

**AN INTEGRATED ELECTRONIC RECORDS
MANAGEMENT SYSTEM**

By

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DECLARATION

I Nakabira Sarah hereby declare that this project report is my original work and has never been submitted for any academic award to any institution of higher learning.

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DEDICATION

I dedicate this research to my Lecturer Mr. Kasawuli for the good spirit of cooperation and guidance during my project development.

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LIST OF ACRONYMS

SDA	–	Seventh Day Adventist
EACD	–	East Africa Central Division
HRM	-	Human Resource Management
HR	-	Human Resource
CUC	-	Central Uganda Conference
DoD	-	Department of Defence
ICA	-	International Council of Archives
DB	-	Database
DMS	-	Database Management System
OCR	-	Optical Character Recognition
OMR	-	Optical Mark Recognition
HIPAA	-	Health Insurance Portability and Accountability
EDMS	-	Electronic and Document Management Systems
IRMS	-	Integrated Records Management System
ISO	-	International Standard Organization.
I/O	-	Input / Output

DEFINITION OF KEY TERMS

Electronic Records Management (ERM)

An Electronic Records Management System

Electronic is a term used when relating to electronics; it is concerned with or using devices that operate on principles governing the behavior of electrons; ‘electronic device’. ISO 15489 (2001)

Records in database management systems, is a complete set of information. Records are composed of *fields*, each of which contains one item of information. A set of records constitutes a *file*.

A **Database Management System** is a software program that is used to create, manage, and administer electronic databases. Abraham Silberschatz, Henry F. Korth, S. Sudarshan (2002), *Database System Concepts* Fourth Edition, McGraw Hill.

CHAPTER ONE

1.0. INTRODUCTION

1.1. Background

Electronic Records Management system is one of the best measures CUC can use to keep their records safely, updated and easily traceable for better performance evaluation. This Performance Evaluation links the expectations of professional staff to actual performance. The principal objective of the evaluation is to assist in professional development by identifying strengths and areas for improvement. Evaluations enable management to assess an individual's job performance and determine appropriate promotion opportunities and compensation.

CUC is a community based organization of the SDA Church in Buganda Kingdom responsible for catering for various levels of people in the SDA Church. Further to this CUC administers different SDA churches in regard to the spread of Evangelism to the various parts of Uganda. CUC handles its records by using the traditional system of filing. This is whereby records are kept in file cabinets. If one wants a record, one has to extract the files from the cabinets and make a search for the record by opening file by file. This takes a lot of time and causes a lot of delays. Furthermore, using this system of traditional filing, records cannot be easily updated, can get lost and cannot easily be backed up.

This method of records management makes the records prone to hazards like fire and insects.

The new system will have a database and an interface for record entry and retrieval from the database. Users of the system will be able to retrieve information by just providing Identification key words like first name, Identification number, or using a range of time, and by click of the button, a record will be displayed onto the systems' interface for the user. This development will avail vast improvements in records management and CUC will yield them for better performance.

1.2. Problem Statement

There is delay in searching for information from records while using the traditional filing system currently in use at CUC. Occasionally information is hard to retrieve and redundant which makes it volatile. The new proposed system will provide solution to these problems and make improvement to records management in CUC, SDA Church.

1.3. Aims and Objectives

1.3.1. General Objective

The general objective of the study was to design and implement an electronic records management system for CUC which could help this organization store, retrieve and track its records effectively and efficiently.

1.3.2. Specific Objectives

1. To study the records management system of SDA Church, CUC.
2. To design and implement an electronic records management system of SDA Church CUC.

3. To test and validate the system.

1.4. Research Questions

- Whether the Integrated Electronic Records Management system would provide a quicker means of accessing Records at CUC?
- Whether the implementation of an Integrated Electronic Records Management System would improve records management in CUC, SDA Church?

1.5. Significance of the Study

After its implementation, the project would provide timely, efficient and accurate means of records management and retrieval at CUC. This would improve conditions of work and reduce on costs and errors manifested in the traditional filing system.

1.6. Scope of the Study

The study focused on CUC SDA Church, basing on all categories of employees who include ministers, lay subsidy workers and office workers; who work as pastors, local church pastors, associate district pastors, schools, prison and hospital ministry chaplains, departmental directors and CUC Officers. The HR department will provide the basis of information to be used during the system design and its implementation.

CHAPTER TWO

2.0. LITERATURE REVIEW

2.1. Introduction

This chapter presents an explanation of what other researchers have found out about Electronic Records Management Systems.

2.2. Electronic Records Management Systems

International Security Organization (ISO) 15489 (2001) defines an Electronic Document and Records Management System (EDRM) as a computer program, or set of programs used to track and store records. The term is distinguished from imaging and document management systems that specialize in paper capture and document management respectively. ERM systems commonly provide specialized security and auditing functionality tailored to the needs of records managers. ISO (2001) further defines records management as the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.

2.3. Record

The ISO (2001) defines records as "information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business". A Records Manager is an individual who is

responsible for records management in an organization. The practice of records management involves; planning the information needs of an organization, identifying information requiring capture, creating, approving, and enforcing policies and practices regarding records, including their organization and disposal.

Records management also involves developing a records storage plan, which includes the short and long-term housing of physical records and digital information, identifying, classifying, and storing records, coordinating access to records internally and outside of the organization, balancing the requirements of business confidentiality, data privacy, and public access, executing a retention policy on the disposal of records which are no longer required for operational reasons; according to organizational policies, statutory requirements, and other regulations this may involve either their destruction or permanent preservation in an archive.

