archives management associations therefore no further questions were asked, this interviewee however indicated interest in joining one of the associations. Interviewee two (I2) and interviewee three (I3) were aware. Interviewee two (I2) was one of the founders of the new records and archives management association in Namibia that was being established. I3 was a member of NIWA, ESARBICA, and ICA. I2 had not yet started paying for the membership fee as the association was still being established. I3's membership was fully paid for and it was paid annually.

4.3.3 Perceptions of records and archives management associations

Interviewee two's (I2) perception towards these records and archives management associations. I3 mentioned that these associations created a platform for records and archives professionals to network with one another and to get professional ideas from each other. Interviewee two (I2) mentioned that records and archives management associations were

important because for any country to thrive they needed to know where they came from and this could only be done once they kept the evidence. Interviewee three (I3) mentioned that these records and archives associations developed the records and archives profession, helped the members to reach out to the community they served, created awareness, and cemented the position of records and archives professionals in the society. The following question was “how could these associations improve in recruiting more members?” Interviewee two (I2) mentioned that this could be done by members encouraging the people they work with to join the associations; for the associations to have budgets that were allocated for their associations so that the members would benefit. Interviewee three (I3) mentioned that it could be done by having outreach programmes; creating awareness that the associations exist; as well as by being creative, this could be done by having workshops. The last question in this section that the interviewer asked was if the interviewees held any positions in these associations. Interviewee two (I2) did not have a position in the association at the time as the association was still being established, while as for interviewee three held a position as Vice Chairperson of NIWA. The problems that Interviewee three (I3) faced were that most records and archives professionals who were members of NIWA did not attend the meetings and they were not involved as much as other information practitioners were. This made it difficult for the Vice Chairperson to represent the records and archives professionals especially when they had to make key decisions.

4.3.4 Benefits and challenges of the associations

Both interviewees had different challenges. Interviewee I2 mentioned that the greatest challenge that he foresaw was whether those in power would be able to position the records and archives professional under the correct ministry. This interviewee also mentioned that the challenge at that moment was that records and archives professionals wanted an association

of their own. Interviewee I3 mentioned that time constrain; office space; funding; and no full time employees were some of the challenges of these associations.

The next question was what could be done to rectify these challenges. Interviewee I2; mentioned that records and archives professionals needed to be heard; the professionals needed to be more involved and they needed to market the profession as well as the association. Interviewee I3 also mentioned that the members needed to be more involved; the associations needed to get office space where their meetings could be held and also where their records and equipment's could be kept. The individual challenges that interviewee I2 faced included, team work and lack of confidence of the members in the associations. Interviewee I3 mentioned that getting the archivist involved in the associations activities was also a challenge.

The benefits of the associations were mentioned as follows:

- Interviewee I2; members shared information, the association acted as a mouth piece and it created awareness, training for the members of the associations which helped to make key decisions in the work environment.
- Interviewee I3 mentioned that once a person was an active member of any of the associations they were recognised by the association and when they had a query they received prompt response.

The final question that the interviewer asked was how the interviewees had benefited from these associations as members: -I2 mentioned that they benefited by attending trainings; they gained knowledge which helped in the work environment; it created an awareness; and they gained access to other professionals through the meetings that were held by the associations. I3 said that they became a better archivist every day and it helped them to do their work according to the right procedure.

4.4 Summary

Quantitative data from the questionnaire was analysed through charts in Microsoft word, presented in charts and graphs. Qualitative data from interviews were analysed manually and presented through descriptive narrative. The interviewees were given codes: interviewee one (I1); interviewee two (I2); and interviewee three (I3) for confidential reasons. The data collected was presented according to the research objective of this study. The overall finding of the study was that majority of the participants were aware of records and archives management associations but the majority were also not members of these associations. The next chapter is “Discussion of Findings, Summary, Conclusions and Recommendation”.

CHAPTER 5: DISCUSSION OF FINDINGS, SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter discusses and interprets the findings of the study presented in the previous chapter four. The discussion will be presented according to what the study uncovered and compare them to the literature. The study also comprises of the summary of findings, conclusions and recommendations. This chapter will discuss the findings from the participants.

