

Assessment of the preservation of records in the Traditional Councils: a case study of Ga-Mphahlele Traditional Council in Limpopo, South Africa.

BY

KABELO BRUCE KGOMOESWANA

DISSERTATION

Submitted in fulfilment of the requirements for the degree

Master of Information Studies

In the

FACULTY OF HUMANITIES

School of Languages and Communication Studies

Department of Communication, Media and Information Studie

at the

UNIVERSITY OF LIMPOPO

(Turfloop Campus)

SUPERVISOR: Mr A.I Molaudzi

Co-supervisor: Prof L.A Makgahlela

2024

DECLARATION

I, Kabelo Bruce Kgomoewana declare that this dissertation titled “Assessment of the preservation of records in the Traditional Councils: a case study of Ga-Mphahlele Traditional Council in Limpopo, South Africa”, it is my own original work and has not been submitted to any other institution (such as the University of Limpopo) for higher education or examination. All resources, information and lending ideas are well recognized.

Mr K.B Kgomoewana



Date

18 March 2024

DEDICATION

This dissertation is dedicated to my late mother Mologadi Constance Kgomoewana, my grandfather Molefane Vincent Kgomoewana who supported me from childhood till today, my grandmother Ramaisele Kgomoewana who has always been very supportive and praying for me, my aunty Boledi Grace kgomoewana who became a mother to me ever since my mother passed on. The dissertation is also dedicated to uncle Segana Seete who gave the highest level of support financially (kea leboga Phaahla) and My father Malengete Edwin Seete who has been there for me through this journey.

ACKNOWLEDGEMENTS

First of all, I want to thank the Almighty God for giving me the confidence and fortitude to complete my masters on time. A heartfelt thanks goes to my supervisor Mr Al Molaudzi who gave me great understanding and guidance and supported me in my studies. Prof LA Makgahlela for his best contribution as a co-supervisor. Ga-Mphahlele Traditional Council thank you for the chance to consult with you as my population (keya leboga Bakgaga). To all my friends who have been with me through the journey, from sharing food, rooms, and water of social importance I will never forget your contributions. May the almighty God bless you abundantly.

ABSTRACT

Records serve a crucial function in the facilitation of organisational events and functions. In every organisation, records need to be preserved for their role. The study explored the Assessment of the preservation of records in the traditional councils of south Africa: a case study of Ga-Mphahlele Traditional Council with a view to improving the preservation and access to records. The study used a qualitative research approach and a case study research design found within interpretivism and constructivism paradigm. The population of the study was the council members of the traditional council. Quota sampling was used to sample council members of the Ga-Mphahlele Traditional Council. The quota sampling method was embraced in the study, because the number of council members was small. All these council members were based in the Ga-Mphahlele area in the Capricorn District Municipality in Limpopo province, South Africa. The data was collected from the council members at Ga-Mphahlele Traditional Council using a semi-structured interview. The Collected data was then analysed through thematic data analysis.

The findings of the study revealed that the traditional council does not have any policy or legislative frameworks used for records preservation, staff members in the traditional council did not have any qualification, skill, or knowledge pertaining to records preservation and there is less support from the top management when coming to the budget of records management and the traditional council does not have enough resources for records preservation. The study recommends that the traditional council should look at the national policy and legislative frameworks governing records and familiarise themselves with them so that they can be able to draft their own policy used for records preservation. The study also recommends that the traditional council should hire people with records preservation skills and knowledge, those who are already in the system should be given extensive training and have more workshops to equip their skills.

Keywords: Records, Preservation, traditional council, qualitative and frameworks, Ga-Mphahlele

Table of contents

| | |
|--|------|
| DECLARATION | i |
| DEDICATION | ii |
| ACKNOWLEDGEMENTS | iii |
| ABSTRACT | iv |
| LIST OF TABLES | viii |
| LIST OF FIGURES | ix |
| LIST OF ABRIVIATIONS AND AGRONYMES | x |
| LIST OF APPENDIXES | xi |
| Chapter 1: Background and motivation | 1 |
| 1.1 Background and motivation | 1 |
| 1.2 Research problem | 2 |
| 1.3 Purpose of the study and objectives | 3 |
| 1.3.1 Purpose of the study | 3 |
| 1.3.2 Objectives of the study | 3 |
| 1.4 The significance of the study | 3 |
| 1.5 Scope of the study | 4 |
| 1.6 Research methodology | 4 |
| 1.7 Definition of terms | 5 |
| 1.7.1 Record | 5 |
| 1.7.2 Preservation | 6 |
| 1.7.3 Access | 6 |
| 1.7.4 Traditional council | 6 |
| 1.7.5 Records management | 7 |
| 1.7.6 Records-keeping | 7 |
| 1.8 Chapter outline | 7 |
| 1.8.1 Chapter one: Background and motivation | 7 |
| 1.8.2 Chapter two: Theoretical Framework and Literature review | 7 |
| 1.8.3 Chapter three: Research methodology | 8 |
| 1.8.4 Chapter tour: Data analysis, interpretation, and discussion | 8 |
| 1.8.5 Chapter five: Summary, Conclusion and Recommendations | 8 |
| 1.9 Chapter summary | 8 |
| Chapter 2: Literature review and role of theory | 9 |
| 2.1 Introduction | 9 |
| 2.2 Role of theory in the study | 9 |
| 2.2.1 Record continuum theory | 11 |

| | |
|---|----|
| 2.2.2 The Open Archival Information System (OAIS) Reference Model. | 13 |
| 2.2.3 How the two theories were infused together. | 17 |
| 2.3 Literature Review. | 19 |
| 2.3.1 Policies and legislative frameworks used for records preservation. | 19 |
| 2.3.2 The challenges faced when preserving records. | 22 |
| 2.3.3 The skills and knowledge of records practitioners. | 26 |
| 2.3.4 The significance of records preservation in achieving effective administration. | 28 |
| 2.4 Chapter Summary. | 29 |
| Chapter 3: | 31 |
| 3.1 Introduction. | 31 |
| 3.2 Research paradigm. | 31 |
| 3.2.1 Interpretivism. | 32 |
| 3.2.2 Constructivism. | 33 |
| 3.3 Research approach. | 33 |
| 3.4 Research design. | 34 |
| 3.5 Population and sampling. | 34 |
| 3.5.1 Population. | 35 |
| 3.5.2 Sampling procedure. | 35 |
| 3.6 Pilot study. | 36 |
| 3.7 Study area. | 37 |
| 3.8 Data collection. | 38 |
| 3.8.1 Semi-structured interview. | 38 |
| 3.9.2 Development of a questionnaire. | 38 |
| 3.10 Data analysis. | 40 |
| 3.11 Quality criteria. | 40 |
| 3.11.1 Credibility. | 41 |
| 3.11.2 Transferability. | 41 |
| 3.11.3 Conformability. | 41 |
| 3.11.4 Dependability. | 42 |
| 3.12 Ethical considerations. | 42 |
| 3.12.1. Permission to perform the study. | 42 |
| 3.12.2 Informed consent. | 42 |
| 3.12.3 Anonymity. | 43 |
| 3.12.4 Confidentiality. | 43 |
| 3.12.5 Plagiarism. | 43 |

| | |
|--|-----------|
| 3.12.6 Respect, dignity, and standard care..... | 43 |
| 3.12.7 Benefits and risks/harm..... | 44 |
| 3.13 Chapter summary..... | 44 |
| Chapter 4: Data analysis, interpretation, and discussion..... | 46 |
| 4.1. Introduction | 46 |
| 4.2 Response Rate..... | 47 |
| 4.3 Results of interviews with the Council members. | 48 |
| 4.3.1 Cross tabulation of demographic data..... | 49 |
| 4.4. Themes..... | 50 |
| 4.4.1. Policies and legislative frameworks used for records preservation..... | 50 |
| 4.4.2 Challenges Faced by the Community when accessing records. | 54 |
| 4.4.3 Skills and Knowledge of records practitioners..... | 57 |
| 4.4.4 Significance of records preservation in achieving effective administration. | 58 |
| 4.5 Chapter summary..... | 59 |
| Chapter 5 | 61 |
| SUMMARY OF THE FINDINGS, RECOMMENDATIONS AND CONCLUSION. | 61 |
| 5.1 Introduction..... | 61 |
| 5.2 Summary of the Findings..... | 61 |
| 5.2.1 Policies and legislative frameworks used for records preservation..... | 61 |
| 5.2.2 Challenges Faced by the Community when accessing records. | 61 |
| 5.2.3 Skills and Knowledge of records practitioners..... | 62 |
| 5.2.4 Significance of records preservation in achieving effective administration. | 62 |
| 5.3 Recommendations..... | 63 |
| 5.3.1 Policies and legislative frameworks used for records preservation..... | 63 |
| 5.3.2 Challenges Faced by the Community when accessing records. | 63 |
| 5.3.3 Skills and Knowledge of records practitioners..... | 63 |
| 5.3.4 Significance of records preservation in achieving effective administration. | 64 |
| 5.4 Recommendations for the future study. | 64 |
| 5.5 Limitations of the Study. | 64 |
| List of References..... | 66 |

LIST OF TABLES

| | |
|---|----|
| Table 1: Cross tabulation of demographic data | 49 |
|---|----|

LIST OF FIGURES

| | |
|---|---------------|
| Figure 1: The records continuum model (Brunskill and Demb, 2012). | 12 |
| Figure 2: OAIS Reference model (Flathers, Kenyon and Gessler 2017)..... | Error! |
| Bookmark not defined. | |
| Figure 3: A map of the research area, Google Maps (2023). | 38 |
| Figure 4: Summary of themes. | 50 |

LIST OF ABRIVIATIONS AND AGRONYMES

| | |
|--------|---|
| 4th IR | : Fourth Industrial Revolution |
| ATI | : Access to Information |
| DAC | : Department of Arts and Culture |
| ICT | : Information and Communication Technology |
| IRMT | : International Records Management Trust |
| LIS | : Library and Information Services |
| NARSSA | : National Archives and Records Service of South Africa |
| NAUK | : National Archives of the United Kingdom |
| NRAMP | : National Records and Archives Management Policy |
| PAIA | : Promotion of Access to Information Act |
| POPIA | : Protection of Personal Information Act |
| SOPs | : Standard Operating Procedures |
| TREC | : Turfloop Research and Ethics Committee |
| UNISA | : University of South Africa |

LIST OF APPENDIXES

| | |
|---|-----|
| APPENDIX A:SEMI-STRUCTURED INTERVIEW SCHEDULE FOR COUNCIL MEMBERS OF GA-MPHAHLELE TRADITIONAL COUNCIL | 84 |
| APPENDIX B:CONSENT FORM..... | 90 |
| APPENDIX C:LETTER OF REQUEST TO CONDUCT RESEARCH | 91 |
| APPENDIX D:ETHICAL CLEARANCE..... | 93 |
| APPENDIX E:TURNITIN REPORT | 94 |
| APPENDIX F:EDITORIAL LETTER | 101 |
| APPENDIX G:APPROVAL LETTER FOR RESEARCH | 102 |

Chapter 1: Background and motivation.

1.1 Background and motivation.

Records serve a crucial function in the facilitation of organisational events and functions. In every organisation, records need to be preserved for their role. Preservation is an endeavour to extend something's useful life and prevent it from decaying for as long as possible so that it can be accessed in the future (Ngoepe and Van der Walt, 2009:2). Abioye (2013) explains that the preservation of records assures that they will continue to exist as proof of events that occurred. Preservation is one of the objectives of effective records management., which allows records managers to maintain documents for an extended length of time without being destroyed by the passage of time. Every government's ability to offer services, keep its promises to its residents, and uphold their rights rests on records management (Fust and Graf, 2002:3). This records management is also practiced in Traditional Councils in South Africa.

Traditional Councils are regarded as traditional institutions responsible for making governmental decisions in the community, and they are also responsible for managing and preserving records for future reference. These Traditional Councils also preserve records to keep the heritage as a traditional institution. Crook (2005:1) states traditional institutions as "all socio-political power systems that have their historical antecedents in early colonial nations and cultures." Africa's traditional record-keeping methods included stone paintings, stone carvings, clay tablets, tree bark, and leather (Motsi, 2004:63). Though most traditional institutions' recordkeeping practices are unusual, progress has been made since the Traditional Leadership and Governance Framework Act (No. 41 of 2003) (Republic of South Africa, 2003) was passed, as amended by the Traditional Leadership and Governance Framework Amendment Act (No. 23 of 2009). Traditional Councils are recognized under the Act to fulfil administrative functions within their traditional communities, such as record-keeping.

Keeping records has benefits for the Traditional Council. The advantages, according to Yusof (2005), are that the records are preserved such that they are quickly available, relevant, updated, accurate, and meet the user's demands. The data generated, used,

preserved, and saved must be related to the Traditional Council's decision-making process to achieve the Traditional Council's objective. However, the benefits of records keeping are compromised if there are barriers to records keeping. This includes limited resources and lack of policy that guides the records practitioners (Yusof, 2005). Policy aids in the development of new strategies that will ensure long-term success (Torres, 2006). These challenges are affecting Traditional Council in such a way that records end up being misplaced, not accurate, and not meeting the user's needs. These issues must be solved by the Traditional Council for them to be able to retain and administer their records without interruption. The study sought to improve and transform ways of preserving records at Ga-Mphahlele Traditional Council by investigating the challenges experienced by community members and records personnel and giving recommendations to solve those problems.

1.2 Research problem.

A problem that must be solved is the starting point for good research (Creswell, 2007:130). This problem may occur in any organisation including Traditional Council. Molepo and Cloete (2017) emphasise that traditional leadership and government institutions must adapt to the changing political landscape by being transparent in their records management practices and accountable to their communities. This is accomplished by granting authorized person access to records. In a democracy, the ability to access government documents is critical for fostering citizen trust, preventing corruption, and providing fundamental information to the public, businesses, and media (Florini, 2007). However, the preservation of records at the Ga-Mphahlele Traditional Council appears to be ineffective and inefficient. Preliminary interviews with Seete (2022) uncover those residents of the Ga-Mphahlele village find it difficult to access land records in the village. These records are very important in aiding land claims because they serve as a reference to all the land claims made by community members. Using records, the traditional council will also be able to solve the problems of community members fighting for the land and be able to keep a record of the history of Ga-Mphahlele community. Molepo and Cloete (2017) argue that to remain relevant in the shifting political world, Traditional Councils must ensure that records are properly preserved. If records are not adequately stored, they are liable to be lost. When records are not well managed and preserved users struggle to have easy and

quick access to them. According to Asogwa (2012), well-managed records are valuable assets that help both individuals and companies achieve their objectives. The preservation of records at Ga-Mphahlele Traditional Council ought to be improved to ensure easy access hence the study.

1.3 Purpose of the study and objectives.

The study's purpose and objectives are detailed further below.

1.3.1 Purpose of the study.

The purpose of the study was to explore the preservation and access of land allocation historical records at Ga-Mphahlele Traditional Council with a view to improving the preservation along with access to records.

1.3.2 Objectives of the study.

- To assess policies and legislative frameworks used for records preservation at Ga-Mphahlele Traditional Council.
- To establish the challenges faced by the community when accessing records at Ga-Mphahlele Traditional Council.
- To determine the skills and knowledge of records practitioners at Ga-Mphahlele Traditional Council.
- To evaluate the significance of records preservation in achieving effective administration of the Ga-Mphahlele Traditional Council.

1.4 The significance of the study.

The relevance of a research should be determined by its contribution to improving understanding of a topic and promoting a new idea in an area of research (Maillard, 2013). Research studies must also add value and be relevant to the community at large. The study might contribute to the awareness of Traditional Councils to preserve and manage records. The study covers the preservation of records at Ga-Mphahlele

Traditional Council in Limpopo province. The study will instil the high skill and knowledge of records preservation and records management strategies. The study will aid in the improvement of the Traditional Council's policy. Ngulube (2006:106) emphasizes the significance of this research by saying the nature of records administration jobs in South African society is less recognized. Furthermore, if the study's suggestions are followed, probably, the Traditional Council's record management methods will improve. The study will also add to the body of knowledge in records preservation more especially in the traditional councils.

1.5 Scope of the study.

The researcher investigated the preservation of records in the Traditional Council of Ga-Mphahlele Traditional Council in Limpopo, South Africa. The intention was to assess policies and legislative frameworks used for preservation of records, establish the encounters faced in the community when accessing records, determine the skills and knowledge of records practitioners and evaluate the significance of records preservation in achieving effective administration of Ga-Mphahlele Traditional Council. To accomplish the study's goals, data was gathered from Ga-Mphahlele Traditional Council members. using Semi-structured interviews at Ga-Mphahlele Traditional Council.

1.6 Research methodology.

This segment provides a brief overview of the research methodology and design used for this research. In Chapter three, the study technique will be described in every aspect. The major main of this research was to present a comprehensive picture about record preservation of the Traditional Council at Ga-Mphahlele. The qualitative approach is used in the study. The research made use of the qualitative research method called the case study method. The council members of Ga-Mphahlele Traditional Council in Limpopo made up the study's populace. The target populace for the research is the council members, as they were destined to be relevant due to their engagement in the Traditional Council's everyday operations. The quota sampling approach is used in the research project because number of council members was small, the researcher made the decision to use this sampling method. The data was

collected from the council members at Ga-Mphahlele Traditional Council using a semi-structured interview.

The data was examined using thematic analysis. An approach for identifying, analysing, organizing, summarizing, and reporting themes identified in a set of data is thematic analysis. To ensure that the findings are correct and verifiable, the research used qualitative criteria. The researcher assessed credibility, transferability, and conformability while applying qualitative criteria. The researcher conducted the study using scientific research methods and ensured that the data provided by the participants was presented accurately and adequately. The researcher was subjected to peer review and regular briefing meetings with the supervisors worked with the participants and phoned them to guarantee that they had a deep understanding of the topic. The researcher took an adequate and appropriate sample that allowed the researcher to take a broad view of the study's findings to a population of the same characteristics and further created appropriate documentation, like research reports, to ensure that this research is reproducible and contributes to the knowledge body. the researcher consulted with specialists in records management and submitted the document for review by an external research examiner to verify if it adhered to the coded categories used in the study, which avoided subjective biases. Before the final administration of data collection, the researcher pre-tested the data-gathering equipment at Ga-Mphahlele Traditional Council with the people who were not part of the population to check feasibility.

1.7 Definition of terms.

According to Williams (2014:9), definitions are important for assuring consultation with co-workers in the same line of work, creating constancy in practice, as well as making workplace decisions. The following terminology and perceptions are clarified and stated in this section based on what they signify and how they are interpreted in the current study:

1.7.1 Record.

This alludes to data produced, gotten, and kept as prove and data by an organization or person whereas satisfying legitimate duties or conducting economic exercises

(Walker, 2013). Records "are the output of a governmental body's business and administrative processes" (Dominy, 2006:1). According to International Records Management Trust, (2004) records are tactical assertions that support the day-to-day government service operations as well as contacts with people and other partners. Abbot (1999) emphasised that they are formed because of organizational actions and so constitute an organization's "memory" and record the context and substance of organizational activities.

1.7.2 Preservation.

It is the program of overseeing the genuine or unique record that supports the long-term life of the record's content, structure, integrity, and authenticity (Nsibirwa, 2007: 5; Msibi, 2015: 22; Chigariro, 2014: 18). According to Ogunmodede and Ebijuwa (2013), preservation is a systematic procedure of minimizing or lowering damage risks to decrease the pace of degradation of materials.

1.7.3 Access.

According to Ngulube (2003:11), access is characterized as the accessibility, capability, and opportunity to assess records and files. Loewen's (2008:164) definition is that it is "the ability and opportunity to discover, use, and understand" the nation's documentary legacy. Nsibirwa (2007:6) states "access refers to the way a document may be found". The obtainability of documents for consultation due to lawful authorization and the presence of finding aids is referred to as access (International Council on Archives (ICA), 2012:3).