Records management principles and automated records management systems aid in the capture, classification, and ongoing management of records throughout their lifecycle. Such a system may be paper based such as; index cards as used in a library, or a computer system, such as an electronic records management application. ISO 15489 (2001) further states that records management includes; setting policies and standards, assigning responsibilities and authorities, establishing and promulgating procedures and guidelines, providing a range of services relating to the management and use of records, designing, implementing and administering specialized systems for managing records, and integrating records management into business systems and processes.

2.4. History of Performance Management

According to Guest (2002), Performance Management began around 60 years ago as a source of income justification and was used to determine an employees wage based on performance. Organizations used Performance Management to drive behaviors from the employees to get specific outcomes. In practice this worked well for certain employees who were solely driven by financial rewards. However, where employees were driven by learning and development of their skills, it failed miserably. The gap between justification of pay and the development of skills and knowledge became a huge problem in the use of Performance Management. This became evident in the late 1980s; the realization that a more comprehensive approach to manage and reward performance was needed.

Many of the old performance appraisal methods have been absorbed into the concept of Performance Management, which aims to be a more extensive and comprehensive process of management. Some of the developments that have shaped Performance Management in recent years are the differentiation of employees or talent management, management by objectives and constant monitoring and review. Its development was accelerated by the following factors:

- The introduction of human resource management as a strategic driver and integrated approach to the management and development of employees; and
- The understanding that the process of Performance Management is something that's completed by line managers throughout the year – it is not a once off annual event coordinated by the personnel department.

Guest (2002) argued that the HRM on performance depends upon workers response to HRM practices, so the impact will move in direction of the perception of HRM practices by the employee. Guest (2002) stressed that a component, committed and highly involved work force is the one required for best implementation of business strategy.

2.5. Written Job Descriptions and Name:

Susanne (1999) and Dessler (2005) explain the significance of job descriptions in enhancing performance of employees at work in an organization.

Four things that a job description does

1. States the purpose of the job – why it exists in the organization.
2. Describes the basic duties and responsibilities.
3. List the skills and competencies required to perform the duties and responsibilities.
4. Describes the working conditions.

Therefore, in context of ministerial employees service delivery to local church congregations in the SDA church in Uganda written job descriptions should enhance the ministerial employees' service delivery as they state what one is expected to do, and what is necessary that one should be equipped with in order to effectively perform the duties and responsibilities in his service delivery to the local church congregations he serves.

2.6. Employee Performance Monitoring and Evaluation

Susanne (1999) states that supervisory accountability means that employee supervisors should be responsible for ensuring that employees produce results as expected. The only

way to get individual commitment to change is to give accurate, factually based feedback on individual performance which should be specific, timely and relevant to the job.

2.7. Church Management system

According to Lee Hayden (1998) and the landscape of worship are shifting and reforming faster than at any other time in our history. Through their church activities, want to feel fulfillment and a sense of belonging through their church activities, congregations want to feel fulfillment and a sense of belonging with God and other God loving people. In addition to their higher calling, clergy must face the challenges of managing staff, information, fiscal and other resources. It is often difficult to stay on course under the full impact of the role of leadership and communication in a growing church.

Fortunately, there are Church Management Consulting firms that specialize in providing software and consulting services to help clergy, the board, congregation and staff to optimize all aspects of church management; including communications, outreach ministry, operations, finance, and accounting, allowing all to function more productively. Newly recruited, highly skilled talents often depend on the use of technology. Clergy and staff save time from manually intensive processes to enable them to concentrate on more important initiatives.

2.8. Management Objectives in Employee Relations

“Management strategies in industrial relations are the result of constrained rational choice, but are always aimed at maintaining security within the organization’s decision-making process.” According to Salamon (1987) if one is to fully appreciate Salamon’s

statement it is necessary to understand the fundamental principles of industrial relations and be aware of relevant factors which have altered the context of the employment relationship between 'master and servant'.

CHAPTER THREE

METHODOLOGY

3.0 Introduction

This chapter contains the methods and procedures that were used in this project. These included identification of data necessary for building the system, research design, creation of a database management system for implementation of the system, survey population, sample size, sample procedure, methods of data collection, and source of data and tools of data collection.

3.1 System Design

The study surveyed included both quantitative and qualitative methods of data collection from the employees working in CUC, with the aim of studying which systems of Records management procedures would shape employees performance in CUC.

This includes a **database design** which is the process of producing a detailed data model of a database. This logical data model contains all the needed logical and physical design choices and physical storage parameters needed to generate a design in a data definition Language, this will be used to create a database. A fully attributed data model containing detailed attributes for each entity will be used to design a systems database.

3.1.1. System Implementation

The researcher may use Microsoft Access DBMS or MySQL to build a systems database, and Visual Basic to design a systems interface. However MySql was chosen because of

its scalable abilities compared to Access. The system implementation includes the following component processes.

Planning a System Implementation which considers the factors that play a part in the process of implementing the system.

Managing a System Implementation which examines key approaches to managing, monitoring and communicating the activities surrounding the system implementation.

Conducting a System Implementation which concentrates on the foremost activities which collectively bring about an operational system.

3.2 Survey Population.

The research was based and focused on all the employees in CUC. This was because they are the ones affected by the Records management procedures offered by CUC Management.

3.3 Sampling Procedure

The Research was carried out in CUC. The choice of CUC was considered after hearing many employees complaining about the weaknesses in the Human resource department to cater for a proper records management system.

Interviews were handled to some sampled employees and others were provided with questionnaires with sampled open questions.