5.2 Discussions of findings

“The purpose of the discussion of findings is to interpret and describe the significance of your findings in light of what was already known about the research problem being investigated, and to explain any new understanding or fresh insights about the problem after you’ve taken the findings into consideration” (Azar, 2006).

The discussion of the findings in this chapter is done under the following thematic heading drawn from the research objectives:

- 1) Membership in records and archives management associations;
- 2) Benefits of records and archives management associations;
- 3) Challenges and reasons for not joining records and archives management associations;
- 4) Recommendations that could help recruitment drive for membership

5.2.1 Membership in records and archives management associations

Professional associations unite all information workers in Namibia in an autonomous and representative body; to make and maintain contact with relevant international and

national organisations; to promote the interests of information workers by making representations to concerned authorities regarding matters affecting the training, grading and remuneration levels of information workers and the collection, preservation, or dissemination of information; to raise the level of expertise of information workers by offering training courses, seminars, workshops and other relevant activities; and to advise academic institutions involved in the training of information workers in curriculum development (NIWA, 2018).

5.2.2 Benefits of records and archives management associations

Through meetings members were able to further their interest in information profession which could contribute to the development of the association. Members were given platforms to discuss matters that had developed their interest of information profession such as; workshops had been done where members identified training in various areas such as how to write research and do presentations. Professional associations discuss issues that add to the development of information profession (Iita, 2018). The study also found that members benefitted from the associations as workshops and trainings were done. Through these workshops and trainings, the members gained some knowledge in different areas such as being able to handle a certain situation or making key decisions.

The Conference of Inter-Mountain Archivists (CIMA) (2020), offers awards such as; - outstanding service and leadership in the archival profession, -mentoring, and travel assistance scholarships to assist CIMA members who want to attend Archivists Meeting.

According to Lumpar (2008) benefits of the professional records management association includes: persuading key decision makers that archives matter for good governance, administrative transparency and democratic accountability; underlining the strategic importance of archives as an information management asset in public

administration and the private sector; providing tools for archivists to make the case for effective information and archives management to key decision-makers in their own institutions; helping archivists throughout the world to convince decision-makers and the wider public that, if archives are not preserved and made accessible, societies will suffer an irrevocable loss of collective memory as a result; stimulating the wider public to increase their general knowledge of archives and to use archives; influencing the development and use of new technologies; supporting archivists in their efforts to meet the challenge of managing the enormous quantities of documents and records created in electronic form (Lumpur, 2018).

Those who were members of records and archives management associations benefited in various ways: Interviewee two (I2) mentioned that they benefited by attending trainings; they gained knowledge which helped in the work environment; it created an awareness; and they gained access to other professionals through the meetings that were held by the associations. Interviewee three (I3) said that they became a better archivist every day and it helped them to do their work according to the right procedure.

5.2.3 Challenges and reasons for not joining records and archives management associations

ESARBICA (2018) indicated that they lost some members due to language barrier and which needed to be addressed as soon as possible. A participant mentioned that they did not join a records and archives management association because they felt that the associations did not represent the initial professionals of the records and archives profession. Interviewee two (I2) mentioned that they were a member of NIWA and they left because they felt that the association did not represent the records and archives profession fully. Interviewee two was not a member of any association at the time because he was helping with the establishment of a records and archives association in Namibia. Some participants were not aware of such

associations, while as some staff were not interested in joining. Others felt that it was a process to fill in the and that it involved a lot of paper work.

According to IFLA (2018), the members felt that IFLA did not personalise or have targeted communications for its members hence lack of members joining the association.

According to Nengomasha (2009), some organisations advertise for librarians, but when one looks at the job's key responsibilities, what they need is a records management professional. This is a challenge as some of the people that are hired for records management jobs do not have knowledge on the profession and they do not have interest in joining the records and archives management associations.

