

ABSTRACT

Record management is relatively a new discipline in Malaysia. This study tries to evaluate the implementation of electronic records management by Kedah Darul Aman government agencies. This study will try to identify the level of implementation of electronic records management, identifying training and education provided to the personnel and problems encountered in the process of managing electronic records by Kedah government agencies. This study adopted survey as its methodology, using questionnaire as a technique for data collection. 100 government agencies in Kedah are chosen as population in this study. The Information Technology Officer is the respondent. The data analysis shows that the implementation of electronic records management in Kedah government agencies is low. The study also shows that the skills and training provided to the records personnel in managing records in Kedah government agencies is low. The data analysis also has successfully answered all the research objectives. Valuable information generated from the survey could be used to improve the records management at Kedah government agencies. As a conclusion the level of implementation at Kedah government agencies is low. A good cooperation between higher education institution and responsible body in records management field with Kedah government agencies should be done. It is important so a systematic and reliable electronic records management can be develop for Kedah government agencies usage.

Key word: Records management, e-government, decision support