3.4. Methods and Instrument of Data Collection

The source of data which was used were the employees in CUC and the administration. Data collection methods were an integral part of research design. Using qualitative and quantitative methods, data was collected from both primary and secondary sources. Secondary information was gathered from the available literature. Primary data was collected using self-administered questionnaire. A structured questionnaire was developed to be distributed to 30 employees and assurance of confidentiality was paramount to all respondents.

To collect data from employees and administrators the researcher used questionnaires.

3.4.1 Questionnaires

These are structured questions, which comprise of self-administered questions that help the researcher collect data without face-to-face involvement of the researcher and it reduces the non-response rates. Questionnaires are designed in a way that they are simple and accommodate all the necessary information the respondent is likely to give and don't irritate the respondents when answering. An English questionnaire (the country's national language) was constructed based on recent research by Jarvanpaa and Todd (1997).

3.4.2. Interviews

This method was also used to collect data through physical engagement of the researcher and the respondents. Respondents were interviewed. Researcher used structured interviews, which involved going with prepared questions thus saving time for both

researcher and respondent. Unstructured interviews were also used as broad and open questions were asked, this allowed greater flexibility in asking questions and helped the researcher to obtain detailed information and respondents were able to seek clarity when questions seemed appeared unclear. The researcher had to carry along an interview guide to be followed.

3.5. Data Analysis

Data collected may be analyzed and presented using charts, graphs and formatted tables as modes of presentations.

3.6. Observation

Observation was conducted by the researcher at the CUC Human Resource Department with an aim of trying to realize the key areas of emphasis that concern the department's records management. The researcher observed the methods of records management that are being used in CUC.

3.7. Document Analysis

By reading through the different types of records management documentation, the researcher was able to identify the general weakness of CUC records management system.

CHAPTER FOUR

SYSTEM ANALYSIS AND DESIGN

4.0. Introduction

The purpose of systems analysis and design is for a business to increase on their efficiency of operations because when you look at a current system you will see flows that need fixed resolutions within the new system that you design, you will take these into consideration. It includes diagrams which facilitate the users' understanding of the new system and the main aim is to develop a design of the new intended system.

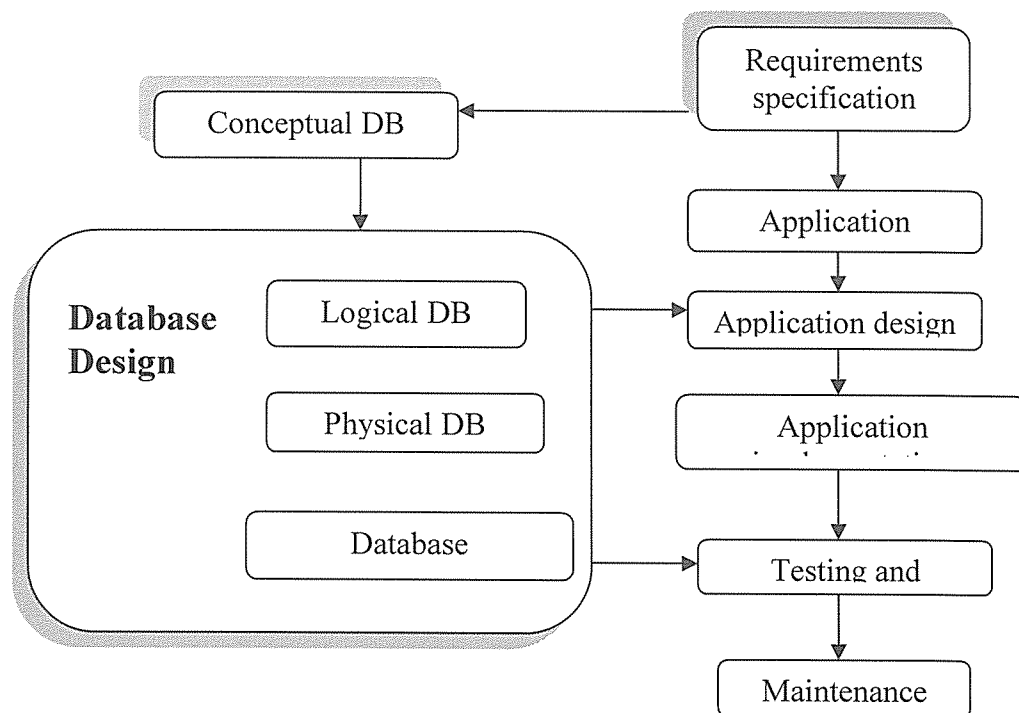
4.1. System Design

Systems Design is an iterative process and broadly comprises five phases: 1) Architectural Design 2) Requirements Analysis 3) System Decomposition 4) Testing 5) Detailed Design and Implementation. The Architectural design is concerned with the structuring of the system to reduce the complexity and feasibility analysis studies. There are two options for structuring: horizontal (layering) versus vertical (partitioning). The feasibility analysis is used to make a "go ahead" decision at the end of architectural phase. The second phase, requirements analysis defines a concise view of system functions and identifies technical and economic constraints. In the third phase, the system is decomposed into subsystems, nodes and their communication network interfaces are identified. The fourth phase is concerned with the functional coherence, testability and dependability of the system components. In the final stage, the I/O interfaces, task development and task scheduling is done and final system is realized. Systems design is looked at from three perspectives namely:

Logical design, Physical design, and Database design

Database design is the process of producing a detailed data model of a database. This logical data model contains all the needed logical and physical design choices and physical storage parameters needed to generate a design in a Data Definition Language, which can then be used to create a database. A fully attributed data model contains detailed attributes for each entity.