5.2.4 Recommendations that could help recruitment drive for membership

The study recommended that records and archives management associations needed to market themselves so that the records and archives professionals would know about them and also informing them on the benefits of the associations. The associations needed to hire qualified personal that would help with the administrative work, a fixed venue needed to be established where the association would have meetings and also where the associations equipment's and records would be kept securely. Encourage the members to attend meetings and participate in the discussions as it would be beneficial to them and the associations at large.

Lita's (2018) in her study on the Namibian Information Workers Association study found that the majority of the respondents indicated that finance was a huge challenge for the associations and therefore there were no funds for the association to reach all the regions and to organize activities; -time constrain, the committee had no time to organize meetings and members had no time to attend the meetings; -lack of paid staff members, therefore NIWA had no administrator to organize the activities that

can add to the development of information profession; -lack of marketing, writing and publishing within the association; -some members were not paying their subscription fees and some only paid when they wanted to attend an upcoming event; -some members were not showing up for meetings and did not participate in the associations activities; -NIWA activities mostly took place in Windhoek leaving out other regions (Iita, 2018).

The recommendations that were recommended was for ESARBICA to address the language barrier issue and be able to address more members in various languages (ESARBICA, 2018). IFLA (2018), recommended that IFLA include personalised and targeted communications; helping members in building their networks; simplifying IFLA's structure and accessibility; increasing member's capacity for local action; and broadening digital learning and conferencing opportunities.

5.3 Summary of findings

This section of the chapter contains summaries of the findings of the study conducted on the title "Investigating the perception of Records and Archives professionals in Namibia on the importance of Records and Archives Management associations". The aim of the study was to investigate the perceptions of records and archives professionals in Namibia on the importance of records and archives management associations. Data was collected from records and archives professionals in Namibia. This study informed records and archives professionals on the existence of records and archives management associations and it could inform the associations on what to improve in order to gain more members and create an awareness of the associations.

The summary of findings was presented according to the thematic heading drawn from the research objectives of this study:

5.3.1 Membership in records and archives management associations

The findings of the study showed that only a small percentage of the records and archives professionals in Namibia were members of the records and archives management associations. Those who were members also indicated that they benefited in various ways, they gained knowledge from the associations and they were able to put that into practice in their work environments.

5.3.2 Benefits of records and archives management associations

The study indicated that members of records and archives associations benefited from the associations in different ways, through meetings and seminars they got to engage with other records and archives professionals and they got to exchange information about the profession. The association helped the members when they need advice on a certain matter, the association also acted as a mouth piece for the records and archives professionals. It was in these associations that the professionals would voice out their concerns in terms of the profession and the association would be there to help.

5.3.3 Challenges and reasons for not joining records and archives management association.

Some participants mentioned that they did not join the associations because the associations did not fully represent the records and archives profession. NIWA was one of the examples that was given, that NIWA only focused on the library and information professionals, the records and archives professional was side lined. Other participants mentioned that it was due to lack of marketing of the associations.

5.3.4 Recommendations that could help recruitment drive for membership

The respondents suggested that the records and archives associations should market the associations in order to recruit more members, they should also inform the records and

archives professionals of the importance of the associations and how they could benefit from the associations.

5.4 Conclusions

This section of the chapter shows how the study reached its objectives.

5.4.1 To investigate if any of the records and archives professionals in Namibia were in any associations and how they were benefitting from them

The study concluded that those who were members of records and archives associations benefited from the associations. The associations became a mouth piece for the records and archives professionals. Members were given opportunities to voice out their concerns about the profession and they also received prompt feedback from the associations if they had any enquires.

5.4.2 To determine how members of records and archives management associations benefited from them

The study showed that members of records and archives management associations benefited from the associations in various ways; the members were able to make key decisions at work, they had gained a lot of knowledge and understanding about the profession, the association became a place of exchanging information, members got to meet each other and learn from one another.

5.4.3 To find out the reasons why records and archives management staff did not join records and archives management associations

The study concluded that records and archives management staff did not join records and archives management associations because some professionals were not aware of the existence of the associations. Others felt that the associations did not represent the records and archives professional fully. Some staff did not join because of lack of interest in the

associations, they did not see the reason why they should join or how they would benefit from the associations.