1.7.4 Traditional council.

A traditional council is a body that was officially formed to represent a traditional community in accordance with Section 3 of the Traditional Leadership and Governance Framework Act, 2003 (Act No. 41 of 2003), or any section in provincial legislation corresponding to that clause.

1.7.5 Records management.

Seniwoliba, Mahama, and Abilla (2017) define records management simply as the practice of caring for records. Records management is characterized as the process of requiring data to be “captured and maintained using accurate, complete, reliable and useable documentation of activities of an organisation in order to meet legal, evidential, accountability and social/cultural requirements (University of Melbourne 2001). According to Ngulube (2003:164), records management is the process by which internally or externally generated physical or electronic records are managed from their inception, receipt, and storage, all the way through to their disposal and archiving”.

1.7.6 Records-keeping.

According to Yusof and Chell (1999), record-keeping entails producing and safeguarding extensive, exact, and dependable confirmation of trade communications within the framework of recorded data. Makgahlela (2021), defines record-keeping as the process of developing, capturing, organizing, and preserving an individual's or organization's records.

1.8 Chapter outline.

This section describes the dissertation's structure and organization. The study has been compromised into the following chapters:

1.8.1 Chapter one: Background and motivation.

The chapter presented the background and motivation to the research. It discussed the research problem, purpose, objectives, significance, the scope, and a summary of the research methodology. Definitions of terms utilized within the study were given. The chapter outline was also discussed in this chapter. Finally, the summery of the chapter.

1.8.2 Chapter two: Theoretical Framework and Literature review.

The chapter discussed the theories underlying the study and the literature review. Among these theories are the Records Continuum models and the Open Archival Information System (OAIS) Reference Model. The literature review has four sub-topics

which are the policies and legislative frameworks used for records preservation, challenges faced when preserving records, skills and knowledge of records practitioners and the significance of records preservation in achieving effective administration. Final, the summary of the chapter.

1.8.3 Chapter three: Research methodology.

The methodology for the study is presented in this chapter. The chapter covered the paradigm, approaches, design, population, sampling methods, pilot study, study area, data collection methods, data analysis and presentation, quality criteria which covered credibility, transferability, conformability and dependability, Ethical considerations were also covered in the study.

1.8.4 Chapter four: Data analysis, interpretation, and discussion.

The chapter presented the data analysis, interpretation of data collected and discussion of the findings. The chapter also covered the response rate of the interview.

1.8.5 Chapter five: Summary, Conclusion and Recommendations.

The chapter contains a summary of the findings, conclusion, and recommendations. Recommendations for the future study and the limitation of the study also formed part of the study.

1.9 Chapter summary.

The introduction chapter gave background and motivation for this study. It also discussed the research problem, the purpose and objectives of the study, significance of the study, scope of the study and a summary of the research methodology. It also outlined the definitions of terms used in the study. Finally, the chapter summarized the study's chapters. The next chapter covers the literature review and the role of theory.

Chapter 2:

Literature review and role of theory.

2.1 Introduction.

The previous chapter outlined the research problem, the purpose and objectives of the study, significance of the study, scope of the study and definitions of terms used in the study. This chapter presents the literature review and role of theory. The first section of the chapter discusses the theoretical framework that underpins this study and explains why it is relevant when considering the preservation of records in Traditional Councils. The second segment of this chapter discussed the literature review. Kim (2015) refers a literature review as the study before research on a topic that examines, summarises, contrast, and links numerous educational texts, research papers, and other important materials which are closely related to the study being done. The researcher examined previously completed research studies on the preservation of records in Traditional Councils both worldwide and locally, organised according to the objectives, which are subject to subheadings.

A literature review, at its heart, offers current information of a subject and summarizes the most excellent accessible investigations on distributed studies relevant to a certain issue (Baker, 2016). The literature review can consist of previous and latest studies on a particular subject. Discovered previously published studies and determine what has been researched about the subject, a focused critical assessment of the literature is required (Gelling, 2015). When assessing literature, the objective is to ground the proposed study in important prior work to supply the peruser with a concise picture of the theoretical approach to what is recommended to be inspected (Maxwell, 2005).

2.2 Role of theory in the study.

In a research study, a researcher can use conceptual framework or theoretical framework. Grant and Osanloo (2014:12) state that the “importance of utilising a theoretical framework in research cannot be stressed enough”. Both emphasised that a “theoretical framework is one of the most important aspects in the research process yet is often misunderstood by doctoral candidates as they prepare their research studies” (Grant and Osanloo, 2014:12). In this study, the conceptual framework was

employed. This is the starting point for all the material in the research study and it acts as a guide for the research's creation and support (Grant and Onsaloo, 2014). Kivunja (2018) suggests that the theory, which relies on empirical proof to substantiate its conclusions with a deduction and deductive analysis of data, is usually formed by an exhaustive study process. As instance, a theory functions as a headlight on a car, allowing its driver to see where he is going. They are made up of a sequence of interconnected definitions, ideas, and propositions that anticipate or explain phenomena by describing relationships between variables (Case and Given, 2016:185). The theoretical framework is a diagram that summarizes the concepts and hypotheses created from already set up and distributed investigate and amalgamation to supply a hypothetical establishment for the examination and elucidation of your information implications included in your study (kivunja, 2018). As a result, theory is a crucial component of the study that will take the study to its logical conclusion.

Case and Given (2016) proposed that models are typically addressed in connection to speculations and characterized a model as a basic description of a real occasion that takes significant components of the situation depicted into consideration. As a result, a model could be a straightforward visualization of a prepare which will be utilized to help in understanding the nature of hypotheses, developments, and ideas in a specific setting. According to Ngulube (2019:21), models are not theories, but they may be utilized to express or assess hypothesis, making them conceptual systems instead of hypothetical systems. They help in distinguishing and outlining the foremost noteworthy thoughts in a hypothesis, as well as the elements of concept connections (Bezuidenhout 2014:47). Hofman (2017:639) contends that models may be effective for the following reasons:

- They aid in understanding how objects behave or interact with one another based on an examination and interpretation of facts acquired (case studies).
- They imagine and reflect ideas, theories, or theoretical notions, and aid in understanding both within and across fields.
- They contribute to the design of something that has not yet been created with the intention of developing or building it.
- They support and stimulate cross-disciplinary communication.

As the theoretical foundation for the investigation, the study was involved two theories, named: Record continuum theory and Open Archival Information System (OAIS) Reference Model.

2.2.1 Record continuum theory.

According to Shepherd and Yeo (2003:9), the concept of the records continuum challenges the notion that records must go through three distinct stages. Instead, it views the continuum as a seamless and continuous process, where each element naturally transitions into the next. McKemmish (1997) further emphasizes that, within the life cycle model, records serve organizational purposes during their initial stages and subsequently transform into society's archives. Conversely, the continuum model proposes that records serve as both organizational and social memory for society from the very beginning. A continuum is anything that is continuous and has no identifiable sections; components are constantly flowing into each other. The lack of a method for archivists to mediate in the recordkeeping process from the start, mainly for electronic materials, was the motivation for the design of this method (McKemmish, 1997).

Moreover, Upward (2000) reveals that the record continuum model has four comprehensive and collaborative dimensions. The first is "create," which refers to the people who make choices, communicate, and act in an organization. The "capturing" of records is the second dimension. This includes the company's recordkeeping systems, which collect records in routine business activities to serve as documentation of the operations of a unit and the organization as a total. The third dimension is "Organising". This refers to how an individual or organization develops its recordkeeping system, which acts as a repository for the archive's recollection of its business activities. The last feature, "pluralise," is dealing with how the archives are integrated into a larger framework to offer a corporate social-historical, and cultural memory. These four stages were used to establish the challenges faced by the community when accessing a record, check the skills and knowledge of record practitioners, and investigate the significance of records preservation in achieving effective administration at Ga-Mphahlele Traditional Council.

The records continuum, according to Rotich, Mathangani, and Nzioka (2017:132), is a continuous and consistent collection of management procedures that span from the moment of record production and before creation, through the development of

recordkeeping systems, preservation, and usage of records as archives. As a result, the production, systematic administration, and preservation of records are not distinct and sequential processes, and the continuum approach implies the elimination of the existing divide between records management and archivist responsibilities, which some perceive as artificial and restricting (Millar, 2006:67). The researcher used this theory to comprehend how records are preserved in organisations from the time of creation until the last stage of pluralization and address the challenges thereof. The researcher used the theory to address three of the four objectives by applying the four coordinated and integrated dimensions of the continuum model to the objectives. Msibi (2015) applied the theory to investigate the preservation of public records and archives in Swaziland government ministries and the Department of Swaziland National Archives. The study's findings revealed that no specified records preservation framework guides how records should be managed, used, preserved, and cared for in Swaziland government ministries. The researcher used to capture and organising from the model to address the skills and knowledge of records practitioners at Ga-Mphahlele Traditional Council. The other three objectives are addressed using a different theory which is the Open Archival Information System (OAIS) Reference Model.

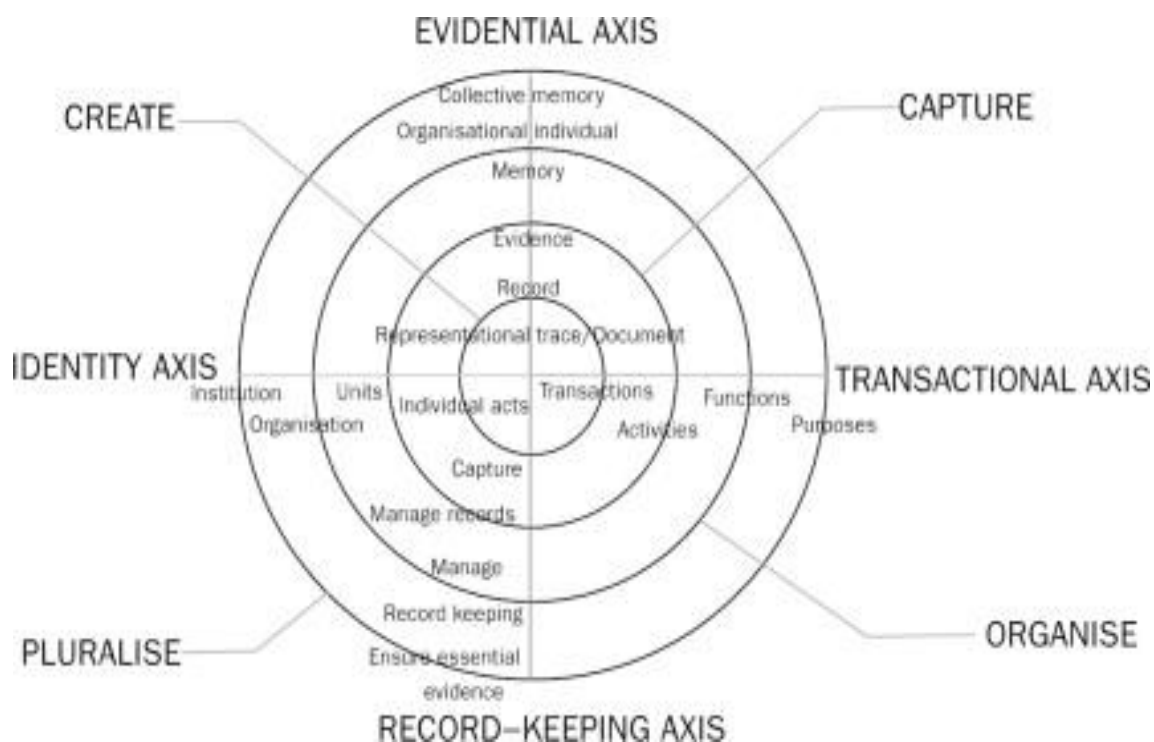


Figure 2.1: The records continuum model (Brunskill and Demb, 2012:43).

2.2.2 The Open Archival Information System (OAIS) Reference Model.

There are several models within the domain of records preservation, counting computerized files, record keeping frameworks, advanced libraries, and advanced storehouses. The OAIS reference model is the most extensively used framework for digital record and archive preservation (Quisbert, 2008). In 2003, the Consultative Committee on Space Data Systems (CCSDS) published the Open Archive Data System Reference Model (2002), a digital archive model that received ISO 14721:2003 certification (Consultative Committee on Space Data Systems, 2012).

Ingest, archival storage, data management, administration, preservation planning, and access are the six functional entities defined by the OAIS. The word "open" refers to the authors' engagement method in which they sought input from diverse stakeholders across disciplines and fields. Draft versions of the reference model were made available for evaluation in May 1997 and May 1999. In June 2000, the model was accepted and released as a draft ISO standard. After a final period of evaluation and amendment, the reference model was accepted as ISO standard 14721 in January 2002. The OAIS reference model was established as an ISO standard in 2002, and it was modified again in 2012, with the most recent review released in 2018.

The OAIS reference model combines two models into one. It includes a functional model, which specifies archival functions, duties, and information flows, as well as an information model, which describes the many components of the object that the archive acquires, curates, and transmits. The model focuses on the information types required for long-term preservation and dissemination, as well as the metadata needed to retrieve and analyse archived content. The model also outlines the relationship and organization of the various forms of information. These content-metadata combinations take different forms depending on where they occur in the archiving process: information packages for submission, information for archives packages, and distribution information packages (Consultative Committee for Space Data Systems, 2012).

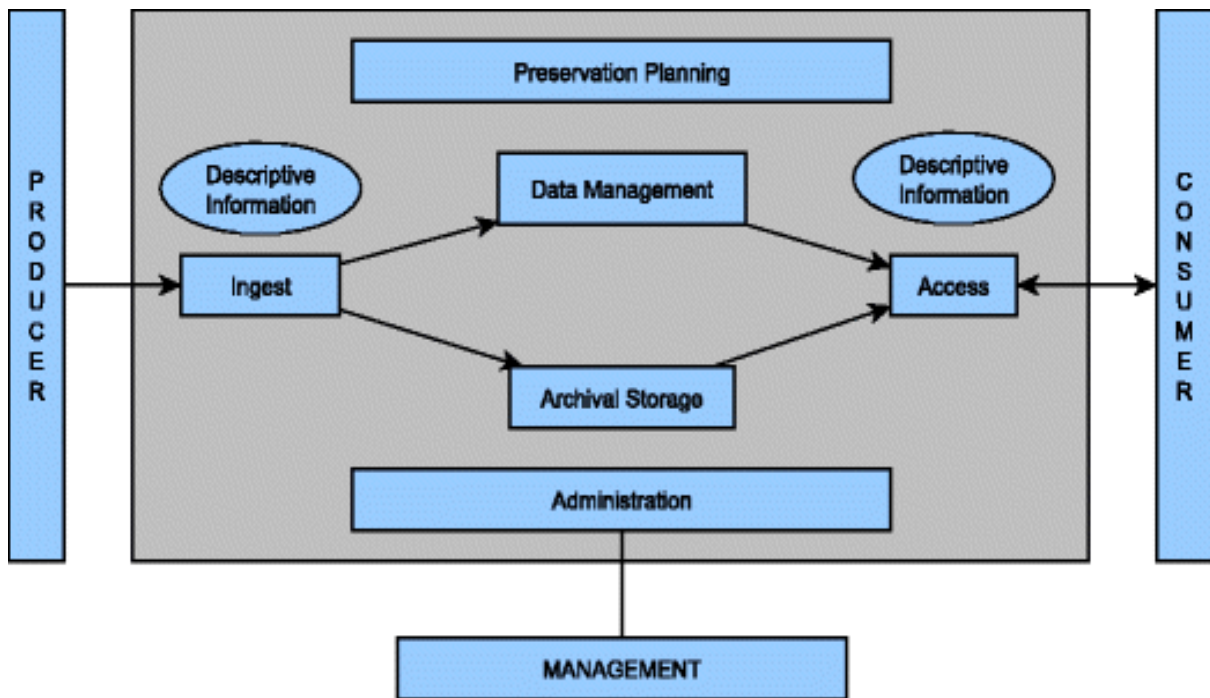


Figure 2.2. OAIS Reference model (Flathers, Kenyon and Gessler 2017)

Figure 2.2 (above) depicts the OAIS model's functional entities: intake, archival storage, administration, preservation planning, data management, and access. The OAIS model begins at intake, when an 'information package,' also known as a Submission Information Package (SIP), is received from the producers and placed in the archive repository. The SIP is made up of the data and the information that goes with it. Producers are record makers from the institution's numerous departments. The archival repository and producers interact during the intake stage, and the information objects are reviewed and upgraded to fulfil repository criteria established by the consumers (archive users). The archive repository's 'designated community' is made up of the customers.

The second functional aspect of the OAIS concept is archival storage. This is where ingested Archival Information Packages (AIPs) are brought in and archived. At this stage of the model, other activities involve handling archival items, which includes the storage order, reloading media outlets on frequently, executing regular and distinctive error checks, providing backup and restoration abilities, and enabling accessibility to AIPs (Consultative Committee for Space Data Systems, 2012).

Data management is the third functional element in the OAIS reference model. At this phase in the model, descriptive and system information are saved, often in a database.

This entity's other tasks include database maintenance, query execution through the access function, and report production (Allinson, 2006). As a result, to carry out the technical duties efficiently, archive employees must be well trained in new technologies and their application.

Administration is the fourth OAIS functional component. The complete archive system is administered here, including submission agreement sourcing and negotiation, configuration management, system technology, inspection, enabling stored demands, and defining and maintaining standards and rules (Consultative Committee for Space Data Systems, 2012). As a result, archivists at archive institutions must be administratively skilled.

The fifth functional aspect is preservation planning, which involves monitoring the environment for significant technical changes as well as the needs of the targeted community. Other activities carried out here involve assessing discovered changes and properly addressing them; developing information package examples; providing design support and examine to specialize these examples into SIPs and AIPs for submissions; presenting periodic solutions for archival data modifications, standards, and regulations; as well as creating detailed migration strategies, software prototypes, and test strategies (Consultative Committee for Space Data System, 2014). The long-term survival of digital artifacts in archival repositories is governed by this model component.

Finally, the OAIS model's sixth operational element, access, oversees consumers' capacity to seek, discover, and acquire information from the archive, which includes DIPs, "result sets," and reporting (Consultative Committee for Space Data Systems, 2012). The archive server must be clear about who the intended group (authorized clients) is. The OAIS reference model's intended group is described as a recognized group of potential consumers who can interpret a particular set of information. Employees of archive facilities must be aware of the legal considerations surrounding the archives under their care to effectively handle the access function.

The Open Archival Information System (OAIS) reference model provides uniform language as well as a conceptual framework for records preservation and distribution. It defines a collection of processes, functions, and responsibilities that are important for long-term preservation. As a result, the OAIS Model helps to comprehend the

actions that archives do when conserving digital information objects (Consortium of European Social Science Data Archives, 2015).

According to Lavoie (2014:7) an OAIS must meet the following mandatory responsibilities:

- Advocate for and accept precise data from producers.
- Identify which groups should become the selected community and thus be able to grasp the information supplied, either alone or in combination with other parties.
- Acquire adequate control over the information given to guarantee long-term preservation.
- Guarantee that everything that needs to be maintained can be understood by the targeted community without the aid of the professionals who created it.
- Make the saved data visible to the specified community.; and
- Adhere to defined rules and processes that guarantee information is kept against all realistic scenarios and can be shared as verified duplicates of the original.

OAIS was designed to be extensively adaptable for prolonged preservation in any situation, but notably in the realm of records, which explains its relevance to the present study. According to Lavoie (2004), the space data committee collaborated with many government, commercial, and educational entities to build the OAIS reference model. As a result, this approach works effectively in organizational and institutional settings. According to Allinson (2006), the OAIS reference model produces outstanding practice by providing a standard model that gives preservation criteria, therefore incorporating it into other record duties and activities. Adu (2015) used OAIS as one of three models to examine digital preservation practices in Ghana's e-government, resulting in the development of a digital preservation framework for Ghanaian government institutions. Allinson (2006) used OAIS to evaluate the benefits and drawbacks of its use in long-term digital information preservation across institutional repositories in the education sector within the JISC network. The study revealed that Institutional Repositories may use the OAIS to achieve and sustain great

practice in long-term preservation by applying the model's checklist of mandatory responsibilities.