Figure 4.1. Shows the Data Plan and DB Design of the System



4.1.1 Conceptual Database Design

This is the process of constructing a model of data used in an enterprise, independent of all physical considerations. Pearson Education Limited (1995, 2005).

4.1.2 Logical Database Design

The process of constructing a model of the data used in an enterprise based on a specific data model (e.g. relational), but independent of a particular DBMS and other physical considerations. Pearson Education Limited (1995, 2005).

4.1.3. Physical Database Design

The process of producing a description of the implementation of the database on secondary storage; it describes the base relations, file organizations, and indexes design used to achieve efficient access to the data, and any associated integrity constraints and security measures Pearson Education Limited (1995, 2005).

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Figure 4.2: shows the Flow Chart for the Log in System

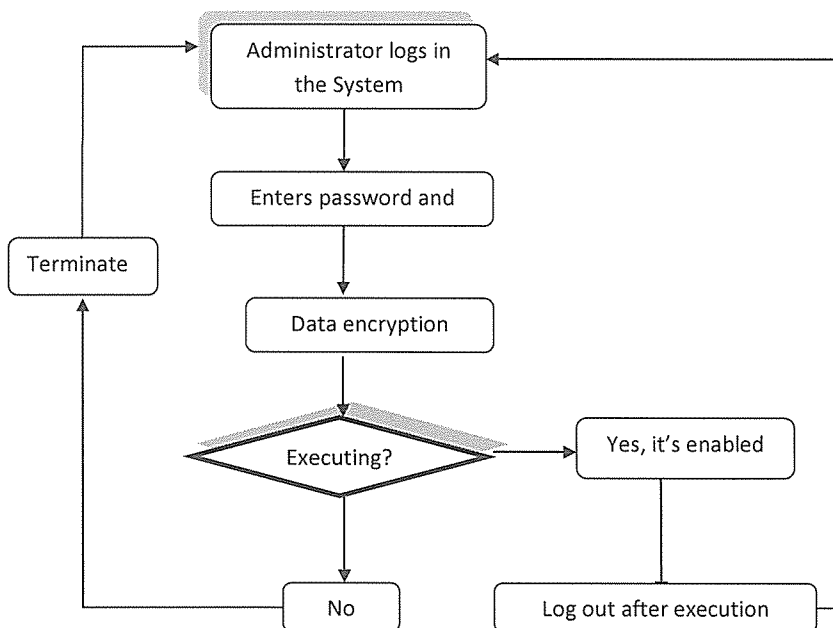
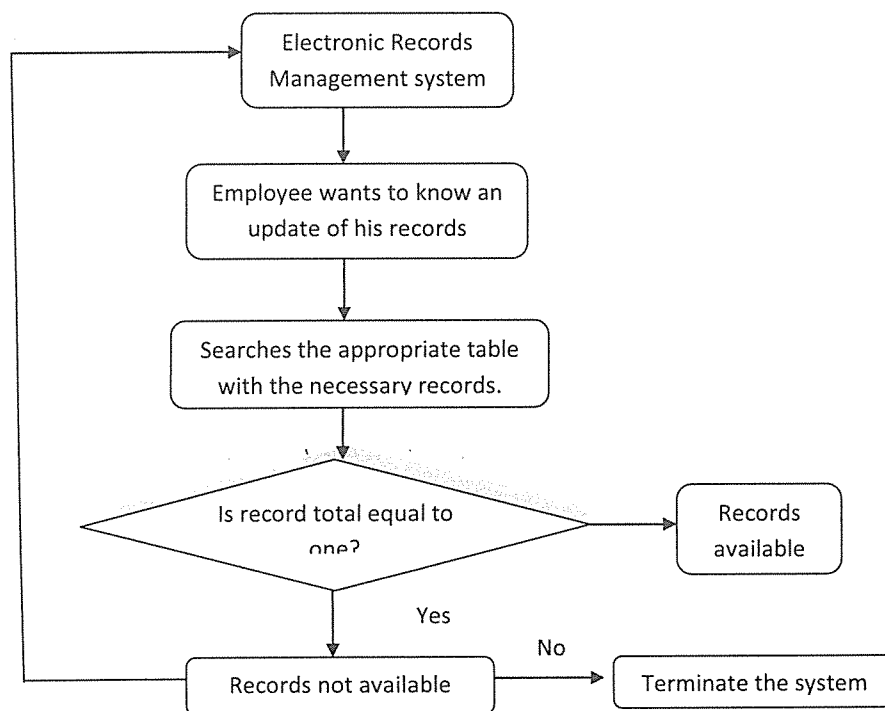


Figure 4.2 shows a flow chart showing how the administrator logs in the application before execution starts. Accordingly, it is observed that a password and username are entered to authenticate the user, and these are executed by the operating system for data encryption. If the execution is successful, the system logs on successfully for the user to execute the application after which he will have to log out on completion of what he/she has been doing, but if not the execution is terminated, hence the user has to contact the administrator for authentication.

Figure 4.3: Shows the Flow Chart for Electronic Records Management System



The figure above shows an Electronic Records Management System handled by the users of the system, if an employee comes in for an update of his/her records from the DBMS, he has to contact one of the users in the system for assistance. These users are normally trained by the users of the system. The user then searches for the records from the

appropriate table using indices like the ID Number , Lname and others of the employee for identification of the person, the user makes the necessary changes hence updating records accordingly.