5.4.4 To come up with the recommendations that could help recruitment drive for membership into records and archives management associations

The study concluded that in order for the records and archives associations to recruit more members would be to work on the challenges that the associations were facing. Marketing the associations, informing the records and archives professionals on the importance and the benefits of the records and archives management associations.

5.5 Recommendations

One of the objective of this study was to come up with recommendations that could help recruitment drive for membership into records and archives management. This section therefore provides the following recommendations:

Records and archives management associations needed to recruit more members, one of the ways that they could do this was to work on the challenges that the associations were going through:

- Records and archives management associations needed to market the associations by informing records and archives professionals about the associations and the benefits of the associations.
- Records and archives management associations should reconsider the membership fee and make it more affordable for the members.
- Members need to be reminded to pay the membership fee before the due date.
- The associations should encourage their members to be fully involved in the association, by attending the meetings of the associations and for the members to participate and to be active in the meetings as well.

- Records and archives management associations should establish their venue or offices where they could be hosting their meetings and where their equipment's and records could be kept.
- Records and archives management associations should hire full time staff who will work for the associations to ensure that everything is in place, instead of having members doing the administrative work as they also have their full time jobs hence the association will be placed last after their full time jobs.
- The association need to tackle the issue of language barrier so that all the members and those who would like to join the association will also be catered.

5.6 Areas for further research

The suggested area for further research is to investigate more on associations that are only for records and archives professionals and not including other information professionals. The investigation should be based on the participation of the members.

5.7 Final conclusion

Records and archives professionals should be more involved in the records and archives management associations. The associations should also market the association and inform the targeted market on the importance and benefits of the associations.

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APPENDIX A

RECORDS AND ARCHIVES PROFESSIONALS QUESTIONNAIRE

A questionnaire to be answered by the records and archives professionals in Namibia.

My name is Sheillah Muchila a fourth year student at the University of Namibia. I am pursuing a Bachelors degree of Arts in Records and Archives Management. I am conducting a study titled “Investigating the perception of Records and Archives professionals in Namibia on the importance of Records and Archives Management associations.” The aim of the study is to understand the perception of the professionals towards the associations and to highlight the importance of the associations. The data collected will be used to create awareness of the associations and it will highlight the perceptions of the professions which the associations can work on to improve or at least have an idea of what the professionals think.

1. PART ONE: DEMOGRAPHIC DATA

Please tick or cross the appropriate box.

1.1 Gender:

Female

Male

1.2 Age:

18-25

26-35

35-60

1.3 Occupation:

Records Clerk

Records Manager

Archivist

Assistant archivist

Student

Retired Records Manager/Archivist

Other (specify).....

2. Part 2

2.1 Awareness of records and archives management associations

2.1.1 Are you aware of what records and archives management associations are? If **No**, move to questions 2.1.3 and 2.1.4 and you will be done answering the questionnaire.

Yes

No

2.1.2 From your understanding, what are Records and Archives Management associations?

Principal professional body for archivists, archive conservators and records managers

Voluntary group for Records and Archives members

A group of persons banded together for a specific purpose

All of the above

2.1.3 Are you interested in knowing what Records and Archives Management associations are? If **No**, explain your reason for not being interested.

Yes

No,.....

2.1.4 Would you like to be a member of a Records and Archives association? If No, specify.

Yes

No,.....

2.2 Membership to Records and Archives management associations

2.2.1 Are you a member of any records and archives associations? If Yes, state the association/s. If **No**, move to section 2.3 and after answering the questions there you will be done answering the questionnaire.

Yes,.....

No

2.2.2 How long have you been a member of the association?

1-3 years

4-10 years

More

2.2.3 How often do you pay your membership fee? If never explain why not.

Annually

Once in a while

Never Explain:.....

Other, (specify).....

2.3 Perceptions of Records and Archives Management associations

2.3.1 What are your perceptions towards records and archives management associations? You may tick multiple, if that's the case.

They represent the interest of records and archives professionals.