Given all of this, the OAIS model was judged suitable for current study, Addressing the first objective which is to assess policies and legislative frameworks used for records preservation at Ga-Mphahlele Traditional Council using administration, second objective which is to establish the challenges faced by the community when accessing records at Ga-Mphahlele Traditional Council using access and the fourth objective which is to evaluate the significance of records preservation in achieving effective administration of the Ga-Mphahlele Traditional Council using preservation planning.

2.2.3 How the two theories were infused together.

The two models Records Continuum Model and the Open Archival Information System (OAIS) Reference Model are integrated using the specified elements in the context of the study. Records Continuum Model (Capture): In this phase, the researcher focuses on the skills and knowledge of records personnels when capturing records at their point of creation or receipt within the Ga-Mphahlele Traditional Council. This includes collecting not only the records themselves but also the associated contextual information and metadata (Upward, 2000). For all of this to happen the records personnel need to be trained first. OAIS (Administration): The Administration function in OAIS involves tasks like establishing policies, assigning responsibilities, and ensuring compliance with standards (Consultative Committee for Space Data Systems, 2012). In this context, the researcher utilised the OAIS Administration function to set focus on policies and legal frameworks related to the preservation of records, ensuring that they align with the goals of the preservation assessment. The policies and legal frameworks established through OAIS Administration should complement the Records Continuum Model's capture phase. This integration ensures that the capture of records is conducted in a structured and compliant manner, with clear guidelines.

Records Continuum Model (Organize): The records are categorised and classified based on their context, content, and value within the Ga-Mphahlele Traditional Council (Upward, 2000). This ensures that the relationships between records and their context are maintained. For this to be a success the records personnels need to be trained

and have good skills and knowledge about records preservation. OAI (Preservation Planning): According to Consultative Committee for Space Data system (2012), the Preservation Planning function in OAI involves creating and maintaining a strategy for preserving the records over the long term. In this case, there would be a need to develop a preservation plan specifically tailored to the records of the Ga-Mphahlele Traditional Council. The organizational structure established in the Records Continuum Model complements the Preservation Planning function of OAI. This ensures that the preservation plan is based on a thorough understanding of the records' context, content, and value, allowing for targeted preservation efforts and effective administration. OAI (Access): The Access function in OAI focuses on providing authorized users with the ability to retrieve and use the preserved records (Consultative Committee for Space Data Systems, 2012). This includes defining access rights, ensuring security, and facilitating retrieval mechanisms. The Access function of OAI ensures that records are readily accessible to authorized users. The policies and mechanisms established through OAI Access complement the efforts to facilitate easy retrieval.

By infusing these two models and considering the specific elements mentioned, the researcher comes up with a comprehensive framework for assessing and improving the preservation of records in the Ga-Mphahlele Traditional Council. This integration ensures that records are captured, organized, preserved, and accessible in a manner that maintains their integrity, authenticity, and usability over time, while also complying with established policies and procedures.

2.3 Literature Review.

Every scientific study, whether quantitative, qualitative, or mixed research, must be rooted in the literature (Rocco and Plakhotnik, 2009:121). A well-known academic Hart (1998:29-30), has written extensively on issues of literature review, argued that researchers ought to recognize the value of discovering what is known about a topic under examination before initiating a research project. Rather, researchers ought to be willing to "look again" or "review" publications linked to their study themes (Leedy and Ormrod, 2015:70). Because they aid in the knowledge and growth of an area or issue under examination, reviews of the literature act as frameworks and foundations for research that is empirical (Brocke, Simons, Riemer, Niehaves, Plattfaut, and Cleven, 2015:9). Hence, Mertens (2014) emphasised that a detailed review of literature allows researcher to comprehend the overall framework of specific studies and locate them to a wider ancient and intellectual background that includes the present issue being investigated. According to Marutha (2016:18), doing a review of the available literature allows researchers to make comparisons with previous similar studies to confirm the necessity for a particular study. A systematic examination of current literature is thus vital in academic research endeavours since it specifies the study's scope. Literature is "a systematic, explicit and reproducible method for identifying, evaluating and interpreting an existing body of completed and recorded work produced by researchers, scholars and practitioners" (Fink, 2010:3). Mouton (2002:87) maintains that "a literature review identifies and compares earlier studies, and also helps to avoid duplication and unnecessary repetition".

2.3.1 Policies and legislative frameworks used for records preservation.

It is critical to have a defined guiding tool (preservation policy and legislative frameworks) to help with decision making for daily preservation actions. The goal of developing a preservation strategy, according to the National Archives of the United Kingdom (NAUK) (2009:3) aims to determine the principles which govern the National Archives' collection's maintenance and preservation. The policy addresses the preservation requirements of all items in their possession, including electronic records and replacements. Throughout the records life cycle, records in all forms must be handled within a recordkeeping framework guided by processes and regulations (Marutha and Ngoepe, 2018).

A comprehensive legal framework is a critical component in ensuring good handling and preservation. It is done to ensure the generation and upkeep of genuine and correct records, maintaining as well as access to records of long-term preservation significance. This will increase community trust in the integrity of community records while also providing a suitable framework for community offices and local governments to develop and preserve records (Yuba, 2013:34). No government can function without records, which chronicle its acts. Furthermore, the government and public officials must account to the population for their conduct. Accountability would be difficult if no official files existed or inadequately managed (Parer, 2000). Records are generated in an organizational environment and are regulated according to a national legal and regulatory framework; hence, improvements in record management must take this into account (Katuu and Van der Walt, 2016). According to Maponya (2013:6), when regulatory frameworks are not successfully enforced, organizations might be unable to satisfy clients' demands for documents.

The country has announced various legislative frameworks that regulate the appropriate management of traditional records. These include the National Archives and Records Service of South Africa Act (No. 43 of 1996) and Limpopo Provincial Archives Act (No. 5 of 2001), Copyright Act (Act No.98 of 1978), Electronic Communication and Transaction Act (No. 25 of 2002), Public Finance Management Act (Act No.1 of 1999), Promotion of Access to Information Act (No. 2 of 2000) (PAIA), Protection of Personal Information Act (Act No.4 of 2013)(POPIA), Protection of State Information Bill (2010) and the Constitution (Act 108 of 1996). The Constitution aids as "the foundational law in the country" since it includes roughly all the other legislative frameworks (Katuu, 2015:92). There are also access to information (ATI) laws, which are only enacted to offer a legal mechanism for individuals to seek state-held records that public bodies are required to make accessible to people (Kabata, 2019:1). ATI Act defines the mechanism for initiating a request for information, providing, or denying a request for information, and the subsequent appeal process in the event of denied requests (Kabata, 2019:1). Access to information is a fundamental human right that is acknowledged worldwide, regionally, and nationwide as the cornerstone of all citizens' freedom rights, since it is essential to achieving all other democratic benefits and rights (Odote, 2015:5).

The Constitution further highlights the need of providing precise and readily available information to guarantee the general population's administration accountability and openness. The purpose of the National Archives and Records Service of South Africa Act (No. 43 of 1996) (NARSA) was to The Constitution also emphasizes the need of providing precise and available information to guarantee the public administration's accountability and openness. The National Archives and Records Service of South Africa Act (No. 43 of 1996) (NARSA) was established to "provide for a National Archives and Record Service; the proper management and care of the records of governmental bodies; and the preservation and use of a national archival heritage and related matters" as also detailed by Katuu (2015:107); Chaterera, Ngulube and Rodrigues (2014:368). According to Parer (2000), records and archives legality might include equally primary and secondary legislation. Parliament or another ultimate legislative power enacts primary legislation (such as acts, statutes, and ordinances). Secondary legislation (such as statutory instruments, rules, and regulations) is enacted by a minister using authorities granted by main law. If the Act is to be understood and implemented easily, records and archives managers must be effectively at both the primary and secondary stages.

In addition to investigating legal frameworks, records professionals must comprehend and, if possible, influence the rules and regulations that govern the creation, use, and management of information and records (IRMT, 2009). The Limpopo Provincial Archives Act (No.5 of 2001) was enacted to control the maintenance of documents and archives in Limpopo. The National Archives and Records Service of South Africa Act (No. 43 of 1996: Section 13(1); Limpopo Provincial Archives Act (No. 5 of 2001 Section 13(1); Chaterera, Ngulube and Rodrigues (2014:369) mandates the South African national archivist and Limpopo's provincial archivist must bear full responsibility to guarantee that public archives in the hands of government agencies are appropriately managed.

A study by Marutha (2019) investigating the application of legislative frameworks for the management of medical records in Limpopo Province, South Africa revealed that institutions have legislative frameworks, policies, and processes about records management systems in place. The interview found that "most officials in the institutions have not understood and do not comprehend the substance of the legislative framework. The interview found that "many of the officials in the institutions

have not understood and do not comprehend the substance of the legislative framework. Mutula (2014:370) stated that while universities in Eastern Africa have a growing number of digital records, including emails, suitable legislations and strategies for their administration are absent. Research conducted at the University of Zululand by Coetzer (2012:98) indicated that the university did not have a records management policy, hence electronic records and archives were not properly handled. In Tanzania, Kamatula and Kemoni (2018:78) discovered that the 2011 National Records and Archives Management Policy (NRAMP) did not address digital records and archives management, and so the policy failed to provide the essential direction for digital recordkeeping. Furthermore, no single governmental office in the country has an operational policy guiding digital record keeping (Kamatula and Kemoni, 2018: 78). Katuu and Van der Walt (2016) evaluated the legal and regulatory environment in South Africa's public health sector that supports record keeping. The findings indicated that there are several layers to the legislative and regulatory framework. Respondents, for instance, reiterated findings from the literature analysis that, despite the South African complex legal framework, the degree of compliance at public health institutions was basic, well below the legislative framework's expectations for complexity.

In public administration, there is law for records preservation that considers new developments, inventions, and methods of doing things in diverse scenarios. The government must assess laws on an ongoing basis or as circumstances dictate. Priority should be given to implementing records preservation answers, such as the centralized repositories. This might coincide with the adoption of acts and regulations to provide proper control over the administration of records in the system and in remote storage areas (Decman and Vintar, 2013:417). There is a need for records managers to familiarise themselves with the policies and legislative frameworks used for records preservation and get training on how to apply them to fill the gap in preservation of records.

2.3.2 The challenges faced when preserving records.

Addressing challenges faced when preserving records is one of the most important factors in records preservation. Competent and well-trained labour is necessary for any library or archive preservation and conservation program to be successful

(Ngulube, 2006). Almost all African information centres, archives, and libraries do not set aside enough money in their yearly budgets for the conservation and preservation of information sources in their collections. The nation lacks some of the supplies and machinery required to establish viable conservation and preservation labs in African libraries and archives (ESARBICA, 2002). Traditional councils, according to Masuke (2010), struggle to obtain financing from financial institutions and government agencies because they struggle to preserve accounting records and yearly financial accounts. When traditional councils want financial aid, their lack of effective record keeping practice has harmed them. Most traditional councils disregard appropriate record preservation procedures, even though it is critical for their success and sustainability. According to Muteti, Namusonge, and Nzomo (2018), most traditional councils have difficulty finding the time to maintain their records because they are preoccupied with other council obligations. Council members have plenty of work to accomplish in their traditional house, so they focus on other traditional community requirements and may not have enough time to check after their records (Muchira, 2012).

The council tasks push records staff members to fill multiple jobs in the traditional house, and as a result, they ignore record maintenance and preservation. Musah and Ibrahim (2014), assert that a lack of proper record preservation leads to the failure of many traditional councils because they are unable to provide records for necessary leadership decisions in their community. The advantages of appropriate record preservation in traditional endeavours are undeniable in terms of preserving information when it is required, yet the absence of adequate record preservation remains a major issue in traditional council. Traditional councils should know which records need to be preserved for a long period because not all records need to be kept for a longer period.

A records retention schedule is extremely useful for determining which documents must be retained indefinitely, who is accountable for them, and what actions should be made on them (retain/transfer/destroy). In an ideal world, these retention durations would be incorporated into or linked to the record keeping system in use, allowing reports and queries to be made to guide the preservation process; however, this is not always the case. In other cases, a more manual method will be necessary to determine how long documents must be kept and hence which require long-term preservation.

Furthermore, system setup might cause challenges with record accessibility; for example, security settings within the record keeping system may make some material difficult or impossible to access. A lack of understanding about the significance of records management is a barrier to appropriate records management procedures (Sebina, 2004). According to Barata and Cain (2001:250), “although financial records are usually covered by public records legislation, government-wide surveys in The Gambia and Zimbabwe indicate that financial managers are frequently unaware of the fact that financial records become an unmanaged resource with serious consequences for fiscal accountability.” Financial records are not managed by records managers in Botswana since they are kept by finance and accounts professionals (Mosweu, 2018).

We are now in the fourth industrial revolution and most of the records are created online. Some Traditional councils have records which are digital, and these records are still relevant and form part of the council’s memory/history. The same record may exist in numerous versions in a record keeping system, but the retention schedule may not specify which version or versions should be kept. When an organization maintains records in a combination of analogue and digital formats, the problem may become much more difficult. The original digital record might not be significant if the document’s master copy is one that has been printed out and physically signed circumstances. The record keeping system’s handling of versions, the procedures in place for producing versions, and the conduct of record authors should all be taken into consideration when deciding which version to maintain. Understanding records and their variations requires context. In a study on preserving public electronic information for the sustainability of e-governance in Sub-Saharan Africa, Ngulube (2018) found that most of the infrastructure in Sub-Saharan Africa is insufficient for acquiring, maintaining, and keeping digital records, including those on social media. Lowry (2012) also states that in Tanzania, the departments, and organizations responsible for generating the electronic records needed the resources required to sustain and maintain them over time. Infrastructure is the greatest challenge in this scenario.

Disasters from nature (overflows, quakes, tornados) and disasters caused by humans (opened taps, fires, robbery, improper management) can all occur. Crisis preparedness and mitigation strategies are critical regardless of the shape that the

crisis takes. Disaster readiness and safety are critical in ensuring the safety of archived records because they enable an organization's effectual and calm reply to an emergency and, as a result, guarantee that the organization can resume regular procedures in a brief period following a tragedy (Ngulube, 2003:108). Furthermore, Ngulube (2003:108) stress that if a crisis is correctly followed, a scientifically organised disaster preparation strategy can reduce the risk to workers and impairment to materials and buildings. Nsibirwa (2012:103) underlines the need of any organization in charge of safeguarding precious information resources taking pre-emptive actions to avert the emergence of a pointless calamity. "No one is immune from a disaster and a well-written plan can make the difference between temporary loss and a catastrophe" (Merill-Oldham, Morrow and Roosa, 1991:27). Failure to plan for a catastrophe, considering this statement, might result in a disastrous damage of key organizational information resources, as well as the prospect of corporate shutdown or postponed business recovery.

Adetunla and Osunride (2016) conducted a literature review focusing on the preservation and conservation of library materials in university libraries in South-West Nigeria. Their findings revealed that the efficient and effective preservation of information in African libraries, record offices, and archives faces several well-known obstacles, including inadequate finance, insufficient equipment and materials, lack of manpower and infrastructure, and a poor maintenance culture. In another study by Mutshatshi, Mothiba, Mamogobo, and Mbombi (2018) on record-keeping challenges experienced by nurses in selected public hospitals, it was discovered that nurses face difficulties in fulfilling their record-keeping responsibilities. These challenges include a lack of time to complete the records, an increasing number of patient admissions, and a shortage of recording materials. The researchers also concluded that inadequate record-keeping practices pose significant problems and recommended the implementation of ongoing monitoring, training, and evaluation of nurses regarding record-keeping issues. They further suggested providing sufficient recording materials and promoting proper time management among nurses to address the challenges. Improving record-keeping practices is crucial in public hospitals to enhance patient care. However, many records managers still lack training in record preservation, and organizations continue to struggle with funding, posing significant challenges.

2.3.3 The skills and knowledge of records practitioners.

Successful records management approaches, according to McLeod, Hare, and Johare (2004), need well-trained employees linked with records. The World Bank (2000: 2) asserts that record management organisations are frequently failing to keep up to expanding volume of records in many nations, and it is witnessed more in nations where records administrators are lacking access to chances for training or professional advancement. According to Smith (2018), all employees should be aware of their record management duties. According to Smith (2018), staff personnel directly involved in records managing roles should get proper training, and all other employees should be aware of their record-keeping obligations. According to Phiri (2016), well-trained record-keeping staff in a university context would ensure that the institution's record-keeping system functioned well.

The amount of training provided to those responsible for executing records management programs has a significant impact on an organization's records management procedures. According to research commissioned by Department of Arts and Culture (DAC) in South Africa, many records managers and archivists learned at work or through brief courses that only contributed the basic knowledge and skills they need. Hence the scarcity of officially certified records managers and archivists, Library, and Information Services (LIS) professionals have been hired to fill these roles.

To thrive, records managers and archivists must possess a wide range of soft and interpersonal skills. Record managers must also have the persuasive and advocacy skills. According to Maropamabi (2018:62), "excellent advising and persuading abilities enable records management employees, particularly records managers, to influence the adoption of policies and programs within their ministries." Records administrators must act and think advantageously. For records to be viewed as important assets to aid organizations reach their, records administrators need to advice top management linking the records with organizational goals would help businesses achieve their objectives.

The National Archives of Australia (2015) created an electronic information and records administration ability atmosphere for records administrators and information and communication technology specialists to help them meet necessities for the management of electronic records. The National Archives of Australia (2015)

recognizes that digital technologies need a trained and informed personnel capable of ensuring that digital information stays accessible and useable throughout time. Segaletsho and Mnjama (2017), stressed that skills and knowledge are essential for all professions in providing humans with up-to-date decisions and planning. Ngulube (2018) emphasized the necessity of archivists and records managers adopting ICT in his talk at the South Africa Higher Education Records and Archives Management Annual Forum. Records managers and archivists in South Africa will need to reskill to compete during in the 4thIR. Transitioning from a manual to an electronical era alters the records life cycle from birth to disposal (Netshakhuma, 2019). Records are created and destroyed using technological instruments. According to research performed by the DAC (2010), advances in ICT are the primary drivers of a shift in the types of skills required in archives and records administration in South Africa. This demonstrated that archiving and records management duties cannot be performed without the use of ICT. However, Bailey (2007) research raises the worry that archivists and records managers lack the expertise to manage digital material.

According to Chachage (2005:132), seven (77.8%) of nine exporting enterprises in Tanzania's Iriga Region utilized administrative officers to oversee their records management system procedures, while two used information managers. According to the findings, five of the organizations hired workers with primary degrees or above, while four hired non-graduates. However, it was of significant concern that many of these individuals had any professional certification directly related to records administration (Chachage, 2005:134). Katuu (2009) observed in research that training, education, and study might aid records administrators and archive workers in dealing with the issues of poor records management in government. According to several studies carried out in Africa by environment (Mnjama and Wamukoya, 2007; Kemoni, 2009; Marutha and Ngulube, 2012; Nengomasha, 2013; Katuu, 2015; Mosweu and Ngoepe, 2019) archives and records administration experts need the fundamental aptitudes and competencies to oversee records within the organised. These investigations were carried out in the ESARBICA nations, including South Africa. Traditional councils have the same problems where records practitioners in the council still have problems when it comes to skills and knowledge of managing records created or how to digitise the old records.

2.3.4 The significance of records preservation in achieving effective administration.

Records are necessary for evaluating organizational performance and supporting business functions. According to Mutula and Wamukoya (2009), records are valuable resources that must be taken care of and protected. Governments cannot proficiently oversee open consumptions, respectful benefit, or benefit conveyance such as instruction and wellbeing care without precise information. More generally, Poor record management can also result in a reduction in the quality of services provided to businesses. For instance, responses to written requests for business registration, license issuance, and other items required for enterprises to pursue their commercial interests may be delayed (Mutula and Wamukoya, 2009).