4.2. System Security

Best Computer Security Software

If you are using a Windows operating system, it is essential that you use anti-virus software on your PC. Whenever you transfer files, browse the Internet or view e-mail attachments, your computer is at risk. Not only this, nowadays different types of computer crimes are on the rise, making it all the more essential for you to protect sensitive data. So, it is necessary that you use effective anti-virus software to protect your PC from all kinds of threats.

4.3. Conceptual Design of database

The figure 4.4 below shows the home page for the Records Management of CUC. This home page provides the actual lay out of the other pages, and by clicking to the links provided on it, one can be able to link to the other pages in the system. This is illustrated below.

Figure 4.4. System Home Page

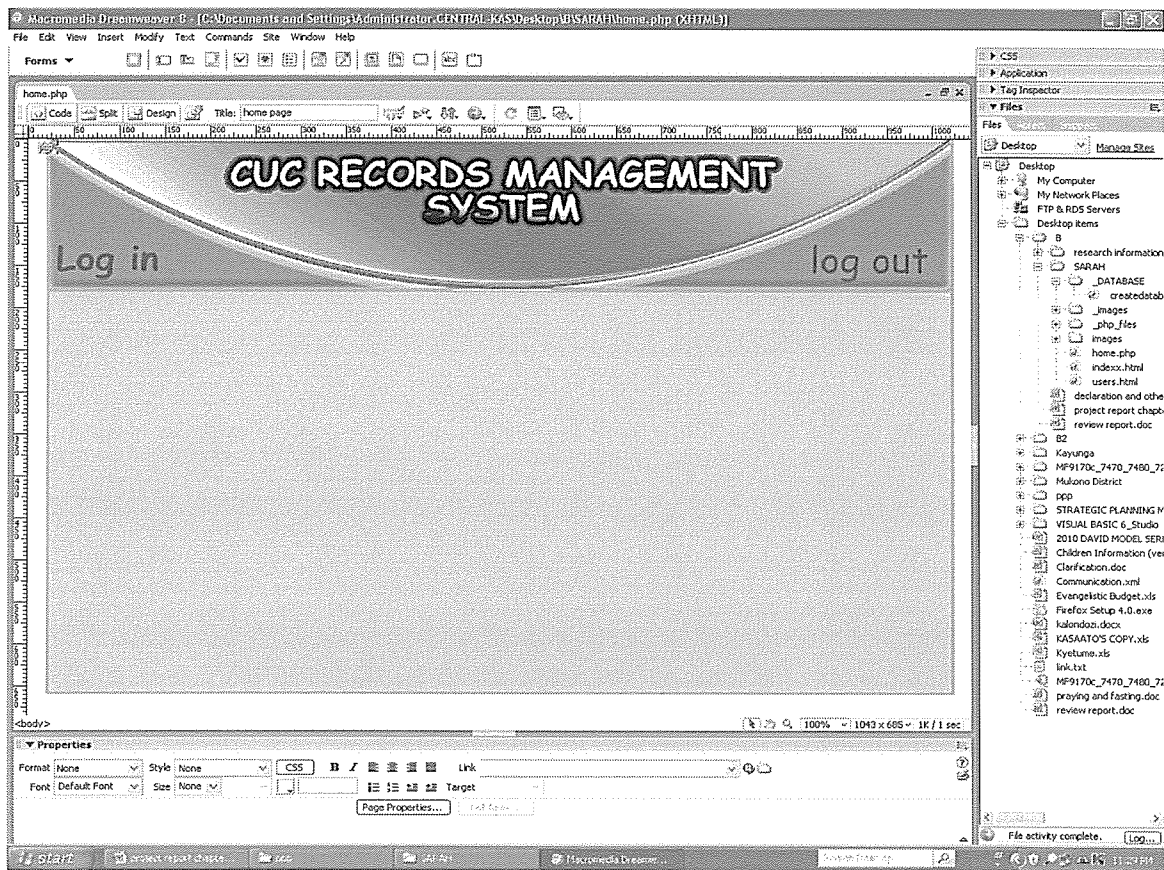
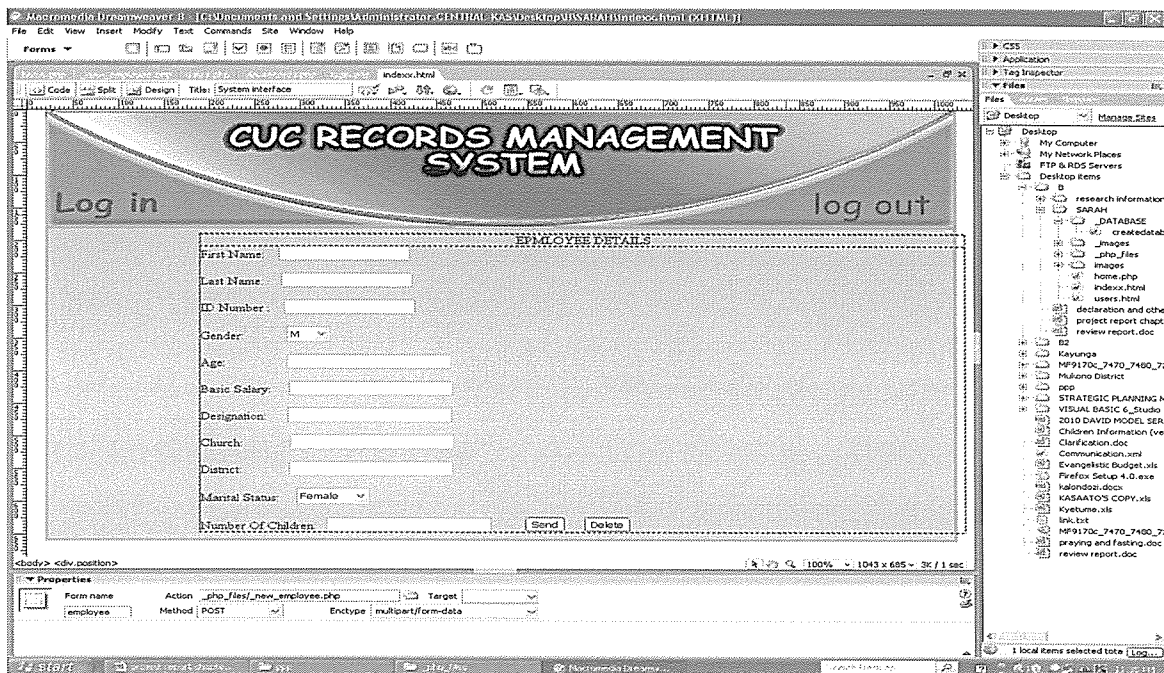