They contribute to the development of Records and Archives.

These associations help members to further their interest in records and archives professions.

Other,.....

2.4 Benefits and challenges of Records and Archives Management associations

How much do you agree with the following statements regarding the association/s you belong to?

2.4.1 Records and archives management associations are beneficial

Disagree

Agree

I don't know

Other: Specify.....

2.4.2 The association/s represent the interest of records and archives professionals.

Disagree

Agree

I don't know

2.4.3 What challenges have you faced as a member of a Records and Archives management association?

Language barrier

Membership fee is too high

Time constrain

Lack of marketing

Lack of participation of members

Other (please specify),.....

Thank you for your participation.

APPENDIX B

INTERVIEW GUIDE FOR THE HEADS OF THE ARCHIVES AND RECORDS CENTRES.

My name is Sheillah Muchila a fourth year student at the University of Namibia. I am pursuing a Bachelors degree of Arts in Records and Archives Management. I am conducting a study titled “Investigating the perception of Records and Archives professionals in Namibia on the importance of Records and Archives Management associations.” The aim of the study is to understand the perception of the professionals towards the associations and to highlight the importance of the associations. The data collected will be used to create awareness of the associations and it will highlight the perceptions of the professions which the associations can work on to improve or at least have an idea of what the professionals think.

1. General Information

1.1 What is your position in the Ministry/Organization?

1.2 How long have you worked in the Ministry/Organization?

1.3 How long have you been a Records and Archives professional?

2. Awareness and membership to Records and Archives management associations

2.1 Are you aware of any Records and Archives associations?

2.2 Are you a member of any of the associations? If not, why?

2.3 Which one and for how long have you been a member?

2.4 Do you pay your membership fee? If not, why not?

2.5 How frequent do you pay your membership fee?

2.6 Have you seen the need in paying membership fees?

3. Perceptions of Records and Archives Management associations

3.1 What are your perceptions towards the Records and Archives Management associations?

3.2 Why are Records and Archives Management associations important?

3.3 How can these associations improve in recruiting more members?

3.4 Have you held any position in any records and archives management associations?

4. Benefits and challenges of the associations

4.1 What are the challenges of these associations?

4.2 What can be done to rectify the challenges that are being faced?

4.3 What challenges have you faced as a member?

4.4 What are the benefits of these associations?

4.5 How have you benefited from them as a member?

Thank you for your participation.

APPENDIX C

INFORMED CONSENT FORM

Title of Research Project: “Investigating the perception of records and archives professionals in Namibia on the importance of records and archives management associations”.

Researcher: Muchila Sheillah M.

Student number- 201408385

Supervisor: Prof. C. T. Nengomasha - 061 206 3641

cnengomasha@unam.na

Information

This research investigates the perception of records and archives professionals towards the importance of records and archives management associations.

All the informal gathered as part of this study is confidential. No name will be published in the write up of the findings and confidentiality and anonymity will be adhered to at all times.

Participation is voluntary, and you may choose not to participate or withdraw from participation at any time. I however appeal to you to help in the success of this research through your participation.

If you voluntarily agree to participate in this study, please indicate your consent by signing this form.

Signature: _____

Date : _____

APPENDIX D

A RESEARCH PERMISSION LETTER FROM THE DEPARTMENT OF INFORMATION AND COMMUNICATION STUDIES

8 June 2020

To Whom It May Concern

Re: Requesting your participation in Ms Shiellah Muchila's Research

We wish to introduce to you Ms Sheillah Muchila, a fourth year student conducting research in partial fulfillment of the B.A. in Records and Archives Management (Hons). Her research project is titled "*Investigating the perceptions of records and archives professionals in Namibia on the importance of a records and archives management association*".

We are requesting your assistance by agreeing to be one of the study's participants. We rely on the support of our stakeholders for the success of our programmes.

Thank you in advance for your support.

Yours Sincerely

Prof C.T. Nengomasha

Supervisor, Department of Information and Communication Studies

Cell: 0812787617; Office: 2063641; email: cnengomasha@unam.na