For government to attain not fair amazing administration, but too successful service conveyance and responsibility, fitting records administration methods must be the standard (Chaterera, 2016). This is because records and information may be used to exert control over residents and empower them (Svärd, 2017). Examples from around Africa illustrate that when there was inadequate governance, records were poorly preserved. Sierra Leone had solid record-keeping systems when it gained independence, but these were destroyed by internal conflict in the 1980s and early 1990s. As a result, the government lost the documentary proof it needed to handle public sector employment and payments. Government efforts to check payroll and restart operation failed due to a lack of accurate records (IRMT, 2008). Shepherd (2010) cited by Ndenje-Sichalwe; Ngulube, and Stilwell (2011) asserted that businesses and people keep records as part of their normal operations to help administration, assure accountability, and serve cultural demands such as preserving individual and community identity and history as well as society's need for collective memory.

Poor records management is a significant cause of bad audits in South Africa (Ngoepe, 2012). One method of ensuring responsibility in the management of resources is auditing. Ngoepe and Ngulube (2013) conclude that great records administration is one of the vital enablers for the reviewing handle after recognizing the significance of records administration within the audit process within the setting of South Africa. A records preservation program must be in place for an organization to be open and responsible (Ngoepe and Ngulube, 2013). Prof Patrick Ngulube from the

University of South Africa (UNISA) encouraged countries to utilize records to advance great administration through associations to construct Africa amid his keynote address at an files and records administration conference in Botswana (Shone, 2019). As an illustration, corrupt practices over a period in Sierra Leone's government caused the administration of the public sector to deteriorate (Moore, 2004). Government corrective actions included reorganizing record-keeping systems to make them dependable and reachable for fostering accountability and transparency. The efficient operation of public administration is made possible through records management (Klareld, 2015). Therefore, it should be clear that access to documents is necessary to provide openness in public administration (De Mingo and Cerrillo-i-Martnez, 2018).

As evidenced in a study by Yuba (2013) findings revealed that one of the primary causes of the ineffectiveness of the South African government is that records have not been properly maintained, and administrative systems and procedures rely greatly on robust record management framework. Findings of the study by Ngoepe and Makhubela (2015), "Justice delayed is justice denied": Records management and the travesty of justice in South Africa suggest that some criminal cases may have been withdrawn owing to missing dockets or improper registration. Records were recreated in certain cases, resulting in a farce of justice. Lawyers, prosecutors, and magistrates might contest the legitimacy of documents if records are not accounted for, according to the study's conclusion. Consequently, the victims' justice would be delayed, if not deprived entirely, while the offenders were liberated. Records can be used to pursue effective administration in courts.

2.4 Chapter Summary.

The literature review and theories employed in the study were presented in this chapter. The theories covered in the study were Record Continuum theory and Open Archival Information System (OAIS) Reference Model. The theories were also supported by models. The literature was organised around the study's objectives, which functioned as sub-topics. The sub-topics of the literature were Policies and legislative frameworks used for records preservation, challenges faced when preserving records, skills and knowledge of records practitioners and the significance

of records preservation in achieving effective administration. The next chapter will discuss the research methodology.

Chapter 3:

Research methodology.

3.1 Introduction.

The preceding chapter addressed the study's literature review and the role of theory. This chapter describes the research methodology used to lead the study. The research methodology section lays out the steps that were taken to complete the investigation. Research paradigm, research approach, design, population and sampling, data collecting, and data analysis were all techniques used in the study. "Research methodology is the general approach the researcher takes in carrying out the research project". Furthermore, "research methodology dictates the particular tools the researcher selects and uses in carrying out the research" (Leedy and Ormrod, 2005:12). Ihuah and Eaton (2013) assert that, "research methodology is a philosophical stance of worldview that underlies and informs the style of search". In contrast Creswell (2009) considers "research methodology as the overall approach to the design process of conducting research including all phases from the theoretical underpinning to the collection and analysis of data. It addresses the assumptions that support the research strategy and the methods chosen as part of research paradigm". Therefore, research methodology "helps to clarify research design, to know which research design will work and which will not".

3.2 Research paradigm.

The foundation of every research project is built upon a shared understanding and agreement regarding how research issues should be approached and resolved. These shared views and agreements are referred to as "research paradigms" (Wahyuni, 2021). The concept of "paradigm" was first introduced by Kuhn (1962) to describe the collective generalizations, beliefs, and ideals held by a community of specialists concerning the nature of reality and knowledge (Creswell and Plano Clark, 2011). Antwi and Hamza (2015) explain that the term "paradigm" originates from the Greek word "paradeigma," which signifies a pattern. According to Kuhn (1962), a research paradigm is a comprehensive system of interconnected thoughts and practices that determine the nature of inquiry along three dimensions: ontological, epistemological, and methodological. Creswell (2013) further states that research paradigms are also

known as philosophical worldviews, and each paradigm fulfils distinct ontological, epistemological, and methodological functions.

In research, ontological and epistemological perspectives refer to an individual's worldview of phenomena, which significantly influences their understanding and interpretation of reality (Bryman, 2012). Creswell (2013) explains that worldviews are fundamental philosophical perspectives concerning the world and the researcher's chosen research approach. On the other hand, the methodological perspective in research defines four primary types of research paradigms or worldviews: positivism, post-positivism, transformational, constructivism, and pragmatism (Creswell, 2013).

The researcher used philosophical assumptions in the study to make conclusions regarding the actuality of record preservation in traditional councils. According to Creswell (2014:35) "philosophical beliefs allow the researcher to accept the research methods of the study". Hence the explanations of the. According to Creswell and Poth (2018:16), philosophical frameworks regulate how philosophical assumptions are located within and influence the research process. The research was founded on interpretivism and constructivism philosophical frameworks.

3.2.1 Interpretivism.

Interpretivism, as a research paradigm, emphasizes the use of qualitative methods such as interviews, participant observation, and document analysis. According to Mack (2010), the interpretative paradigm posits that a research subject cannot be fully understood from an external perspective alone, but rather it is best comprehended through the active involvement of the observer within the subject's environment. This paradigm recognizes that individuals or groups define reality in unique ways, and therefore utilizes qualitative data to uncover the meanings attributed by people and social groups. Romm and Ngulube (2015) concur that the interpretative paradigm is closely associated with the qualitative research approach. Goldkuhl (2012) further asserts that the interpretative paradigm is philosophically rooted in the qualitative research approach. Some scholars even refer to interpretivism as an "anti-positivist" perspective, as it emerged as an alternative to the positivist paradigm. It is also characterized as a softer and more subjective approach known as naturalistic inquiry.

According to Ambira (2016:129), the goal of an interpretivism paradigm is to collect participants' perspectives and produce theories and patterns of meaning. According to Ambira (2016), an interpretivist researcher begins their research with an open mind, unclear about the potential outcomes, and depends on suggestions from participants to develop concepts that can explain and sustain the reality of occurrences.

3.2.2 Constructivism.

Pickard (2013) defines constructivism as a reasoning of learning based on the concept that we all create or possess information of the world we live in through reflection on our claim encounters (Creswell, 2013). Constructivists believe that the universe is fundamentally and psychologically produced by subjective implications of their encounters (Creswell and Poth, 2018). When people write texts, read texts, or hear words, they build meaning. They moreover develop their possess implications based on data that they bring to and learn whereas completing the movement (Sekaran and Bougie, 2013). Constructivists believe that human realities are built via the process of conversation and interpretation, in which people form and modify meanings. Additionally, they say that there are several ways to order the world and that each event has multiple perspectives. By researching what happens in people's minds, constructivists seek to understand the principles that individuals use to make sense of the environment in which they live and work (Creswell, 2013). Constructivist beliefs are also more susceptible to qualitative research (Creswell, 2013).

3.3 Research approach.

In this study, the qualitative research approach was utilized. The researcher employed methods that focused on non-numerical data and direct observations to gain a comprehensive understanding of the research participants within their specific context (Creswell and Creswell, 2018). Qualitative research is a method that involves observing and comprehending the significance of individuals or groups in relation to societal or individual topics (Stephen, 2016). It aims to explore unfolding events as they occur, to capture the entirety of everyday behaviour (Stangor, 2011: 15). Various approaches are employed in qualitative research, including storytelling, phenomenology, ethnographies, grounded theories, and contextual studies, as noted by Galt (2009). ACET, Inc (2013) highlights that qualitative research takes a

preferential stance when it comes to gaining knowledge, gathering meaningful information, and allowing respondents to respond in their unique ways. By employing the qualitative approach, the researcher was able to describe the skills, methods, policies, manuals, and strategies related to records preservation at Ga-Mphahlele Traditional Council.

3.4 Research design.

Sound research necessitates rigor and integrity. As a result, research should be based on a solid study design. The selection of an acceptable (and hence relevant) research design is crucial to ensuring the effective completion and execution of a research project. According to Akhtar (2016: 14), a research design is a “strategy, arrangement and plan and examination indented to attain guaranteed to search problem and regulator alteration”. Creswell (2009) concurred, “stating that research designs are procedures and plans consisting of decisions regarding broad assumptions and detailed methods of data collection and analysis. The research employed the qualitative research method called the case study method. It is mostly used in qualitative research, where the researcher focuses on a single entity or unit, which he or she then studies intensively, collecting as much relevant information as possible, and thereafter making correct inferences (Creswell and Creswell, 2018). In the study, the researcher employed a descriptive case study research design. When a study's "how" & "why" inquiries must be answered, this research strategy is employed (Baxter and Jacks, 2008). Kothari (2004:31) defines research design as “the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.” The research design constitutes a decision regarding what, where, when, how much, by what means concerning an inquiry or research. The main function of research design is to enable the researcher to anticipate what the appropriate research decisions are likely to be and maximise the validity of the proposed study” (Kothari, 2004).

3.5 Population and sampling.

The population under study relate to a group of individuals that encompasses all the

metrics of significance to the researcher. These entities can include individuals or objects, such as all the documents housed within a facility. From this population, a sample is selected to represent specific aspects of the population for inclusion in the research (De Vos, Strydom, and Delpont, 2005). Sampling involves the process of choosing a subset, or sample, from a larger population. When conducting research, a decision must be made whether to include all units in the population or select a sample of units (Krishnaswami and Ranganathan, 2010). The size of the sample in a research study is determined by four variables, as outlined by Aina and Ajiferuke (2002): the size of the population, the factors related to the characteristics being evaluated, how which the data will be stratified within the study, and the level of precision required for the information.

3.5.1 Population.

According to Du Plooy (2007), a research population is a group of people or things that are recognized to share comparable characteristics. Furthermore, because of the high population sizes, it would be expensive and time-consuming to sample each individual or object in the community. Watson and Hill (2015) assert that objects belonging to a certain community frequently have a unifying quality or characteristic, emphasizing the need of choosing a representative group while doing scientific research. The population "gives" the sample, and then it draws inferences based on the sample's results (Du Plooy, 2009). The council members of Ga-Mphahlele Traditional Council in Limpopo made up the study's population. The target population for the study was the council members, as they were destined to be relevant due to their engagement in the Traditional Council's everyday operations. Preliminary investigations revealed that these members were 57 in total including the chief of Ga-Mphahlele (Seete, 2022). All these council members were based in the Ga-Mphahlele area in the Capricorn District Municipality in Limpopo province, South Africa.

3.5.2 Sampling procedure.

A systematic procedure of selecting items or people to be included in the research is characterized as sampling. Maree (2017) argues that when studying a big population, it is difficult to include all members of that group in research, hence a sample from that

population should be used instead. The researcher employed quota sampling to select council members from the Ga-Mphahlele Traditional Council for the study. Quota sampling was chosen as the sampling method due to the small number of council members. In this approach, the researcher was able to include all the council members who were part of the community and records managers. The researcher noticed that the council members also form part of the community and divided them as community members and records managers. In quota sampling, the entire population was separated into relevant strata such as age, gender, social class, and so on. These strata were known as "quota controls," and they were chosen primarily on their significance for the situation at hand. Thus, the total number of units in each stratum of the sample was the product of the population percentage and the sample size selected. Finally, with the goal to achieve the same (or very comparable) proportion in each stratum in the sample, the researcher allowed the estimated number of units in each stratum to be picked from the population and was free to choose anyone if the individual satisfied the stratum requirements. The researcher interviewed 12 participants. Bless, Higson-Smith, and Sithole (2013) explains that quota sampling is a type of non-probability sampling similar to stratified sampling, but it relies on convenience rather than random selection. The researcher used quota sampling to determine the specific categories of individuals to be sampled and the required number (quotas) within these groups. Consequently, sampling was conducted at a convenient time until the quotas were fulfilled. The aim of using quota sampling was to obtain a sample that had similar proportions of attributes as the overall population.

3.6 Pilot study.

Before administering the questionnaire to participants, a pilot study was conducted. De Vos et al. (2005: 206) define a pilot study as a limited experimental trial of all the components planned for use in the main study, conducted beforehand to assess the practicality and improve the research design. Blaxter, Hughes, and Tight (2010: 138) describe piloting as a process where researchers test their planned research methods and approaches, evaluate their effectiveness in practice, and make necessary modifications to their plans. Additionally, the researcher was interested in determining the time required to complete the questionnaire.

For the pilot study, Ga-Mphahlele traditional council staff members were selected, although they did not participate in the final sample. The purpose of the pilot study was to evaluate the design of the full-scale experiment and make any necessary adjustments (De Vos et al., 2005: 206). The findings from the pilot study were not utilized in the main study, as the focus was primarily on identifying potential flaws in the research processes. Since no queries or concerns were raised by the respondents regarding the data instrument during the pilot study phase, the researcher assumed that the questions were clear, and that the questionnaire was suitable for data collection.

3.7 Study area.

The research study was on the Assessment of the preservation of records in the Traditional Councils: a case study of Ga-Mphahlele Traditional Council in Limpopo, South Africa. Ga-Mphahlele Traditional Council is in a village called Ga-Mphahlele 47 kilometers from the City of Polokwane in the Capricorn district of Limpopo province, south Africa Lepellenkumpi municipality. The area is ruled by Kgoši Malekutu Phathudi Mphahlele. The researcher as a resident at Ga-Mphahlele was inspired to perform this research after noticing that there is poor access and preservation of records. Another motivation for choosing the traditional council for investigative purposes was that it was effortlessly open and accessible for consider. The figure below shows the map of the study area.

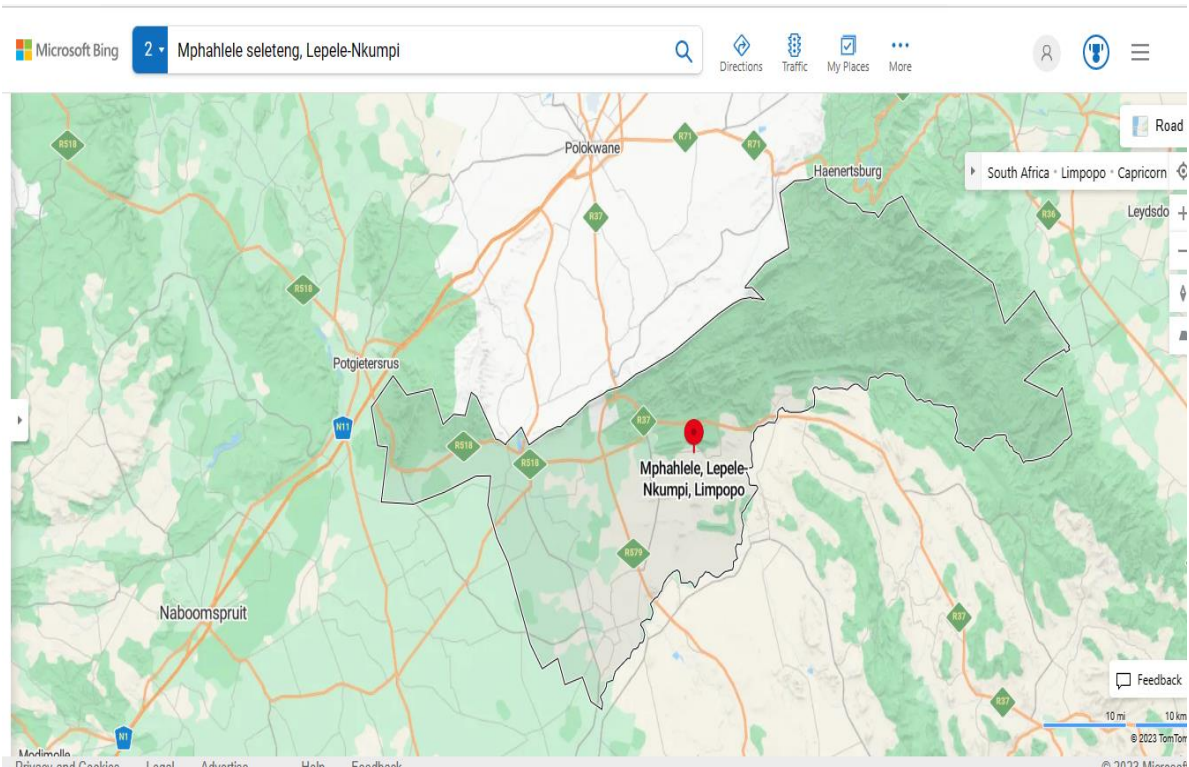


Figure 3.2: A map of the research area, Google Maps (2023).

3.8 Data collection.

The data collection process was explained below.

3.8.1 Semi-structured interview.

Data collection tools assist researchers to acquire information from the sample of interest to fulfil the study's objectives. It makes it clear that researchers typically use methods such as systematic observation, interviews, and questionnaires to acquire data (Leedy and Ormrod, 2015:161). The data was collected from the council members at Ga-Mphahlele Traditional Council using a semi-structured interview. The interviews were conducted face to face at Ga-Mphahlele Traditional Council at Seleteng village.

3.9.2 Development of a questionnaire.

Based on the study objectives, the questionnaire utilized to accumulate information in the study was divided into five components.

Section A of the questionnaire was entitled the biographical information. This section consisted of five questions on gender, age level of education position in the traditional council, number of years worked in the traditional council, and qualifications. This area provided the researcher with biographical information on the respondents. Biographical information about the respondents is crucial since it might act as a variable in their decision to keep records.

Section B referred to as policies and legislative frameworks used for records preservation consisted of four questions focusing on a strategic plan concerning records preservation, policy governing records preservation, extent staff comply with regulations governing records management and policy or legislative framework about records preservation. The section allowed the researcher to explore Policies and legislative frameworks used for records preservation.

Section C was entitled to challenges faced by the community when accessing records. This section consisted of three questions focusing on challenges faced by community members in terms of accessing records, the number of personnel currently handling records and how the preservation of records affects the community members.

Section D was labelled the skills and knowledge of records practitioners. This section comprised skills and knowledge about records preservation, formal /informal records management training, and methods, and techniques that might be employed to improve the skills and knowledge of practitioners.

Section E referred to as significance of records preservation in achieving effective administration that investigated the significance of records preservation in achieving effective administration, how to ensure effective administration of the Traditional Council through records preservation, support of top management with regards to allocation of budget to records to achieve effective administration, and methods and techniques that might be employed to improve records preservation in the Traditional Council.

3.10 Data analysis.

The data examined using thematic analysis. An approach for identifying, analysing, organizing, summarizing, and reporting themes identified in a set of data is thematic analysis. The researcher used each of the five stages of thematic analysis recommended by (Mattimoe, Hayden, Murphy, and Ballantine, 2021).

Step 1: Familiarization, the researcher in the first step familiarised himself with the data collected and the documents of the royal house.

Step 2: Generating initial codes, the researcher began to make notes on prospective data items of attention, enquires, corresponding data correlations, and other preliminary results. The researcher did this to create codes.