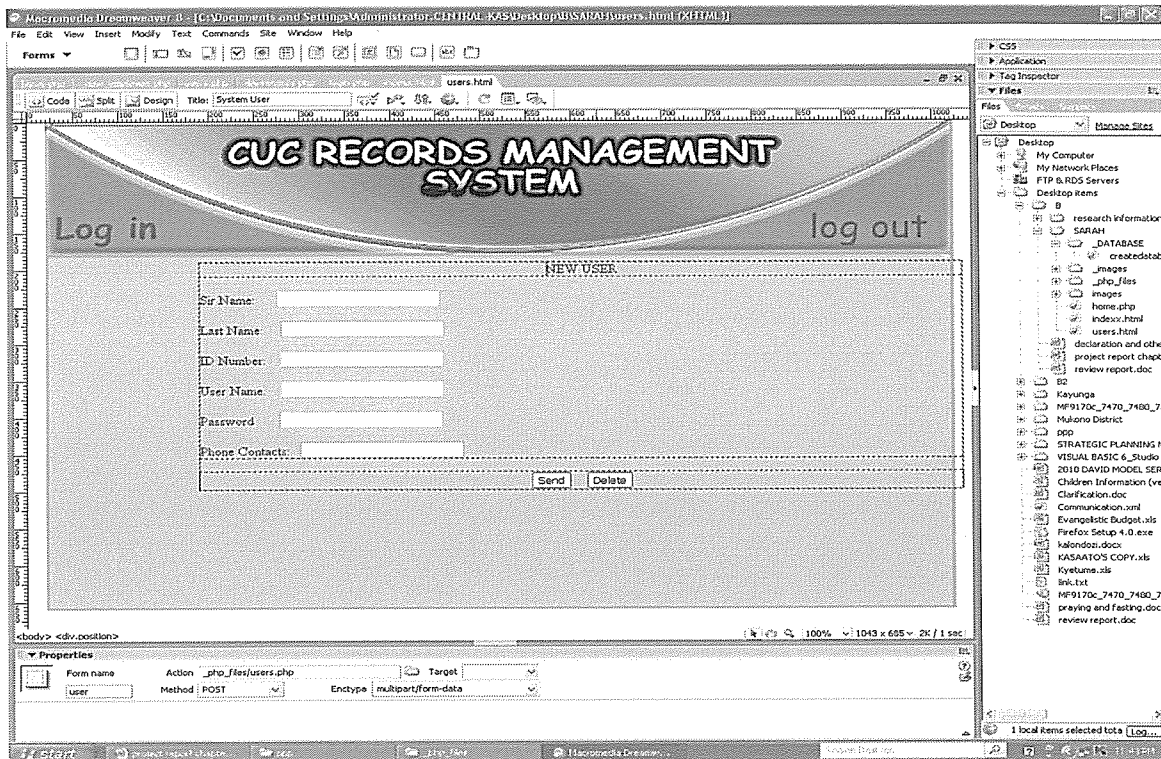
Figure 4.5 Employee Details Form



The figure above displays the employee details, which helps the user to update their records whenever necessary. These fields include:

ID No, First name, Last name, Sex, Age, Basic salary, Designation, Church, District, Marital status and Number of children.

Figure 4.6. Users' Details

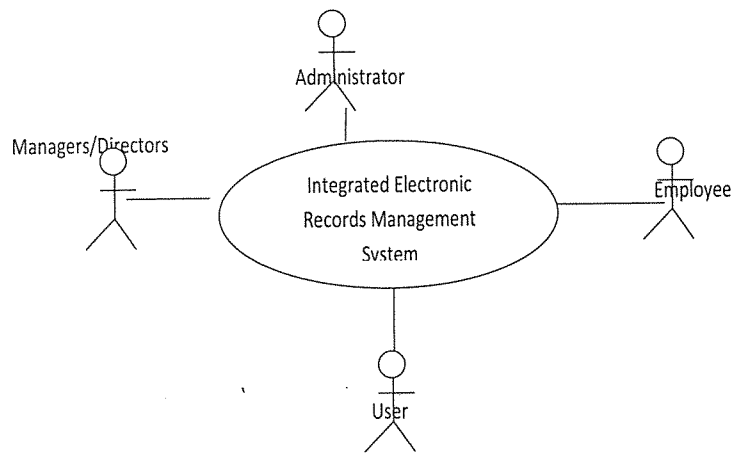


The Users' details records help the administrator to take down the details of new users into the system and update them accordingly. These include; ID Number, Last Name, User Name, Password and Phone contacts.

4.4. The Proposed System

Though many researchers have proven many ideas in regard to records management systems, consideration should be made to implement a new system of electronic records management for the Human Resource Department. This will help to improve the effectiveness and efficiency of the degree of performance in the department.

Figure 4.7 Use Case Diagram for an Integrated Electronic Records Management System



The Use Case Diagrams shows the different entities in the IERMS which include; managers and directors, administrator, employee and the user to the system with their duties as given below:

The Administrator is responsible for controlling the system by authorizing authentication to the rightful users of the system, he does so by making use of the username and password entitled to a particular user.

The Employee is an entity to this system whose records are entered into DBMS by the users of the system who serve in the system.

The Users are the people authorized to work in the system by the administrator of the system after having been trained by the developer of the system.

Tools and Equipments

Hardware Requirements

Ideally the hardware requirements of the system include:

1. Pentium 4 processor or higher

2. Hard disk capacity with at least 10GB of free disk space or better
3. USB 2.0 support
4. Backup Power supply

Basic Requirements of an Electronic Record Keeping System.

Collectively these requirements cover the following:

Life cycle management, metadata, retrieval, integrity, security, backup, migration, permanent records, procedures and training.

4.5. Benefits of the System

- a well-organized file plan enables an organization to find information easily. Records that are correctly filed and stored are easily accessible, and this facilitates transparency, accountability and democracy;
- the orderly and efficient flow of information enables the organization to perform its functions successfully and efficiently;
- authoritative and reliable records are created and maintained in an accessible, intelligent and usable manner to support the business and accountability requirements of the organization;
- efficiency and economy are ensured by eliminating unnecessary duplication of records;
- a retention and disposal programme ensures that the organization maintains only those records it really needs for functional purposes; and

controls are exercised to ensure that only authorized persons have access to the information, thus preventing information and/or the records themselves from

being stolen or damaged. This ensures the protection of privacy and confidentiality, and prevents the inappropriate disclosure of information that could harm the organization or infringe the privacy rights of individuals.

Governmental bodies can only be effective and efficient if records management is considered a business process designed to support business objectives.

CHAPTER FIVE

SYSTEM IMPLEMENTATION

5.0. Introduction

ERMS implementation involves the development, installation and testing of the system components. The system uses a DBMS which uses MYSQL connection to the server; the user applies the attributes of the records tables like ID No, First name, Last name, Sex, Age, Basic salary, Designation, Church, District to handle updates of the employee when they are needed by using an index key to identify a person and attend to him accordingly. It also involves actual programming which involves writing and testing new programs using a selected programming language after which the system must be tested, and implementation can then take place.

System Implementation is the third phase of the Lifecycle approach, during which:

1. the hardware and software system components are installed;
2. the selected software is configured and tested;
3. the software may be customized to meet local functional requirements;
4. data mapping, cleansing and migration take place;
5. reporting requirements are specified and reports produced;
6. the whole system is tested before being approved, signed off and becoming a fully operational production system.

5.1. System Implementation

Systems implementation is the construction of the new system and the delivery of that system into production that is, the day-to-day business or organization operation.

Phases of System Implementation

Under this phase two things were handled namely; building and testing the functional system that fulfilled the business/organizational design requirements, and implemented the interface between the new system and the existing production system. Furthermore, the database, application programs, user and system interfaces, and networks all had to be constructed by the developer and applied into the system to help it perform its requirements and create user friendly interfaces.

The interfaces were developed by the use of PHP while the database was connected by use of MYSQL, Wampserver 5.0.5 lb.

5.2. System Testing

Software testing is an investigation conducted to provide stakeholders with information about the quality of the product or service under test. Software testing can also provide an objective, independent view of the software to allow the business to appreciate and understand the risks of software implementation. Test techniques include, but are not limited to, the process of executing a program or application with the intent of finding software bugs (errors or other defects). Software testing was conducted to validate and verify the software program or application. This helped the user to meet the requirements that guided design and development of the system and also to confirm that the system worked as expected to implement the system with the same characteristics.

5.3. System Conversion

Conversion of the new system from old to new is necessary to place the new system into operation. However, this is handled with care in order not to interfere with the old system to enable it perform alongside the new system's implementation procedures.

A recommendable system conversion type for CUC is;

Parallel running

During changeover, a new system and an existing system run side by side. To input the same data and perform the same processes, compare their output and prove the reliability of the new system. If the new system is accepted, the existing system will stop running and will be replaced by the new one. Other than this, there is direct changeover and phase changeover.

The practical example of parallel running in human resource management is job placement. A new staff and an old staff work for the same job. If the new staff's performance is ok, the existing staff may not be needed any more, and will be replaced.

5.4. Conclusion

The implementation of a new electronic records management system in CUC has with it benefits like a user friendly interface which gives updated results most of the time.

This create development in the various sectors of CUC, SDA Church because of the advanced level of technology applications in managing their records.

CHAPTER SIX

6.0. RECOMMENDATIONS AND CONCLUSION

6.1. Recommendations

CUC, SDA Church should adopt this system to enable them perform their duties efficiently and effectively. In order to optimize its functions, the system should run on operating systems such as Windows XP and UNIX or higher. The system should be able to allow good network capabilities to enable good sharing of information resources where necessary.

Security and backup facilities; the computer system should have good security measures to safe guard the records against virus distortions like the Trojan horse and malware and denying access of intruders to the system.