Step 3: Search for themes, the coded and gathered data extracts were examined by the researcher to seek potential themes of larger importance. This technique created recognised themes based on important codes chosen based on areas of interest identified during the analytical phase.

Step 4: Reviewing themes, the researcher studied the themes in connection to the coded data, and the entire data set was evaluated for quality assurance. The researcher checked that the themes were accurate and relevant presentations of the data by referring to the data set and contrasting the themes to it.

Step 5: Defining themes, the researcher eliminated unnecessary aspects from the themes, improved and clarified the themes, and identified potential sub-themes. The researcher went through the process again and again until he was pleased that the groupings correctly reflected the whole study and satisfied the research intentions.

3.11 Quality criteria.

The quality criteria aided the researcher in ensuring the accuracy of the study's measuring tools concerning about the research topic and subjects. Quality criteria are used to evaluate components of research design, such as the fit between methods and questions, subject selection, and result assessment (Enakrire, 2015). Creswell (2016:251-252) explains quality criteria as “internal quality standards used as procedures during data collection analysis, and external quality standards serving as strategies ensuring the quality of research” To guarantee that the research results are

accurate and verifiable, the study employed qualitative criteria. The researcher assessed credibility, transferability, and conformability while applying qualitative criteria (Korstjens and Moser, 2018).

3.11.1 Credibility.

Credibility is an accurate interpretation of the participants' meaning (Creswell and Poth, 2018:258) To establish whether the research is genuine, reliable, or authoritative, credibility and authenticity are used (Tracy, 2020). The researcher conducted the study using scientific research methods and ensured that the data provided by the participants are presented accurately and adequately. The researcher was subjected to peer review and regular debriefing meetings with the supervisors. The researcher moreover worked with the participants and called them to ensure that they had careful information about the study (Du Plooy-Cilliers, Davis and Bezuidenhout, 2018:258).

3.11.2 Transferability.

The level to which the study's results can be duplicated in a new situation is referred to as transferability (Maree, 2017:123). The study's findings may apply to other Traditional Councils with similar characteristics to Ga-Mphahlele Traditional Council. As a result, the researcher chose an adequate and appropriate sample that permitted the researcher to sum up the study's findings to a populace of the same characteristics. The researcher created appropriate documentation, such as a research report, to ensure that the research is reproducible and contributes to the knowledge body.

3.11.3 Conformability.

Confirmability is the ability of results to be validated or corroborated by other experts (Moon, Brewer, Januchowski-Hartley, Adams, and Blackman, 2016). To ensure this, the researcher consulted with specialists in the field of records management and submitted the document for review by an external research examiner to verify if it adheres to the coded categories used in the study, which avoided subjective biases.

Maree (2017:125) “says confirmability is the extent to which biases participants are not influenced by any other consideration”.

3.11.4 Dependability.

Dependability is the consistency of findings across time (Bitsch, 2005). The goal was to see if the research findings were consistent, even though the study was repeated with similar people in the same setting. In this sense, all the instruments were put through a pilot study with a limited group of Ga-Mphahlele traditional council members who were not participating in the study. Before the final administration of data collection, the researcher pre-tested the data-gathering equipment at Ga-Mphahlele Traditional Council to check feasibility.

3.12 Ethical considerations.

Ethics is a philosophical subject involved with the dynamics of right and incorrect decision-making (Marianna, 2011). The researcher addressed ethical aspects such as authorization to conduct the study, anonymity and secrecy, and plagiarism when performing the study.

3.12.1. Permission to perform the study.

Walton (2016:1) “Research ethics is specifically interested in the analysis of ethical issues that are raised when people are involved as participants in research”. First permission was sought to UL TREC and then permission was granted, A gate keeper letter was written together with the TREC letter for permission. Permission was also granted by Ga-Mphahlele Traditional Council, permitting the study to be carried out at their Traditional Council.

3.12.2 Informed consent.

According to Kumar (2011: 244), “Informed consent indicates that individuals have been made aware of the type of data that they are looking for by the researchers, the why they are asking for the details, the intent and how they plan to be involved in the

study”. The researcher informed the respondents about the importance of valuing voluntary permission or enthusiasm in the study (Akaranga and Makau, 2016). Following this, the researcher created a formal informed consent form, which all research participants read, comprehended, and signed (Pickard, 2013). Before data collection, the respondents willingly engaged in the study, knowing the purpose of the research and how the results of the research would be utilized.

3.12.3 Anonymity.

Wang and Reeves (2015) Defined anonymity as a lack of identification among a group of objects or subjects. The respondents were requested to refrain from mentioning their names to keep their names anonymous.

3.12.4 Confidentiality.

Confidentiality refers to the extent to which proper safeguards for participants' privacy have been implemented (Todd, 2014). To ensure confidentiality, the researcher abstained from spreading data collected from participants, and limited access to data collected to the researcher and supervisor only.

3.12.5 Plagiarism.

According to Wang and Reeves (2015), plagiarism is a type of dishonesty in which someone publishes and expresses someone else's previously published work as their own. To escape these, the researcher acknowledged the used sources accordingly, and the research document was regularly subjected to Turnitin to detect plagiarism. The researcher will not exit more than 15% as stipulated in the university rules.

3.12.6 Respect, dignity, and standard care.

Ensuring respect for individuals involves acknowledging and valuing their dignity. In this study, the researcher emphasized that each participant possessed the right and capacity to make their judgments. To facilitate this, respondents were provided with all the necessary information to make informed decisions. The researcher

demonstrated respect for the participants' dignity by treating them with courtesy during interactions and conversations. The questionnaire was administered without any consideration for factors such as age, race, gender, culture, or disability. Importantly, the researcher refrained from exploiting their position or knowledge for personal gain.

3.12.7 Benefits and risks/harm.

According to Akaranga and Makau (2016), it is the responsibility of researchers to communicate the implications of their study, considering the potential risks involved. Since the study was non-experimental, there was minimal risk of physical or psychological harm. Furthermore, the researcher ensured that no disrespectful or offensive questions were asked. To ensure maximum benefits for study participants, researchers must make tangible commitments that the research will bring some form of benefit to the community being studied (Ford, Mills, Zachariah, and Upshur, 2009). The principle of beneficence aims to prevent participants from experiencing permanent or unreasonable harm and exploitation (Burns and Grove, 2005). Therefore, the researcher discussed both the benefits and risks of the study with the respondents. As emphasized by Akaranga and Makau (2016), it is the responsibility of researchers to carefully consider the implications of the study, weighing them against the potential risks. The study should only proceed if the benefits outweigh the risks; if the risks surpass the benefits, such research should be discontinued as it violates the principle of beneficence, which emphasizes avoiding harm (Dikotla, 2016). The researcher thoroughly analysed all possible outcomes of the investigation and carefully evaluated the risks against the benefits. Participants were informed that a copy of the research report would be provided to the Ga-Mphahlele traditional council, allowing everyone to read it and potentially implement the recommendations to enhance record preservation.

3.13 Chapter summary.

The approach used in the study was provided in this chapter. It addressed the following topics: chapter introduction, research paradigm, research strategy, research design, population and sampling, pilot study, study area, data collection, data analysis, and study quality criteria. The ethical considerations used in performing this

investigation were also explored. The following chapter goes into data analysis and interpretation.

Chapter 4: Data analysis, interpretation, and discussion.

4.1. Introduction

The previous chapter covered the research methodology. This chapter aims to describe, analyse, and evaluate the study findings found using the methodology and procedures outlined in chapter three. This chapter is concerned with the presentation and analysis, interpretation and discussion of data that has been collected from participants through a semi-structured interview. The analysis of the data in this study was done following the research objectives stated in chapter one to guarantee that the study's questions were adequately answered. Horne (2018: 30) contends that "Data analysis is the task of finding 50 meaningful patterns in our data. It's how we make sense of our data, how we derive meaning from it." The process of data analysis entails the search for meanings hidden underneath the data's surface content (Denscombe, 2007). The researcher's objective during data analysis is to investigate the data to uncover the critical components that may be utilized to explain the nature of the phenomena being researched, to arrive at some general principles that can be applied elsewhere to other circumstances. Data analysis, according to Pagadala (2017:19), is an "element that relates to what is done with the information collected from the research process to make sense of it." The goal of data analysis and presentation of research findings is to emphasize empirical findings in an attempt to answer the research concerns investigated in the study (Garaba, 2010).

The data for this study was gathered through semi-structured face-to-face interviews. The research looked at the preservation of records in traditional councils. The interview had 5 sections which were Section A demographic information, Section B policies and legislative frameworks used for records preservation, Section C challenges faced by the Community when accessing records, Section D skills and Knowledge of records practitioners and Section E Significance of records preservation in achieving effective administration. Thematic Analysis included data preparation, defining the unit or theme of analysis according to the objectives of the study, developing sub-categories and coding themes, pre-testing the coding scheme on a sample, coding all the text and assessing the consistency of coding employed, and making inferences based on coding or themes before presenting results (Datt, 2016).

Creswell (2009) agrees that Thematic Analysis consists of five steps: the first step involves the researcher organizing, sorting, and categorizing raw data obtained; the second step involves data interpretation; the third step involves data coding; the fourth step involves data integration and summarisation through inductive reasoning; and the final step involves data interpretation or understanding. putting quotations from research participants in the data presentation strengthens the data presentation by adding the participants' viewpoints as voiced by them (Barbour, 2014). To understand how and why participants analyse data in a particular way, it is necessary to know factors such as their biography, lifestyle, and age (Barbour, 2014). Thus, data comparability between groups contributes to the overall depth of the study since it relates to the principles of the engaged audience (Barbour, 2014).

4.2 Response Rate.

The response rate is the percentage of completed and returned interviews and surveys compared to the total number of interviews and questionnaires sent. Various academics have stated their thoughts on optimal response rate criteria. Babbie and Mouton (2001:261) suggest that a response rate of 50% is sufficient for analysis and reporting, while a response rate of 60% is considered good, and a response rate of 70% is considered very good. Polit and Beck (2004:366) argue that a response rate exceeding 65% is likely adequate for most purposes, although lower response rates are commonly encountered.

For instance, in Sichelwe's (2010) study on the significance of records management in fostering accountability within Tanzania's public service reform initiative, questionnaires were distributed to 180 registry staff, and 120 were completed and returned, resulting in a response rate of 67%. Additionally, interviews were sought with 40 top ministry officials, and 26 interviews were conducted, yielding a response rate of 65%. Another research conducted by Kemoni and Ngulube (2008) on the connection between records management, public service delivery, and the achievement of the United Nations Millennium Development Goals in Kenya involved 210 registry staff, with a response rate of 75%. The same study found that 53% of senior ministerial officials responded to interviews. Finally, in a study on records management trends in the South African public sector conducted by Ngoepe and Van

Der Walt (2009), 37 questionnaires were distributed, and 27 were returned, resulting in a response rate of 72.9%. These examples demonstrate that research studies yield different response rates depending on the specific circumstances. The population of this study was 50 people working with a record, 12 of them were sampled using quota sampling and 6 were interviewed using a semi-structured interview. Others could not get interviewed because of their unstable health situations and age. The response rate was 50%. According to Neuman (2000), everything less than 50% is regarded as poor, while anything greater than 90% is deemed exceptional. The response rate of the study from the semi-structured interviews was reasonably acceptable since the researcher was using a qualitative method the participants were enough for the study.

4.3 Results of interviews with the Council members.

This section offers data analysis and discussion of the findings collected from the researcher's semi-structured interview with interviewees at the Ga-Mphahlele traditional council. Participants were 6 council members administering records in the traditional council. Thematic analysis was used to analyse the results. The transcripts were reviewed, and the material was tagged and organised into themes. Finally, the findings were organised into eight topics to fulfil the study goals. Each subject is reinforced with accurate excerpts from the replies of the participants.

To have a better understanding of the overall character of records managers, demographic profiles were sought. This data was required to investigate what factors would impact the participants' responses on their understanding of records preservation. Firstly, participants were asked to declare their gender. According to the replies, the majority (4) of the records managers in the traditional council were males while only (2) were females. In terms of age, five of the six were over the age of 40 while only one was below 40. To determine the highest level of education surprisingly 5 out of 6 only had Grade 12 and only 1 qualified that. The records managers' duration in their posts ranged from just over a year to 39 years. The other demographic questions were concerned with qualifications related to records management. Only 1 out of 6 had a computer Diploma and the other 5 did not qualify at all. As a result, most traditional council records administrators lack professional qualifications in records management. It is also clear that a formal qualification in records management

is not required to be appointed as a records manager. The table below represents the qualitative demographic data collected through an interview.

4.3.1 Cross tabulation of demographic data.

Table 4.1: Cross-tabulation of demographic data

| | |
|---|---|
| Gender | |
| Male | 4 |
| Female | 2 |
| Age | |
| Below 40 | 1 |
| Above 40 | 5 |
| Education | |
| Matric only | 5 |
| Matric and others | 1 |
| Number of years in the position | |
| Less than 10 | 5 |
| Over 10 | 1 |
| Qualification related to records | |
| Obtained | 1 |
| Not obtained | 5 |

4.4. Themes.

Summary of themes.



Figure 4.3: Summary of themes.

4.4.1. Policies and legislative frameworks used for records preservation.

This was the first objective which covers the first four themes which are methods of preserving records, lack of records management policy, Traditional council policy, and Compliance. The intention of the objective was to assess if the traditional council follows any policy and legislative frameworks for records preservation.

➤ **Theme 1: Methods of preserving records.**

The study sought to establish if the Traditional Council have any plan concerning records. From the data collected, it shows that most participants highlighted that they need to have different ways of preserving records as the plan of having proper records preservation. The participants are emphasising two methods of preserving records

which are manual and electronic methods, and these methods are not documented in any policy or legislative frameworks. Below are the responses of the participants.

Participant A: *“Is for all the staff members to have computers. So that they can be able to record to have their records on their laptop so that they don't get lost”.*

Participant B: *“Since nowadays we are using two methods. The first one is the electronic method where we save your information on the computer and the other one is the manual whereby, we put our file at the administrative office through the clerk. And put it in the safe”.*

The findings reveal that traditional council do not have different ways of preserving records as the plans of having proper records preservation. The methods they are planning to include are manual and electronic methods. Having such methods makes records to be properly managed, allows efficient access by the users and save the preservation space in the traditional council. The findings agreed with Johnston and Bowen (2005), who stated that electronic records management allows authorized users in many locations to access information quickly. Similarly, Rakemane and Serema (2018) argue that electronic records management provides infinite storage capacity as opposed to paper-based documents, which take up more space. The fourth industrial revolution has arrived and most of the records are created online. Some Traditional councils have digital records, and these records are still relevant and form part of the council's memory/history. These methods to be guided also by the Policies and legislative frameworks used for records preservation.

➤ **Theme 2: Lack of Record Management Policy.**

The researcher wanted to know if there was any policy governing records preservation in the traditional council. Out of the data collected it was found that the traditional council does not have an existing records management policy, the participants' responses below show the findings. Below are the exact words of the participants.

Participant A: *“Currently I'm not sure of any policies that we have”.*

Participant D: *“Currently I cannot say we have policies or not. But since I was telling you, most of them we are learning them while we are within the council”.*

The findings showed that the traditional council does not follow any policy from national and provincial which will guide them when it comes to records preservation. This makes it difficult for them to preserve and care for their records. These results corroborate those of the National Archives of the United Kingdom (NAUK) (2009:3), which states that the goal of developing a preservation strategy is to establish the principles that will govern the care and preservation of the National Archives' collection. There is a need for records managers to familiarise themselves with the policies and legislative frameworks used for records preservation and get training on how to apply them to fill the gap in the preservation of records. A study by Marutha (2018) also outlined those institutions have legislative frameworks, policies, and processes about records management systems in place but most officials in the institutions have not understood and do not comprehend the substance of the legislative framework. Looking at the Policies and legislative frameworks used for records preservation the traditional council needs to draft and adopt a policy for their preserved records.

➤ **Theme 3: Traditional council policy and legislative frameworks.**

Participants were further asked if the Traditional Council had any policy or legislative framework about records preservation. Findings obtained from the interviews showed that the traditional council does not have any policy or legislative framework about records preservations. Below are the unaltered responses of the participants.

Participant E: *“No, the traditional Council never had any policy and frameworks”.*

Participant B: *“No, we do not have such policies or frameworks”.*

The study's findings found that the traditional council does not have policy and legislative frameworks about records preservation so they can be able to have good preservation of records. These findings reflect Yuba's (2013) conclusions that the existence of a complete legal framework is a major pillar in guaranteeing good record management and preservation. Such is done to ensure the creation and maintenance of genuine and correct records, as well as the preservation and access to records of long-term preservation significance. This promotes public confidence in the integrity of public records while additionally offering a suitable framework for public agencies and local governments to generate and maintain records. The Administration function in OASIS involves tasks like establishing policies and assigning responsibilities (Consultative Committee for Space Data Systems, 2012). The theory contributes to the study by helping in the establishment of the policies.

➤ **Theme 4: Compliance.**

The researcher wanted to know to what extent staff comply with regulations governing records management in the Traditional council. Findings from the interviews show that the staff complies with the regulations governing records management in the traditional council. The quotations of the participants are given below.

Participant A: *“They do comply. It's just 1% of the Chiefs, which are old in the Council, cannot comply well with these things, but those who are younger, they are complying. So, age is a problem when it comes to complying”.*

Participant E: *“Those who are working in the traditional Council because they were under me, they were listening to what I was saying. In other words, they were complying with what I was saying. And that was what was governing the record”.*

The findings of the study show that traditional council staff is complying with the regulations governing records management but does not have any legal or formal regulations. The staff members do not have these regulations in writing, but they take

a mandate from their leaders. This shows that the traditional council needs to comply with legal and formal policies and legislative frameworks. Supporting the findings, the findings of Katuu and Van der Walt (2016) say records are created in an organizational setting and are subject to a national legal and legislative framework; hence, any improvement in record management must consider this. South Africa has also announced various legislative frameworks that regulate the appropriate management of records. These include the National Archives and Records Service of South Africa Act (No. 43 of 1996) and Limpopo Provincial Archives Act (No. 5 of 2001), Promotion of Access to Information Act (No. 2 of 2000) (PAIA), Electronic Communication and Transaction Act (No. 25 of 2002), Public Finance Management Act (Act No.1 of 1999), Protection of Personal Information Act (Act No.4 of 2013), Copyright Act (Act No.98 of 1978), Protection of State Information Bill (2010) and the Constitution (Act 108 of 1996). The findings of the four themes of the objective above are not in line with the records continuum theory because the theory says there must be the creation of policy but the people in the council did not create or adopt any policy or legislative framework for the traditional council. The Administration function in OAS further involves tasks like ensuring compliance with standards (Consultative Committee for Space Data Systems, 2012). The OAS contributes to the study by aiding with the legal frameworks to follow to assure compliance.

4.4.2 Challenges Faced by the Community when accessing records.

This was the second objective of the study which covered theme number five and six. The intention of the objective was to establish the challenges community members face when trying to access the records in the traditional council.

➤ Theme 5: Transferring of information.

The researcher wanted to know the challenges faced by community members in terms of accessing records in the Traditional Council. During the interviews, participants expressed that there is a problem with the transfer of information within the council and the community. Below are the quotations of the participants.

Participant C: *“Our challenge is in terms of the succession wherever who is the person to become the new king. You find that maybe*

there was a conflict or a fight within that family. This Cause the failure of transfer of the information at the end of the day you find that the new king does not have all the information or records of the community and people fail to have access to this record”.

Participant D: *“For example, if we as the Council give you a stand. We record it down from the level of the chief to the level of the king. sometimes we give a person a stand and that person decides to sell that stand and not change the title deed from the previous owner to the new one. when they come to us, they fail to can access these records because we still have the old record of the previous owner. Then the new person does not have the record of the stand being owned by him”.*

Findings show that the traditional council does not have a proper records management team to ensure that all the records in the traditional council are audited and always up to date. This will help them to make decisions in the traditional council and the community. If the records are regularly checked if they are up to date this will help them to transfer correct information or records to the next generation. Musah and Ibrahim (2014) argue that a lack of appropriate record preservation causes many traditional councils to fail because they are unable to produce records for important leadership choices in their community. The advantages of appropriate record preservation in traditional endeavours are undeniable in terms of preserving information when it is required, yet the absence of proper record preservation remains a major issue in traditional councils. The findings are in contradiction with the theory because the theory promotes Network which means the community must be able to share records with the traditional council and the feeling of trust and safety and the community members are not trusted with information and its safety.

➤ **Theme 6: Shortage of staff.**

The study wanted to know if participants were satisfied with the number of personnel currently handling records in the Traditional Council. Findings from the interviews revealed that there is a shortage of staff members dealing with records. This is due to

a growing population and a lack of funds to hire and pay more staff. Most of the participants were not satisfied with the number of personnel and the amount paid to them. Below are the exact words of the participants.

Participant C: *"I'm not satisfied. I wish they can bring Certain institutions to help us to increase that number, but due to financial difficulties, we can't afford to pay that person or give him/her a stipend".*

Participant D: *"Honestly speaking, we are not satisfied with the number of people working with records. The community is growing, people are many and we are failing to can work with all these records. We need more people who are trained so that they can come and help us when we deal with other things. We are pleading to the government to help us with people so that we be able to focus on other things while they focus on the records".*

Participant F: *"We are not satisfied with the number of personnel. Because the village has expanded, and the population is growing. Also, looking at the payments we are getting it is not enough to can have more staff members working with record. So, we are not satisfied. The traditional Council is failing to can hire more people because of the funding that they're getting. They cannot afford to pay these people".*

The findings of this study show that the traditional council indeed has a shortage of staff members. This is due to a lack of finances and the growth in the population of people in the village. The records management department of the traditional council requires additional funding to hire more staff members and improve their record-keeping practices. Masuke (2010) supports this observation, noting that traditional councils face challenges in securing financing from financial institutions and government agencies due to their inadequate preservation of accounting records and

annual financial accounts. Their ineffective record-keeping practices have hindered their ability to obtain financial assistance. Council members are already burdened with numerous responsibilities within the traditional community, causing them to prioritize other tasks over record management (Muchira, 2012). This highlights the necessity for increased staffing to handle the records effectively. Ngoepe and Van der Walt (2010, 84) conducted a study on the records management program of the Department of Cooperative Governance and Traditional Affairs and highlighted inconsistencies, such as the department having a records management program for municipalities but providing insufficient guidelines and financial support for ensuring efficient record-keeping in traditional institutions.

4.4.3 Skills and Knowledge of records practitioners.

The third objective of the study gave theme number seven which is training. The intention of the objective is to determine the skills and knowledge of records practitioners at Ga-Mphahlele Traditional Council.

➤ **Theme 7: Training.**

The researcher asked the participants if they have undertaken any formal / informal records management training to empower their skills, and how they are you doing it. Findings from the interviews found that the staff members never had any formal/informal records management training or workshop to empower their skills and knowledge of records preservation. This is the quotation from the participants.

Participant B: *“No, I never had any training”.*

Participant C: *“I’ve never, ever come across. For such training and I wish to have such an opportunity”.*

Participant F: *“No, we never had any training”.*

Successful records management approaches, according to McLeod, Hare, and Johare (2004), need well-trained employees linked with records. The findings of this study

revealed that all the staff members did not have any training about records management to empower their skills. The traditional council does not train all the staff members so that they can be equipped with excellent records management skills. This prevents them from having proper records preservation because they will be having well-trained staff. The findings are in support of the findings by Smith (2018), who stated that staff personnel directly involved in records managing roles should get proper training, and all other employees should be aware of their record-keeping obligations. These findings are not supporting the records continuum theory which promotes capturing and organizing because there must be adequate training to be able to capture and organize records in the traditional council.

4.4.4 Significance of records preservation in achieving effective administration.

This was the last objective of the study which covers theme number 8. The intention of the objective is to evaluate the significance of records preservation in achieving effective administration.

➤ Theme 8: Records Preservation Resources.

Participants were asked to suggest ways and mean that may be used to achieve effective administration of the traditional council using records. Findings from the interview showed that the traditional council does not have sufficient records preservation resources to archive effective administration of the traditional council. The resources used in the traditional council were not enough and some were old to be used for records preservation. Below are comments from the participants.

Participant E: *“We can get computers. For example, in the next five years, we want to make sure that people can have computers, all of them, so that they can no longer say they've lost their information or misplaced it. We also need to have an increase in funds. This will help in the administration of the traditional council.”*

Participant D: *“We need more resources on how to file information. We need more hard drives. We need more papers. We need more proper files and a safe working environment for our records so that when we need to refer to these records for the growth of the council it will be easy to access them”.*

The findings of the study revealed that the traditional council was still using the old and manual way of preserving records, this was a problem when it comes to recovering records for the administration of the traditional council. In some cases, the auditors do not get the full records of the traditional council. The council members mentioned that the traditional council is planning to get more resources which will make it easy to have proper records preservation and effective administration of the Traditional council. To support the findings, the study by Yuba (2013) findings revealed that one of the primary causes of the ineffectiveness of the South African government is that records have not been properly maintained, and administrative systems and procedures rely greatly on a robust record management framework. The findings are in support with the theory when it comes to an aspect of "preservation planning" which is concerned with evaluating identified changes and handling them appropriately; developing information package examples; providing support for design and examine for converting these templates into SIPs and AIPs for particular submissions; presenting regular suggestions for archival information updates, standards, and policies; and developing detailed migration strategies, software prototypes, and test plans (Consultative Committee for Space Data System, 2012). The records preservation resources are very important when it comes to the effective administration of the traditional council because without proper records preservation resources there is no effective administration. Having relevant resources will lead to effective administration and offer a good corporate social-historical and cultural memory.

4.5 Chapter summary.

Data from semi-structured interviews were given in this chapter. The intended population was drawn from Ga-Mphahlele Traditional Council. The responses received were organised into themes, which were classed according to the study's

objectives. The concepts were expressed using the participants' own words. The chapter covered the introduction, response rate, results of interviews with the council members and themes. The next chapter will discuss the summary of the findings, recommendations, and conclusion.

Chapter 5

SUMMARY OF THE FINDINGS, RECOMMENDATIONS AND CONCLUSION.

5.1 Introduction

The previous chapter discussed the data analysis, interpretation, and discussion of the data collected from the sampled population. This chapter presents the summary of the findings, conclusion, and recommendations. The summary of the findings and recommendations are provided individually in this chapter following the study objectives. The conclusion provides an overall overview of the research aim, research objectives, literature evaluation, and study findings. The researcher connected the study's results, conclusions, and recommendations with the issue statement and research objectives established in Chapter 1.

5.2 Summary of the Findings.

The research findings are represented according to the objectives of the study below:

5.2.1 Policies and legislative frameworks used for records preservation.

The study wanted to identify policies and legislative frameworks used for the records preservation in the traditional council. Findings reveal that the traditional council did not follow or have any policy from national to provincial used for records preservation. The study's findings found that the traditional council does not have any policy or legislative frameworks about records preservation. The findings further revealed that the staff members in the traditional council were not guided by any written policy, but they were complying by taking a mandate from their leader in the traditional council on how to preserve the records.

5.2.2 Challenges Faced by the Community when accessing records.

The study investigated the challenges faced by the community when accessing records in the traditional council. The findings of the study reveal that the traditional council has been having problems with the transferring of information in the traditional council which resulted in a big challenge when the community tries to access the records in the traditional council because they only find old or wrong records in the

traditional council. The findings of the study also revealed that the traditional council has a shortage of staff which and this becomes a challenge when the community wants access to the records, the population of the community is big compared to the number of staff members. The staff members fail to help many people at the same time.

5.2.3 Skills and Knowledge of records practitioners.

The study sought to know the skills and knowledge the records practitioners have about records preservation. The findings showed that the staff members do not have any professional skill or knowledge about records preservation. The study further showed that the records practitioners in the traditional council never had any formal or informal records management training or workshop. These findings are in support with Tsabedze (2011) when he discovered that workers nominated to the role of register officer in Swaziland were not sufficiently educated in records administration and hence could not be trusted with keeping government data during their entire lifespan. According to Nevhutalu (2014), poor training of register officials in towns is impeding the improvement of records management procedures.

5.2.4 Significance of records preservation in achieving effective administration.

The study wanted to explore the significance of records preservation in achieving effective records administration in the traditional council. The findings of the study revealed that the traditional council was still using the old and manual way of preserving records, this was a problem when it comes to recovering records for the administration of the traditional council. In some cases, the auditors do not get the full records of the traditional council. The council members mentioned that the traditional council is planning to get more resources which will make it easy to have proper records preservation and effective administration of the Traditional council. According to the World Bank (2000), there is little motivation for organizations to allocate enough financial resources for records management and for employees to maintain good record-keeping systems. Given the foregoing, preservation resources which include financing are required for appropriate records management methods to archive successful administration.

5.3 Recommendations.

Recommendations are discussed below according to the research objectives.

5.3.1 Policies and legislative frameworks used for records preservation.

The finding revealed that the traditional council does not have any policy or legislative frameworks used for records preservation. Therefore, the researcher recommends that the traditional council should look at the national policy and legislative frameworks governing records and familiarise themselves with them so that they can be able to draft their policy used for records preservation. In doing this they must find someone who has a very good knowledge about records preservation and policy drafting to help them to draft that policy.

5.3.2 Challenges Faced by the Community when accessing records.

The findings showed that the traditional council does not have new and updated records and it is also having a problem with transferring information and has a shortage of staff members. Therefore, the researcher recommends that the traditional council should hire more staff members so that they can be able to audit and update all the records in the traditional. This will help them to also address the transferring of information in the traditional council since the records will be up to date.

5.3.3 Skills and Knowledge of records practitioners.

The study revealed that the records practitioners in the traditional council do not have any professional skills and knowledge about records preservation. Therefore, the researcher recommends that the traditional council should hire people with records preservation skills and knowledge, those who are already in the system should be given extensive training and have more workshops to equip their skills.

5.3.4 Significance of records preservation in achieving effective administration.

The researcher recommends that the traditional council should allocate more records preservation resources so that they can be able to have proper records preservation and use these records to achieve effective administration in the traditional council. The top management in the traditional council should also support all the programmes of records preservation and buy them computers, binding machines, and more papers and give high security these records so that they can have well-preserved records to archive effective administration of the traditional council.

5.4 Recommendations for the future study.

Since the researcher found out that the Traditional council does not have any policy or legislative frameworks governing records preservation. The researcher recommends that there be a study on the application of policies and legislative frameworks in the traditional councils of South Africa. In research on records management difficulties in local government, Schellnack-Kelly (2014) discovered that while many municipalities had records management rules, the results suggested that records management policies and practices were not implemented.

5.5 Limitations of the Study.

It is normal in research to have limitations of some sort. All research initiatives have limits that must be addressed in the design and the publishing of the study's findings (Given, 2015). This research, like others, has numerous drawbacks. Obstacles or hindrances outside the researcher's control are examples of study limitations. This study was limited to Ga-Mphahlele Traditional Council in Limpopo Province. As a result, the findings of the study cannot be extrapolated to the entire country, but they can be used to validate findings from other studies. The other limitation of the study was the language barrier. The research questionnaire was written in English and most of the council members did not understand English, this forced the researcher to translate the questionnaire into Sepedi language for the council members to understand. The other limitation of the study was the health of the participants, some

of the participants were old and not well in their bodies, which pushed the researcher not to keep them for a very long time during the interviews.

5.6 Conclusion.

Records serve a crucial function in the facilitation of organisational events and functions. In every organisation, records need to be preserved for their role. The study found out that the traditional council does not have any policy or legal frameworks to guide them, and this is a very serious problem in the traditional council. The traditional council needs to have these in place so that they can have legal documentation guiding them when preserving their records. Training is very important when managing records, the traditional council needs to train their staff members so that they can have all the skills needed in the council when managing records. From the findings of this study the researcher noted that if the traditional council can apply all the recommendations in the study, they will be able to have an effective and efficient functioning council and proper records management.

List of References.

- Abbot, B. S. 1999. *Preserving electronic memory: an investigation into the role played by the National Archives of South Africa in the management of electronic records of central government*, Pietermaritzburg: University of Natal.
- Abioye, A. 2013. Government record-keeping in Sub-Sahara Africa: milestones in archives administration in Nigeria. *Comma International Journal on Archives*, 1(1):15-26.
- ACET, Inc. 2013. *Selecting an evaluation: Qualitative, quantitative, and mixed method approaches*. Minneapolis: MN
- Adetunla, G.B.O. and Osunride, A.A. 2016. Preservation and conservation of library materials in university libraries in South-West, Nigeria. *International Journal of Online and Distance Learning*, 1(1):12-25.
- Adu, K. K. 2015. Framework for digital preservation of electronic government in Ghana. PhD Thesis [Doctor of Philosophy and Literature]. Pretoria: University of South Africa. College of Human Sciences. Department of Information Science.
- Aina, L. O. and Ajiferuke, I. S. 2002. *Research Methodologies in Information Science*. In L. O. Aina, *Research in Information Science: An African Perspective* (32- 62). Ibadan, Nigeria: Stirling-Horden
- Akaranga, S.I. and Makau, B.K. 2016. Ethical Considerations and their Applications to Research: A Case of the University of Nairobi. *Journal of Educational Policy and Entrepreneurial Research*, 3(12): 1-9.
- Akhtar, D.M.I., 2016. Research design (SSRN Scholarly Paper ID 2862445). [Social Science Research Network. https://papers.ssrn.com/abstract, 2862445](https://papers.ssrn.com/abstract/2862445).(Accessed 13 March 2023)
- Allinson, J. 2006. OAIS as a reference model for repositories: an evaluation. Report. Bath: United Kingdom Office for Library and Information Networking (UKOLN).
- Allinson, J. 2006. OAIS as a reference model for repositories: an evaluation. Report. Bath: United Kingdom Office for Library and Information Networking (UKOLN).

- Ambira, C. M., Kemoni, H. M. and Ngulube, P. 2019. A framework for electronic records management in support of e-government in Kenya. *Records Management Journal*, 29 (3): 305-319.
- Ambira, C.M. 2016. *A framework for management of electronic records in support of e-government in Kenya*. Master's Thesis. Pretoria: University of South Africa.
- Angiuoli, S.V., Gussman, A., Klimke, W., Cochrane, G., Field, D., Garrity, G.M., Kodira, C.D., Kyrpides, N., Madupu, R., Markowitz, V. and Tatusova, T. 2008. Toward an online repository of standard operating procedures (SOPs) for (meta) genomic annotation. *OMICS A Journal of Integrative Biology*, 12(2):137-141.
- Antwi, S.K. and Hamza, K., 2015. Qualitative and quantitative research paradigms in business research: A philosophical reflection. *European journal of business and management*, 7(3): 217-225.
- Asogwa, B.E. 2012. The challenge of managing electronic records in developing countries: Implications for records managers in sub-Saharan Africa. *Records Management Journal*, 22(3):198-211.
- Babbie, E. and Mouton, J. 2001. *The Practice of Social Research*. Cape Town: Oxford.
- Bailey, S. 2007. Taking the Road Less Travelled by: The future of the Archive and Records Management Profession in the Digital Age. *Journal of the Society of Archivists*, 28(2): 117–124.
- Baker, J. D. 2016. The purpose, process, and methods of writing a literature review. *AORN Journal*, 103(3): 265-269.
- Barata, K. and Cain, P. 2001. Information, not technology, is essential to accountability: electronic records and public-sector financial management. *The Information Society*, 17(4): 247-258.
- Barbour, R. 2014. *Analyzing Focus Groups*, in U. Flick, *The SAGE Handbook of Qualitative Data Analysis*. Sage: London.
- Baxter, P. and Jack, S. 2008. Qualitative case study methodology: Study design and implementation for novice researchers. *The Qualitative Report*, 13(4): 544-559.

- Bertram, C. and Christiansen, I. 2017. *Understanding research: an introduction to reading research*. Pretoria: Van Schaik.
- Bezuidenhout, R. 2014. *Theory in research*. In: du Plooy-Cilliers, F., Davis, C. and Bezuidenhout, R. (eds). *Research matters*. Cape Town: Juta and Company.
- Bitsch, V. 2005. Qualitative research: a grounded theory example and evaluation criteria. *Journal of Agribusiness*, 1(23): 75-91.
- Blaxter, L., Hughes, C. and Tight, M. 2010. *How to research*. 4th ed. New York: Open University Press.
- Bless, C., Higson-Smith, C. and Sithole, L. 2013. *Fundamentals of Research Methods: An African Perspective*. Cape Town: Juta and Co Ltd.
- Brocke, V., Simons, A., Riemer, K., Niehaves, B., Plattfaut, R. and Cleven, A. 2015. Standing on the shoulders of giants: challenges and recommendations of literature search in information systems research. *Communications of the Association for Information Systems*, 9(37): 205-224.
- Brunskill, C. and Demb, S., 2012. *Records management for museums and galleries: An introduction*. New York: Elsevier.
- Bryman, A. 2012. *Social research methods*. London: Oxford university press.
- Bryman, A., and Bell, E. 2007. *Business research methods*. 2nd ed. USA: Oxford University Pres
- Burns, N and Grove, S.K. 2005. *The practises of nursing research: Conduct, critique, and utilization*. 5th ed. New York: Elsevier Saunders.
- Case, D. O. and Given, L. M. 2016. *Looking for information: a survey of research on information seeking, needs and behaviour*. 4th ed. Bingley: Emerald Group Publishing Limited.
- Chachage, B. 2005. Developing a model for a corporate management system with special reference to sustainability reporting in Iringa Region, Tanzania. PhD diss. Pietermaritzburg: University of Natal.