Good backup facilities where information can be stored to act as a remedy in case of hazards like breakdown, theft, and others. Under this procedure information can be stored on gadgets like CDs, flash disks and kept in safe places where they cannot be tampered with for future use.

6.2. Conclusion

This system should meet the needs of the Users, Employees and the Management body of CUC organization and should be beneficial to other related organizations, because it will

help them to streamline their records.

If an employee requests for his personal information, the user is able to login with ease to avoid waste of time. After successfully logging in, the user is responsible for retrieving the employees' records and make the update requested for. The user does this by making a search at the rightful locations for instance tables where he makes the necessary changes.

6.3. Areas of further research

In review of the records management procedures in CUC, the following areas need further attention system security, backup procedures, training of the users, and facilitation to develop the system in order to overcome all the problems that have been mentioned that prove to be a challenge in the records management system of CUC, SDA Church.

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APPENDIX A
QUESTIONNAIRE

The *Questionnaire* below was filled in by different respondents from CUC, SDA Church depending on ones judgment derived from the question.

The questionnaire further stated that one had to feel free to give right answers of their choice, as there was nothing to be tracked or blame to be imposed on any person and had to be held with maximum confidentiality. It included the following questions:

1. What do you think is the major problem facing CUC Human Resource Records Management System?

.....

.....

.....

.....

2. What do you think is the major problem facing CUC Records Management system?

.....

.....

.....

.....

3. What is the best way to handle this problem in order to improve upon the System?

.....

.....

.....

4. How would you rate the system to the specific performance of CUC Organization? Is it good, fair, or bad?

.....

5. Do you have any idea as to how we can improve upon this system for efficiency and effectiveness in Records management of CUC?

.....

.....

.....

6. How busy is this system in the organization?

.....

.....

.....

7. What type of people work in this system?

.....

.....

8. Is it a flexible system or not? Tick according to your choice.

☐ Yes

☐ No

☐ To some extent yes

9. Is their data security ensured in terms of file back up measures and scanning procedures?

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

10. Is it manually operated? Yes, No, to some extent yes. Tick the right answer.

☐ Yes

☐ No

☐ To some extent yes

11. Is it cost effective and how?

☐ Yes

☐ No

☐ To some extent yes

Thank you for your cooperation.

APPENDIX B

INTERVIEW

Table 1 Sample questions from the interview that was conducted at CUC, SDA Church with some of the employees.

The main objective of the interview was to get an assessment of how records are kept and managed at CUC, SDA Church. This gave a deduction as to whether the system is efficient or not.

Time allocation (minutes)	Interviewer questions	Interviewee's responses
	Questions	Answers
4	1. How are records managed in Human Resource department of CUC?	After typing on the computer, the hard copy is kept into cabinets in file covers and the soft copy retained on the computer if necessary.
	2. How is the general performance evaluation conducted in CUC Human Resource?	This is normally assessed by the department heads when they convene at a

		meeting.
	3. What are the general problems encountered at managing these records in the Human Resource department of CUC?	The records are prone to fraud, theft and damage. Due to lack of proper back up facilities, there is fear of losing information for good.
	4. Is there any kind of solution that must have been thought of and is still under implementation?	This is still under discussion by the directors of the company.
	5. How is the efficiency of the users in the system?	They are a bit slow especially if you ask them to look for the hard copy from the file covers.
	6. Do they have a back-up facility for their information in case of any hazard.	No they don't
4	7. How efficient and effective is the system of CUC Records Management System?	It needs to be revised for better performance.
	8. For how long have you been working with SDA Church CUC?	It is coming to ten years.

APPENDIX C

SOURCE CODE

(a) Home Page

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<title>home page</title>
</head>

<style type="text/css">
<!--
body{
    background-image:    url("_images/background.png");
    background-repeat:   no-repeat;
    margin-top:          0px;
    background-position: top;
    height:              auto;
}
```

```
.position{  
    margin-top:      190px;  
    margin-left:     180px;  
    z-index:         50;  
  
}
```

```
.logs{  
    margin-top:      5px;  
    margin-left:     41px;  
    z-index:         50;  
    position:        center;  
  
}
```

```
-->
```

```
</style>
```

```
<body>
```

```
<?php
```

```
include 'viewrecords.php';
```

```
?>
```

```
</body>
```

</html>

(b) Details form

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"

"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>

<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />

<title>System interface</title>

</head>

<style type="text/css">

<!--

body{

background-image: url("_images/background.png");

background-repeat: no-repeat;

margin-top: 0px;

background-position: top;

height: auto;

position: fixed;

}

.position{

<label>Church:</label>

[illegible]

<label>District:</label>

[illegible]

<label>Marital Status:</label>

```
<select name="maritalstatus">
```

<option>Female</option>

<option>Male</option>

</select>

<label>Number Of Children:</label>

```

        <input          name="submit"          type="submit"          value="Send"
/>&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;<input name="reset" type="reset" value="Delete"
/>

</div>

</form>

</div>

</body>

</html>

```

(c) Users form

```

<!DOCTYPE  html  PUBLIC  "-//W3C//DTD  XHTML  1.0  Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>

<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />

<title> System User</title>

</head>

<style type="text/css">

<!--

body{

    background-image:      url("_images/background.png");

    background-repeat:      no-repeat;

    margin-top:              0px;

```

$$\}$$
 $\rightarrow$

</style>

<body>

<div class="position">

```
<form      action="_php_files/users.php"      method="post"      name="user"
```

<div>

NEW USER

<label>Sir Name:</label>

<label>Last Name:</label>

[illegible]

</form>

</div>

</body>

</html>