- Chaterera, F. 2016. Managing public records in Zimbabwe: the road to good governance, accountability, transparency, and effective service delivery. *Journal of the South African Society of Archivists*, 49(22): 116-36.
- Chaterera, F. Ngulube, P. and Rodrigues, A. 2014. Records surveys in support of a framework for managing public records in Zimbabwe. *Information Development*, 30(4): 366–377.
- Chigariro, C. 2014. Collaboration in the management and preservation of audio-visual archives: a case study of the National Archives of Zimbabwe. MLIS Thesis. Bellville: University of the Western Cape.
- Coetzer, X. 2012. The status of records management at the university of Zululand. Master's Dissertation. Kradlengezwa: University of Zululand. Faculty of Arts. Department of Information Studies.
- Consortium of European Social Science Data Archives (CESSDA). 2015. Training on trust, identifying demand and networking. <https://www.cessda.eu/Training/Training-Resources/Digital-Preservation-CESSDA-Tools-Services>. (Accessed 16 October 2023).
- Consultative Committee for Space Data Systems (CCSDS). 2012. Recommendation for space data system practices – Reference model for an Open Archival Information System (OAIS) Recommended practice. [Washington \(DC\): CCSDS. https://public.ccsds.org/pubs/650x0m2.pdf](https://public.ccsds.org/pubs/650x0m2.pdf) (Accessed 16 October 2023).
- Creswel, J.W. and Plano Clark, V.L. 2011. *Designing and conducting mixed methods research*, 2nd ed. Thousand Oaks, CA: Sage.
- Creswell, J. 2013. *Research design-qualitative, quantitative, and mixed methods approach*. 4th ed. Sage: LA
- Creswell, J. W. 2009. *Research design: qualitative, quantitative, and mixed methods approach*. 3rd ed. Los Angeles: Sage.
- Creswell, J. W. and Creswell, J. D. 2018. *Research Design: qualitative, quantitative, and mixed methods approach*. California: SAGE.
- Creswell, J. W., 2009. *Research design: qualitative, quantitative, and mixed methods*. 3rd ed. Thousand Oaks (California): SAGE Publications, Inc

- Creswell, J.W. 2007. *Qualitative inquiry and research design: choosing among five approaches*. 2nd ed. Thousand Oaks: SAGE.
- Creswell, J.W. 2009. Mapping the field of mixed methods research. *Journal of Mixed Methods Research*, 3(2): 95-108.
- Creswell, J.W. 2014. *Research design: Qualitative, quantitative, and mixed methods approach*. 4th ed. London: SAGE.
- Creswell, J.W. 2016. *30 essential skills for the qualitative researcher*. London: SAGE.
- Creswell, J.W. and Poth, C.N. 2018. *Qualitative inquiry and research design: choosing among five approaches*. 4th ed. London: SAGE.
- Crook, R. 2005. The role of traditional institutions in political change and development. *Center for Democratic Development/ Overseas Development Institute Policy Brief*, 4(4): 1-5.
- Datt, S., 2016. 8-step procedure to conduct qualitative content analysis in research. https://www.projectguru.in/publications/qualitative-content-analysis_research
(Accessed 24 March 2023)
- De Mingo, A.C. and Cerrillo-i-Martínez, A. 2018. Improving records management to promote transparency and prevent corruption. *International Journal of Information Management*, 38(1): 256-261.
- De Vos, A. H., Strydom, C. F. and Delport R. 2005. *Research at Grass Roots: For the Social Science and Human Service Professions*. 3rd ed. Hatfield, Pretoria: Van Schaik Publishers
- Decman, M and Vintar, M. 2013. A possible solution for digital preservation of e-government: A centralised repository within a cloud computing framework. *Aslib Proceedings: New Information Perspectives*, 65(4): 406–424.
- Denscombe, M. 2007. *The Good Research Guide for small-scale social research projects*. 3rd ed. New York, USA: McGraw-Hill Education, Open University Press
- Department of Arts and Culture. 2010. Research Conducted by Research Focus and Content at Work on the Demand for and Supply of Skills in Library and Information Services, Archival Services and Records Management. Final Report. Pretoria: Department of Arts and Culture.

- Dikotla, M.A. 2016. An exploration of knowledge sharing as a means of improving municipal governance in selected Limpopo municipalities (PhD diss, University of Fort Hare). <http://libdspace.ufh.ac.za/bitstream/handle/20.500.11837/675/MAOKA%20DIKOTLA%20PhD%20THESIS.pdf?sequence=1&isAllowed> (Accessed 14 March 2023)
- Dominy, G. 2006. *Managing electronic records in government bodies: policy, principles, and requirements*. Pretoria: National Archives and Records Service of South Africa.
- Du Plooy, G.M. 2007. *Communication Research*. Lansdowne: Juta & Co. Ltd.
- Du Plooy, G.M. 2009. *Communication Research*, 2nd ed. Lansdowne: Juta & Co. Ltd.
- Du-Plooy-Cilliers, F., Davis, C. and Bezuidenhout, R.M. 2018. *Research matters*. Cape Town: Juta.
- Enakrire, R.T. 2015. The use of information and communication technologies for the support of knowledge management in a selected academic library in Nigeria and South Africa, Kwazulu-natal: University of Zululand.
- Fink, A. 2010. *How to Conduct Surveys: A Step-by-Step Guide*. 3rd ed. Thousand Oaks, CA: Sage Publications.
- Flathers, E., Kenyon, J. and Gessler, P. 2017. A service-based framework for the OAIS model for earth science data management. Springerlink.com. <https://link.springer.com/article/10.1007/s12145-017-0297-3> (Accessed 16 October 2023).
- Florini, A. 2007. *The right to know: transparency for an open world*. New York: Columbia University Press.
- Ford, N., Mills, E.J., Zachariah, R. and Upshur, R., 2009. Ethics of conducting research in conflict settings. *Conflict and health*, 3(1):1-9.
- Fust, W. and Graf, C., 2002. *Information and good governance*. Geneva: Swiss Federal Archives. Government Officials in New York State.
- Garaba, F. 2010. An Investigation into the Management of the Records and Archives of Former Liberation Movements in East and Southern Africa Held by National and Private Archival Institutions. Ph.D Thesis. South Africa: University of KwaZuluNatal.
- Gelling, L. 2015. Stages in the research process. *Nursing Standard*, 29(27): 44- 49.

- Given, L. 2015. *100 Questions (and Answers) About Qualitative Research*. London: SAGE.
- Goldkuhl, G. 2012. Pragmatism vs interpretivism in qualitative information systems research. *European Journal of Information Systems*, 21(2):135- 146.
- Grant, C. and Osanloo, A. 2014. Understanding, selecting, and integrating a theoretical framework in dissertation research: creating the blueprint for your house. *Administrative Issues Journal: Education, Practice & Research*, 4(2):4-16.
- Hart, C. 1998. *Doing a literature review*. London: SAGE Publications.
- Henning, E., Van Rensburg, W. and Smit, B. 2004. *Finding your way in qualitative research*. Pretoria: Van Schaik Publishers.
- Hofman, H. 2017. The use of models and modelling in recordkeeping research and development. In: Gilliland, J., McKemish, S. and Lau, A. J. (eds). *Research in the archival multiverse*. Clayton: Monash University Publishing.
- Horne, C.S. 2018. *A quick, free, somewhat easy-to-read introduction to empirical social science research methods*. Chattanooga, Tenn.: University of Tennessee.
- Ihuah, P.W. and Eaton, D., 2013. The pragmatic research approach: A framework for sustainable management of public housing estates in Nigeria. *Journal of US-China public administration*, 10(10):933-944.
- International Council on Archives (ICA), 2012. *International Council on Archives (ICA), Principles of Access to Archives*. <http://www.ica.org>. (Accessed 20 August 2022)
- International Records Management Trust (IRMT). 2009. *Understanding the context of electronic records management*, London: UK.
- International Records Management Trust. 2004. *e-records readiness tool*, United Kingdom: s.n.
- IRMT. 2008. Sierra Leone case study: fostering trust and transparency in governance. http://www.irmt.org/documents/building_integrity/case_studies/IRMT_Case_Study_Sierra_Leone.pdf (Accessed 20 March 2022).
- Ismail, A. and Jamaludin, A. 2009. Towards establishing a framework for managing trusted records in the electronic environment. *Records Management Journal*, 19(2):134-145.

- Johnston, G. P. and Bowen, D. V., 2005. The benefits electronic records management systems: a general review of published and some unpublished cases. *Records Management Journal*, 15(3): 131-140.
- Kabata, V. 2019. Preparedness of public bodies for the implementation of the Access to Information (ATI) Act (2016) in Kenya. PhD Thesis. Pietermaritzburg: University of KwaZulu-Natal. School of Sociology and Social Studies. Information Studies programme.
- Kamatula, G. and Kemoni, H. 2018. A framework for e-records in support of e-government implementation in the Tanzanian public service. *ESARBICA Journal: Journal of the Eastern and Southern Africa Regional Branch of the International Council on Archives*, 37(11): 69-88.
- Katuu, S. 2015. The development of archives and records management education and training in Africa - challenges and opportunities. *Archives and Manuscripts*, 43(2): 96-24
- Katuu, S. and Van der Walt, T. 2016. Assessing the legislative and regulatory framework supporting the management of records in South Africa's public health sector. *South African Journal of Information Management*, 18(1): 1-7.
- Katuu; S.A. 2015. Managing records in South African public health care institutions – a critical analysis, PhD thesis: University of South Africa, Pretoria.
- Kemoni, H. 2009. Management of electronic records: review of empirical studies from the Eastern, Southern Africa Regional Branch of the International Council on Archives (ESARBICA) region. *Records Management Journal*, 19(3): 190-203.
- Kemoni, H. N. and Ngulube P. 2007. National and the Effective Management of Public Sector Records in Kenya. *Mousaion*, 25(2): 120 -140.
- Kim, J.H. 2015. *Understanding narrative inquiry: The crafting and analysis of stories as research*. Sage publications.
- Kivunja, C. 2018. Distinguishing between theory, theoretical framework, and conceptual framework: a systematic review of lessons from the field. *International Journal of Higher Education*, 7(6): 44-53.

- Klareld, A.S. 2015. Adapting official archives management to the context of e-government. <https://www.diva-portal.org/smash/get/diva2:812544/FULLTEXT01.pdf> (Accessed 26 September 2022).
- Komen, B. C. 2012. *Management of Personnel Records in Support of Good Governance at the Ministry of Local Government Headquarters Nairobi*. Master's Thesis, Kenya: Moi University.
- Korstjens, I. and Moser, A. 2018. Series: practical guidance to qualitative research. Part 4: *Trustworthiness and publishing*, *European Journal of General Practice*, 24(1): 120-124.
- Kothari, C.R. 2004. *Research methodology: methods and techniques*. New Delhi: New Age International.
- Krishnaswami, O. R. and Ranganathan M. 2010. *Methodology of Research in Social Sciences*. Mumbai: Himalaya Publishing House.
- Kuhn, T. S. 1962. *The structure of scientific revolutions*. Chicago, IL: University of Chicago Press.
- Kumar, R. 2011. *Research methodology: a step-by-step guide for beginners*. 3rd ed. London: SAGE.
- Lavoie, B. F. 2004. *The Open Archival Information System (OAIS) Reference Model: introductory guide*. 2nd ed. London: Digital Preservation Coalition.
- Leedy, P. D., and Ormrod, J. E. 2005. *Practical Research Planning and Design*. 5th ed. New Jersey: Pearson Merrill Prentice Hall.
- Leedy, P.D. and Ormrod, J.E. 2015. *Practical research: planning and design*. 11th ed. Harlow Essex: Pearson Education.
- Loewen, C. 2008. Transformation, exploration, innovation: library and archives Canada's access policy framework. *Archives and Manuscripts*, 36(2):148-168.
- Lowry, J. 2012. Management and preservation of digital records in Tanzania. http://www.pokarhmb.si/uploaded/datoteke/Radenci/Radenci2012/45_Lowry_2012. (Accessed 14 July 2022)

- Mack, L. 2010. The philosophical underpinnings of educational research. https://secure.apu.ac.jp/rcaps/uploads/fckeditor/publications/polyglossia/Polyglossia_V19_Lindsay.pdf. (Accessed 16 February 2023).
- Maillard, J.Y. 2013. Editorial–What is the significance and impact of a study? *Letters in applied microbiology*, 57(1):1-1.
- Makgahlela, L.A. 2021. Records management practices in selected municipalities in Limpopo province of South Africa. PhD thesis. Pietermaritzburg: University of KwaZulu-Natal.
- Maponya, F. 2013. No medical records, no treatment. Sowetan 10 April: 6
- Maree, K. 2017. *First steps in research*. Pretoria: Van Schaik Publishers.
- Marianna, M. 2011. What are the major ethical issues in conducting research? Is there a conflict between research ethics and the nature of nursing? *Health science journal*, 5(1):1-5.
- Maropamabi, G. 2018. An exploration of skills and competencies for records practitioners in the Botswana public service. https://www.academia.edu/37563521/An_exploration_of_skills_and_competencies_for_records_practitioners_in_the_Botswana_Public_Service.docx (Accessed 23 September 2022).
- Marutha, N. and Ngoepe, M. 2018. Medical records management framework to support public healthcare services in Limpopo province of South Africa. *Records Management Journal*, 28(2): 187-203.
- Marutha, N., 2019. The application of legislative frameworks for the management of medical records in Limpopo Province, South Africa. *Information Development*, 35(4):551-563.
- Marutha, S and Ngulube, P. 2012. Electronic records management in the public health sector of the Limpopo province in South Africa. *Journal of the South African Society of Archivists*, 45(1): 39-67.
- Marutha, S. N. 2016. *A framework to embed medical records management into the healthcare service delivery in Limpopo province of South Africa. PhD Thesis*. Pretoria: University of South Africa. College of Human Sciences. Faculty of Information Science.

- Masuke, E. 2010. *Recent Africa experience in SME financing – A case of CRDB Bank Ltd (Tanzania)*. A presentation paper.
- Mattimoe, R., Hayden, M.T., Murphy, B. and Ballantine, J. 2021. Approaches to analysis of qualitative research data: a reflection on the manual and technological approaches. *Accounting, Finance, & Governance Review*, 27(1): 54-69.
- Maxwell, J. A., 2005. *Qualitative research design: an interactive approach*. 2nd ed. Thousand Oaks, CA: Sage Publications.
- McKemmish, S., 1997, April. Yesterday, today, and tomorrow: a continuum of responsibility. In *Proceedings of the Records Management Association of Australia 14th National Convention, RMAA, Perth*.
- McLeod, J., Hare, C. and Johare, R., 2004. Education and training for records management in the electronic environment—the (re) search for an appropriate model. *Information Research*, 9(3): 9-3.
- Merill-Oldham, J., Morrow C.C. and Roosa M. 1991. *Preservation programme models: a study project and report*. Washington, D.C: Association of Research libraries.
- Mertens, D. 2014. *Research and evaluation in education and psychology*. 4th ed. Sage: USA.
- Millar, R., 2006. Twenty first century science: Insights from the design and implementation of a scientific literacy approach in school science. *International journal of science education*, 28(13): 1499-1521.
- Mnjama, N and Wamukoya, J. 2007. E-government and Records Management: An Assessment Tool for E-records Readiness in Government. *The Electronic Library* 25(3): 274-284.
- Molepo, M.J. and Cloete, L.M. 2017. Proposal for improving records management practices of traditional institutions in Ga Molepo, South Africa, *Mousaion: South African Journal of Information Studies*, 35(1): 46–67.
- Moon, K., Brewer, T.D., Januchowski-Hartley, S. R., Adams, V. M. and Blackman, D.A. 2016. A guideline to improve qualitative social science publishing in ecology and conservation journals. *Ecology and Society*, 21(3): 17- 34.

- Moore, A. 2004. A. Sierra Leone records management: what's on? ACARM Newsletter 35. <http://www.acarm.org/documents/issue35/35.12%20Sierra%20Leone%20Records%20Management.pdf> (Accessed 22 August 2022).
- Mosweu, O and Ngoepe, M. 2019. Skills and competencies for authenticating digital records to support audit process in Botswana public sector. *African Journal of Library, Archives and Information Science*, 29(1): 7-28.
- Mosweu, O. 2018. A framework to authenticate records in a government accounting system in Botswana to support the audit process. PhD Thesis, University of South Africa, Pretoria.
- Motsi, A. 2004. The nature of documentary materials in Africa and the challenges to preserving them. *ESARBICA Journal*, 23(1): 62–67.
- Mouton, J. 2002. *Understanding social research*. Pretoria: Van Schaik.
- Msibi, N. M. 2015. Preservation of public records and archives in Swaziland Government Ministries and Department of Swaziland National Archives (SNA). MLIS Dissertation. Pietermaritzburg: University of KwaZulu-Natal.
- Muchira, B.W. 2012. *Record keeping and growth of micro and small enterprises: A case study of Thika Municipality in Kenya*, unpublished Master thesis, Kenyatta University: Kenya.
- Musah, A. and Ibrahim, M. 2014. Record keeping and the bottom line: Exploring the relationship between record keeping and business performance among small and medium enterprises (SMEs) in the Tamale Metropolis of Ghana. *Research Journal of Finance and Accounting*, 5(2): 107-117.
- Muteti, N., Namusonge, M. and Nzomo, D. 2018. Accounting systems for records keeping practice for small enterprise development in Makeni county, Kenya. *Open Journal of Accounting, Scientific Research Publishing*, 7(4): 181 – 190.
- Mutshatshi, T.E., Mothiba, T.M., Mamogobo, P.M. and Mbombi, M.O. 2018. Record-keeping: Challenges experienced by nurses in selected public hospitals. *Curationis*, 41(1):1-6.
- Mutula, M. S. 2014. Status of digital heritage preservation management in Eastern Africa. *The Electronic Library*, 32(3): 363-374.

- Mutula, S. and Wamukoya, J.M., 2009. Public sector information management in east and southern Africa: Implications for FOI, democracy, and integrity in government. *International journal of information management*, 29(5): 333-341.
- National Archives of Australia. 2015. *Overview of classification tools for records management*. Commonwealth of Australia, Canberra: Business Centre ACT 2610.
- Ndenje-Sichalwe, E., Ngulube, P. and Stilwell, C. 2011. Managing records as a strategic resource in the government ministries of Tanzania. *Information Development*, 27(4): 264–279.
- Nengomasha, C.T. 2013. The past, present, and future of records and archives management in sub-Saharan Africa. *Journal of the South African Society of Archivists*, 46(22): 2-11.
- Netshakhuma, S. 2019. An Analysis of the Implementation of an Enterprise Content Management System: A Pilot Project of the South Africa National Parks. *Innovation: Journal of Appropriate Librarianship and Information Work in Southern Africa*, 58(1): 53–77.
- Neuman, W.L. 2000. *Social Research Methods: Qualitative and Quantitative Approaches*. Boston: Allyn and Bacon.
- Nevhotalu, T. 2016. *Role and trends of records management with specific reference to Vhembe District Municipality, Limpopo Province*. PhD Diss. Thohoyandou: University of Venda.
- Ngoepe, M. and Makhubela, S. 2015. “Justice delayed is justice denied”: Records management and the travesty of justice in South Africa. *Records Management Journal*, 25(3): 288-305.
- Ngoepe, M. and Ngulube, P. 2013. An exploration of the role of records management in corporate governance in South Africa. *South African Journal of Information Management*, 15(2):1-8.
- Ngoepe, M. and Van der Walt, T. 2009. An Exploration of Records Management Trends in the South African Public Sector. *Mousaion*, 27(1):116-136.
- Ngoepe, M. and Van Der Walt, T. 2009. Strategies for the preservation of electronic records in South Africa: implications on access to information. *Innovation*, 38(1): 1-25.

- Ngoepe, M.S., 2012. *Fostering a framework to embed the records management function into the auditing process in the South African public sector*. PhD diss: University of South Africa.
- http://uir.unisa.ac.za/bitstream/handle/10500/15418/thesis_ngoepe_ms.pdf?sequence=1&isAllowed=y (Accessed 18 May 2023)
- Ngulube, P. 2003. *Preservation and access to public records and archives in South Africa*. PhD Thesis, Pietermaritzburg: University of KwaZulu-Natal.
- Ngulube, P. 2003. *Preservation and access to public records in South Africa*. PhD diss. Pietermaritzburg: University of Natal.
- Ngulube, P. 2005. Research Procedures Used by Master of Information Studies Students at the University of Natal in the Period 1982- 2002 with Special Reference to their Sampling Techniques and Survey Response Rates: A Methodological Discourse. *The International Information and Library Review*, 37(2): 127-143.
- Ngulube, P. 2006. Nature and accessibility of public archives in custody of selected archival institutions in Africa. *ESARBICA Journal*, 25(12006):106-124.
- Ngulube, P. 2018. Managing University Records to Foster National Development and the Protection of Educational Entitlements. Paper presented at the 2nd Annual Higher Education Records Management Forum, 6 September 2018, at the University of Mpumalanga, Nelspruit, South Africa.
- Ngulube, P. 2019. *Theory and theorizing in Information Science scholarship*. In: Ngulube, P. (ed). *Handbook of research on connecting research methods for Information Science research*. Hershey, Pennsylvania: Idea Group Publishing (IGI) Global.
- Nsibirwa, Z. B. 2007. *Preservation of, and access to, legal deposit materials at the Msunduzi Municipality Library*. MLIS Dissertation. Pietermaritzburg: University of KwaZuluNatal.
- Nsibirwa, Z.B. 2012. *Preservation of and access to legal deposit materials in South Africa*. PhD diss. Pietermaritzburg: University of KwaZulu-Natal.
- Odote, C. 2015. *Access to information law in Kenya: rationale and policy framework*. Nairobi: International Commission of Jurists-Kenya section.

- Ogunmodede, T.A. and Ebijuwa, A.S. 2013. Problems of preservation of Records department resources in African school libraries: a review of literature. *Greener journal of social sciences*, 3(1): 50-57
- Pagadala, S.D. 2017. *Research methodology: a handbook for beginners*. Chennai: Notion Press.
- Parer, D. 2000. Archival Legislation for Commonwealth Countries. <http://www.acarm.org/publications/Legislation.pdf> (Accessed 23 May 2022).
- Phiri, M.J. 2016. Managing university records and documents in the world of governance, audit, and risk: case studies from SA and Malawi. PhD Diss. Glasgow: University of Glasgow.
- Pickard, A.J. 2013. *Research methods in information*. London: Facet Publishing.
- Polit, D, F. and Beck, C. T. 2004. *Nursing Research: Principles and Methods*. 7th ed. Philadelphia: Lippincott.
- Quisbert, H. 2008. On long-term digital preservation information system: A framework and characteristics for development. PhD Thesis [Doctoral thesis]. 341 Lulea: Lulea University of Technology. Department of Computer Science, Electrical and Space Engineering. <https://www.diva-portal.org/smash/get/diva2:991461/FULLTEXT01.pdf> (Accessed 16 October 2023).
- Rai, N. 2021. *A study on purposive sampling method in research*. Kathmandu: Kathmandu School of Law.
- Rakemane, D. and Serema, B. C., 2018. Electronic records management practices at the Companies and Intellectual Property Authority in Gaborone, Botswana. *Journal of The South African Society of Archivists*, 51(1): 148-163.
- Rocco, T. and Plakhotnik, M. 2009. Literature reviews, conceptual frameworks, and theoretical frameworks: terms, functions, and distinctions. *Human Resource Management Review*, 8(1): 120-129.
- Romm, N.R.A. and Ngulube, P. 2015. Mixed methods research. In Addressing research challenges: making headway for developing researchers. Noordwyk: Mosala-MASEDI Publishers

- Rotich, D.C., Mathangani, S. and Nzioka, C., 2017. Records management as the basis for public accountability at the Kenya National Assembly. *International Academic Journal of Information Sciences and Project Management*, 2(1): 126-140.
- Schellnack-Kelly, I. 2014. *The role of records management in governance-based evidence, service delivery and development in South African communities*. PhD Diss. Pretoria: University of South Africa.
- Sebina, P.M.M., 2004. Freedom of information, records management and good governance: any symbolic relationships. *ESARBICA Journal*, 23(4):60-67.
- Segaetsho, T and Mnjama, N. 2017. Knowledge and skills on preservation of paper materials in the selected heritage institutions in Botswana. Paper read at the 9th Annual Botswana Library Association 9th BLA Annual Conference, Francistown, Botswana, 20 – 22 September.
- Sekaran, U., and Bougie, R. 2013. *Research methods for business: A skill-building approach*. 6th ed. Wiley: New York.
- Seniwoliba, A. J., Mahama, A. V. and Abilla, B. J., 2017. Challenges of records management in higher education in Ghana: the case of university for development studies. *International Journal of Educational Policy Research and Review*, 23 March, 4(3): 29-41.
- Shepherd, E. and Yeo, G. 2003. *Managing records: a handbook of principles and practice*. London: Facet Publishing.
- Shone, I. 2019. Records management extolled as tool of good governance. <http://www.botswanaguardian.co.bw/news/item/3987-records-management-extolled-as-tool-of-good-governance.html> (Accessed 26 September 2022)
- Sichalwe, E. N. 2010. The significance of Records Management to Fostering Accountability in the Public Service Reform programme of Tanzania. Ph.D. thesis. South Africa: University of Kwazulu-Natal.
- Smith, K. 2018. *Public sector records management: a practical guide*. London: Routledge.
- Stangor, C. 2011. *Research Methods for the Behavioural Sciences*. 4th ed. Belmont: Wadsworth, Cengage Learning.

- Svärd, P. 2017. Freedom of information laws and information access: the case of Sierra Leone. *Information Development*. 33(2): 190-198.
- Todd, D. 2014. *The oxford handbook of quantitative methods*. New York: Oxford University Press
- Torres, T. 2006. Successful records management. Tips for devising a records management strategy your organization will use. A Microsoft White Paper.
- Tracy, S.J. 2020. *Qualitative research methods: Collecting evidence, crafting analysis, communicating impact*. Malden, MA: Blackwell Publishing.
- Tsabedze, V.W. 2011. *Records management in government ministries in Swaziland*. PhD Diss. Kwadlangezwa: University of Zululand.
- University of Melbourne. 2001. Records management manual. <http://www.unimelb.edu.au/> (Accessed 14 March 2023)
- Upward, F.2000. Modelling the continuum as a paradigm shift in recordkeeping and archiving processes and beyond Ö a personal reflection. *Records management journal*, 10(3):115-139.
- Wahyuni, D. 2021. The research design maze: Understanding paradigms, cases, methods, and methodologies. *Journal of Applied Management Accounting Research*, 10(1): 69 – 80.
- Walker, A. 2013. *Basic preservation and achieve collections*. British Records department Board: London
- Walton, N. 2016. What is research ethics? <https://researchethics.ca/what-is-research-ethics> (Accessed 20 March 2022).
- Wang, X. and Reeves, D. 2015. *Trace back and Anonymity*. London: Springer.
- Watson, J. and Hill, A. 2015. *Dictionary of media and communication studies*. 9th ed. New York: Bloomsbury Publishing.
- Williams, C. 2014. *Records and archives: concepts, roles, and definitions*. In: Brown, C. (ed). *Archives and recordkeeping: theory into practice*. London: Facet Publishing.

- World Bank. 2000. Managing records as the basis for effective service delivery and public accountability in development: an introduction to core principles for staff of the World bank and its partners.
- Yuba, M. 2013. *The role of the National Archives of South Africa in the young democracy. MA thesis.* Johannesburg: University of Witwatersrand.
- Yusof, Z.M. 2005. *Issues and challenges in records management.* UKM, Bangi: Malaysia Tech. Rep.
- Yusof, Z.M. and Chell, R.W., 1999. The eluding definitions of records and records management: is a universally acceptable definition possible? Part 2: Defining records management. *Records Management Journal*, 9(1), pp.9-20.

APPENDIX A: SEMI-STRUCTURED INTERVIEW SCHEDULE FOR COUNCIL MEMBERS OF GA-MPHAHLELE TRADITIONAL COUNCIL

SEMI-STRUCTURED INTERVIEW SCHEDULE FOR COUNCIL MEMBERS OF GA-MPHAHLELE TRADITIONAL COUNCIL

Instructions

Traditional Council member's Interview Schedule for collecting data about Assessment of the preservation of records in the Traditional Councils: a case study of Ga-Mphahlele Traditional Council in Limpopo, South Africa.

My name is Kabelo Bruce Kgomoewana, a master's candidate in Information Studies at the University of Limpopo, Turfloop Campus, South Africa. I am conducting this study as part of the requirements for my master's degree. The purpose of this study is to establish "Preservation of records in the Traditional Councils: a case study of Ga-Mphahlele Traditional Council in Limpopo, South Africa". The findings may assist Traditional Councils to improve on their records preservation practices. I would like to ask you several questions for a survey I am conducting for my university programme I will be extremely grateful if you could assist me in this endeavour by answering the following questions. Your permission is required for audio-recording. It will take you approximately 45-50 minutes of your time to complete the interviews. Your responses will be kept anonymous, and confidentiality is guaranteed.

- ✓ **Kindly respond to all questions**

Section A: Demographic information

1. What is your Gender?

.....

2. What is your Age?

.....

3. What is your highest level of education?

.....

4. what is your position in the Traditional Council?

.....

5. What are the number of years you have worked in records management unit?

.....

5. What qualification/s have you obtained related to records management?

.....

.....

.....

Section B:

Policies and legislative frameworks used for records preservation.

6.1 What are the strategic plans the Traditional Council have concerning records?

.....

.....

.....

.....

.....

.....

.....

**6.2 Do you have any policy governing records preservation in the traditional council?
If yes what are the acts grounding these policies?**

.....

.....

.....
.....
.....
.....

6.3 To what extent do staff comply with regulations governing records management in the Traditional council?

.....
.....
.....
.....

6.4 Does the Traditional Council have any policy or legislative framework pertaining records preservation? how satisfied are you with them?

.....
.....
.....
.....
.....

Section C:

Challenges faced by the community when accessing records.

7.1 What are the challenges faced by community members in terms of accessing records in the Traditional Council?

.....
.....
.....
.....

7.2 Are you satisfied with the number of personnel currently handling records in the Traditional Council? Please motivate your answer.

.....
.....
.....
.....

7.3 How does preservation of records affect the community members of Gampahlele village?

.....
.....
.....
.....

Section D:

Skills and knowledge of records practitioners

8.1 What are your skills and knowledge about records preservation?

.....
.....
.....
.....
.....

8.2 Have you undertaken formal / informal records management trainings to empower your skills, and how are you doing this?

.....
.....
.....
.....
.....

8.3 Please suggest ways and means that may be used to improve skills and knowledge of practitioners?

.....
.....
.....

Section E:

Significance of records preservation in achieving effective administration

9.1 What is the significance of records preservation in achieving effective administration of Ga-Mphahlele Traditional Council?

.....
.....
.....
.....
.....
.....

9.2 Briefly explain how you ensure effective administration of the Traditional Council through records preservation?

.....
.....
.....
.....

9.3 What is your comment on support of top management with regards to allocation of budget to records to achieve effective administration?

.....
.....
.....
.....
.....

10. Please suggest ways and means that may be used to achieve effective administration of the traditional council using records.

.....

.....

.....

.....

THANK YOU FOR PARTICIPATING IN THIS INTERVIEW

APPENDIX B: CONSENT FORM

Informed Consent form

I, _____ (participant name), confirm that the person asking my consent to take part in this research has told me about the nature, procedure, potential benefits, and anticipated inconvenience of participation.

I have read (or had explained to me) and understood the study as explained in the information sheet.

I have had sufficient opportunities to ask questions and am prepared to participate in the study.

I understand that my participation is voluntary and that I am free to withdraw at any time without penalty (if applicable).

I am aware that the findings of this study will be processed into a research report, journal publications and/or conference proceedings, but that my participation will be kept confidential unless otherwise specified.

I agree to the recording of the interview.

I have received a signed copy of the informed consent agreement.

Participant Name and Surname

Participant Signature..... Date.....

Researcher's Name and Surname: Kabelo Bruce Kgomoeswana

Researcher's signature..... Date.....

APPENDIX C:LETTER OF REQUEST TO CONDUCT RESEARCH



Faculty of Humanities

School of Languages and Communication Studies

Private Bag X1112, Sovenga, 0727, South Africa

Tel: (015) 268 3194, Cell: (071) 237 9611, Email: amogelang.molaudzi@ul.ac.za

Queen Ngwanamohube Mphahlele

Ga-Mphahlele Traditional Council

P.O.BOX

Mphahlele

0736

Dear Sir/Madam

REQUEST FOR PERMISSION TO CONDUCT RESEARCH AT GA-MPHAHLELE TRADITIONAL COUNCIL. MR K.B KGOMOESWANA.

This serves to formally introduce the above mentioned a full-time Masters (MIS) student in the Department of Communication, Media, and Information Studies at University of Limpopo. Mr K.B Kgomoeswana has proposed to conduct research on a research project titled “**Assessment of the Preservation of records in the**

Traditional Councils: a case study of Ga-Mphahlele Traditional Council in Limpopo, South Africa.”

The research proposal of Mr K.B Kgomoewana has been approved by the Higher Degrees and Research Committee of the School of Languages and Communications Studies. Mr K.B Kgomoewana would like to collect data for the research project by way of conducting Interviews to those deemed to be sources of relevant information and knowledge at Ga-Mphahlele Traditional Council. You are therefore requested to permit him to conduct interviews.

The researcher will share the findings of the study with the department and assist in the implementation of the recommendations. For any further information about the interviews. please do not hesitate to contact the undersigned.

Thank you for your kind assistance.

Yours sincerely

.....

Supervisor

.....

DATE

APPENDIX D:ETHICAL CLEARANCE



University of Limpopo
Department of Research Administration and Development
Private Bag X1106, Sovenga, 0727, South Africa
Tel: (015) 268 3935, Fax: (015) 268 2306, Email: anastasia.ngobe@ul.ac.za

TURFLOOP RESEARCH ETHICS COMMITTEE
ETHICS CLEARANCE CERTIFICATE

MEETING: 29 November 2022

PROJECT NUMBER: TREC/620/2022: PG

PROJECT:

Title: Preservation of records in the Traditional Councils: a case study of Ga-Mphahlele Traditional Council in Limpopo, South Africa.
Researcher: KB Kgomoewana
Supervisor: Mr. Al Molaudzi
Co-Supervisor/s: Dr. LA Makgahlela
School: Languages and Communication Studies
Degree: Master of Information Studies

PROF D MAPOSA
CHAIRPERSON: TURFLOOP RESEARCH ETHICS COMMITTEE

The Turfloop Research Ethics Committee (TREC) is registered with the National Health Research Ethics Council, Registration Number: REC-0310111-031

Note:

- i) This Ethics Clearance Certificate will be valid for one (1) year, as from the abovementioned date. Application for annual renewal (or annual review) need to be received by TREC one month before lapse of this period.
- ii) Should any departure be contemplated from the research procedure as approved, the researcher(s) must re-submit the protocol to the committee, together with the Application for Amendment form.
- iii) PLEASE QUOTE THE PROTOCOL NUMBER IN ALL ENQUIRIES.

Finding solutions for Africa

APPENDIX E: TURNITIN REPORT

kgomoeswana

ORIGINALITY REPORT

8%

SIMILARITY INDEX

3%

INTERNET SOURCES

0%

PUBLICATIONS

7%

STUDENT PAPERS

PRIMARY SOURCES

1 Student Paper

Submitted to UNIVERSITY OF LUSAKA

1%

2
Management
Student Paper

Submitted to Institute of Development

1%

3 Student Paper

Submitted to Midlands State University

1%

4
University
Student Paper

Submitted to Nelson Mandela Metropolitan

<1%

| | | |
|----|---|-----|
| 5 | Submitted to Lebanese International University Student Paper | <1% |
| 6 | Submitted to Ghana Technology University College Student Paper | <1% |
| 7 | Submitted to University of KwaZulu-Natal Student Paper | <1% |
| 8 | Submitted to University of Limpopo Student Paper | <1% |
| 9 | www.semanticscholar.org Internet Source | <1% |
| 10 | Submitted to Brigham Young University Student Paper | <1% |
| 11 | Submitted to Copperbelt University Student Paper | <1% |
| 12 | Submitted to Bindura University of Science Education Student Paper | <1% |
| 13 | Submitted to National Open University of Nigeria Student Paper | <1% |

| | | | |
|----|-----------------|--|-----|
| 14 | Internet Source | erepository.uonbi.ac.ke | <1% |
| 15 | Student Paper | Submitted to Unicaf University | <1% |
| 16 | Internet Source | www.researchgate.net | <1% |
| 17 | Student Paper | Submitted to Mangosuthu University of Technology | <1% |
| 18 | Student Paper | Submitted to Caleb University | <1% |
| 19 | Student Paper | Submitted to Zambia Centre for Accountancy Studies | <1% |
| 20 | Student Paper | Submitted to North West University | <1% |
| 21 | Student Paper | Submitted to Rutgers University, New Brunswick | <1% |
| 22 | Student Paper | Submitted to South Bank University | <1% |

| | | | |
|----|---|--|-----|
| 23 | Student Paper | Submitted to CTI Education Group | <1% |
| 24 | Student Paper | Submitted to University of Zululand | <1% |
| 25 | Student Paper | Submitted to Walter Sisulu University | <1% |
| 26 | Student Paper | Submitted to MAHSA University | <1% |
| 27 | Student Paper | Submitted to University of Ghana | <1% |
| 28 | Student Paper | Submitted to Stadio Holdings | <1% |
| 29 | College - Kuala Lumpur Student Paper | Submitted to Westminster International | <1% |
| 30 | Internet Source | www.degruyter.com | <1% |
| 31 | Submitted to Gaborone University College of Law and Professional Studies Student Paper | | <1% |

| | | |
|----|---|-----|
| 32 | Submitted to London School of Business and Finance Student Paper | <1% |
| 33 | Submitted to Middle East College of Information Technology Student Paper | <1% |
| 34 | Submitted to Monash University Student Paper | <1% |
| 35 | Submitted to Mount Kenya University Student Paper | <1% |
| 36 | Mpubane Emanuel Matlala, Thandukwazi Richman Ncube, Steven Parbanath. "The state of digital records preservation in South Africa's public sector in the 21st century: a literature review", Records Management Journal, 2022 Publication | <1% |
| 37 | Submitted to University of Venda Student Paper | <1% |
| 38 | erl.ucc.edu.gh:8080 Internet Source | <1% |
| 39 | Submitted to Kampala International University | <1% |

Submitted to Open Learning Group

40 Student Paper

<1%

Submitted to Intercollege

41 Student Paper

<1%

Submitted to The American University of

42

Kurdistan

Student Paper

<1%

Submitted to The University of the West of

43

Scotland

Student Paper

<1%

Submitted to Universiti Teknologi MARA

44 Student Paper

<1%

Submitted to University of Bedfordshire

45 Student Paper

<1%

Submitted to University of Johannesburg

46 Student Paper

<1%

Submitted to University of South Africa

47 Student Paper

<1%

Submitted to University of Sunderland

48 Student Paper

<1%

Submitted to Kenyatta University

49 Student Paper

<1%

twasp.info

50 Internet Source

<1%

Submitted to UCSI University

51 Student Paper

<1%

Submitted to National University Of Science
and Technology

52 Student Paper

<1%

edocs.maseno.ac.ke

53 Internet Source

<1%

www.ijsciences.com

54 Internet Source

<1%

KAJOBA ABDUL RAHIM. "The Impact of Record
Management on Public Procurement
Performance in Kampala Capital City
Authority", SAGE Publications, 2020

55
Publication

<1%

Exclude quotes Off

Exclude matches Off

Exclude bibliography On

APPENDIX F:EDITORIAL LETTER

Cell: 0822198060
Joerams1958@gmail.com

Dr. J R Rammala
440B Mankweng
Box 4019
Sovenga
0727
20 June 2023

EDITORIAL CERTIFICATE

Author: Kgomoeswana Bruce

DOCUMENT: Assessment of the preservation of records in the Traditional Councils: a case study of Ga-Mphahlele Traditional Council in Limpopo, South Africa.

This document certifies that the above Masters dissertation was edited by Dr. J R Rammala (Ph.D., Linguistics). The document was edited and proofread for proper English language, grammar, punctuation, spelling, and overall style. The editor endeavoured to ensure that the author's intended meaning was not altered during the review. Track changes have been used in editing to allow the client to view the changes suggested.

Kind regards



Dr J R Rammala

APPENDIX G: APPROVAL LETTER FOR RESEARCH

Moshate Seleteng
Ga-Mphahlele
PO Box 1
Mphahlele 0736

Tel / Fax : (015) 634 0011



Enq: R F Kgaboego Cell: 0818068711 Email: helen@rnta@gmail.com

MR Kgomoeswana
PO BOX 711
Mphahlele
0736
05-07-2023

Request for Mr Kgomoeswana to collect data on Assessment of the preservation of records in the Traditional Councils & case study of Ga-Mphahlele Traditional Council in Limpopo South Africa.

With reference to the letter of request received, we wish to inform you that the approval for data collection at Mphahlele Traditional Council has been approved.

Mphahlele Traditional Council would appreciate if you could submit your report on the findings and recommendations of your study so that we can improve the management of records in the Traditional Council.

We wish you all the best in your studies

Yours Faithfully
Admin Offices

T. Mphahlele
072 8079 088

