

## Effective Records Management Program in Organization

Farah Eriyana Mohamed, Ap Azli Bunawan

Faculty of Information Management, Universiti Teknologi MARA, Puncak Perdana Campus,  
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.

Email: faraheriyana08@gmail.com, ap-azli@uitm.edu.my

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### Abstract

Records are vital to the efficient and successful running of an organization, perhaps even more so than any other government activity. Despite the fact that the records management procedure is simpler to use, some businesses still fail to meet the record management requirement. They disregard the records management process since it provides no benefits to them. The effectiveness of record management in an organization is the subject of this research study. Organization of Statutory Bodies was being chosen as an organisation for a case study in this research. This research intends to analyse the factors that contribute to an effective records management programme in organisations, as well as the factors that contribute to an effective records management programme. The findings demonstrate that the three elements described in this study are related and mutually beneficial. In order to find a solution to this problem, further research into these concerns will be carried out.

**Keywords:** Record, Records Management, Records Management Program, Organisation, Statutory Bodies

### Introduction

Records Management (RM) is defined as the study of management that is important for the effective and systematic control of record creation, receipt, maintenance, use, and disposition, as well as the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records. Records are vital to the efficient and successful running of an organization, perhaps even more so than any other government activity. Despite the fact that the records management procedure is simpler to use, some businesses still fail to meet the record management requirement. Individuals and organisations rely on them for practically every part of the governance process because they perform critical tasks in society by providing evidence of and information about the transactions that take place between them. Organizations rely on their records to function properly. Organizations cannot function well unless they have them. When it comes to analysing, mitigating, and eliminating business risks, an organisation relies on the records and

information it produces. To investigate the readiness of records management in the organisation, as well as the effectiveness of their records management practices in accordance with records management principles.

It is the responsibility of records management professionals to ensure that an organization's operations are documented accurately, comprehensively, reliably, and usable in order to meet legal and social/cultural obligations. As a result, it is important to recognise that records management is much more than an administrative function. To put it another way, the records management functions as an evidence-gathering tool. The effectiveness of records management is not solely dependent on the person in charge, but also on the foundational element, the standard or policy, of records management. A records management programme should adapt to the organization's environment in order to be more efficient and practical.

### **Statement of Problem**

Among the problems are poor records management methods and security for records, as well as a scarcity of records managers who are appropriately educated and qualified. Furthermore, at institutions with limited records management space, a lack of resources to enable appropriate records management procedures may result in inadequacies in records management procedures. Misplacing important records at the institution is made worse by a shortage of a failure to implement effective record-keeping policies (Melvin, 2010).

Besides that, in an organisation, records management is the process of classifying, arranging, and managing records, regardless of whether the record is active, semi-active, or inactive. Managing records is not as simple and straightforward as it appears because we have all of our belongings in a storage box. Managing organisational records necessitates the acquisition of knowledge and abilities. In higher education, effective records management is critical. It is necessary to standardise records management practices in order to ensure that records are managed effectively. Poor records management procedures can lead to a reduction in the overall quality of service provided to businesses. Nyampong, 2015 stated that, where documents are kept and maintained improperly, inefficiency, corrupt practices, and even fraud are easily attracted.

In addition, despite the fact that records managers are nearly ubiquitous in every type of business, the function is typically filled by other administrative workers. Depending on the organisation, the position might range from that of a file clerk to that of the senior information officer (Rusnah, 2007). Because there is no trained staff with a background in records management, there is no legislation to guide the management of records, and there are no organisational policies and procedures to guide the management of records. It was discovered by Umi & Zawiyah (2009) that the vast majority of organisations in Malaysia do not have a policy to direct practices.

### **Research Objective**

- i. To identify the status of records management policy and procedure have been implemented in the organization.
- ii. To investigate the organization's staff's awareness of the records management practices.
- iii. To analyse the abilities and competencies that records management staffs need to have in organization.

### **Literature Review**

Many articles, books and journals have been reviewed to establish validation of this research in generating and integrating ideas with previous research or studies.

To ensure that all of the organization's records are kept in good condition, appropriate record management is essential. Employees are looking for information in order to ensure that their duties and responsibilities are distributed fairly. When it comes to proving decisions, activities, and activities in a corporation, records are the only legitimate source of data that can be relied upon.

Processes to obtain and retain evidence or knowledge about company transactions or information in records, as well as effective control of their creation, reception, maintenance, use, and disposal are all part of records management. Systematic control of records is provided by records management in order to document business processes, decisions, and transactions in detail. Records management is a legal requirement in highly regulated organisations, such as the public sector (Wright, 2013).

Policies and procedures for records management outline what information your business must preserve as a record as well as how to manage and dispose of those records, as well as how to ensure their secure destruction. It also serves as a record of the organization's policy-making process. Government offices have policies and procedures that recognise everyone's responsibility for keeping track of their records. Priorities and objectives for records management are intertwined with the day-to-day activities and operations of the organisation (Norris, 2002).

Records management programmes need to be implemented with a level of familiarity with relevant policies, processes, and standards. For this reason, it is imperative that records management policy guidelines and procedures be developed to ensure the responsibility of both records users and records managers as they explain their respective duties in the life cycle and continuum of documents.

In addition, government agencies are expected to implement a policy that governs the activities associated with records management. Officers are then required by policy to adhere to adequate record-keeping procedures. It is necessary for the policy to be effective for it to be backed by the heads of government agencies as well as the company's executive management team. As part of this process, it should be communicated to and implemented across the entire organisation (Ngoepe & Van der Walt 2010).

Good records management not only helps to secure records but also helps to improve the operational efficiency of businesses. It is considered that good information management and records management procedures will increase the efficiency of a business. In addition to outlining the principles and good practices relating to records management, and providing checklists and guidelines, it assists government-owned or funded statutory bodies and their staff in assessing the way in which they are managing their records and pursuing improvements if improvements are required (Sundqvist & Svärd, 2016).

In addition, Mutero (2014) stated that, a commitment from the top management of the organisation to actively accept suitable records management practices in support of the organization's business transactions is required for an organisation to realise an effective records management programme within the organisation. In order for an organization's records management programme to work effectively and with solid records management principles and practices, it must be able to support the efficient business activities of that company (Nyampong, 2015).

Management at the top of the organisation must be receptive to new ideas and willing to accept quality standards for records management. There must be a person in charge of managing all of the organization's records in the upper echelons, who is charged with this responsibility. Ebele (2009) stated that, record managers are responsible for ensuring that decision-makers have quick and easy access to the information they need, as well as carrying out operational tasks, gathering evidence to support policies and activities, and assisting in legal proceedings.

In the eyes of many, records managers are essential members of the team. With the help of records managers, users may better understand the value of their documents. Everything that can be included in a records manager's portfolio included the analyses of basic business operations and the records that supports them. Information security concerns and legal admissibility may be handled by the records manager (Rusnah, 2007).

### **Methodology**

The study methodology describes how data is collected and analysed. The Data Statistical Package for the Social Science software (SPSS) software version 23 will be used to analyse the data collected in this investigation. This software is suitable for quantitative research method that broad coverage of formulas and statistical routines. The goal of this research is to identify the organization's effective records management programme. This study used questionnaires as its approach. The surveys were given to 30 participants of the organization of Statutory Bodies in Tapah, Perak office staff. It was chosen based on their functions and activities in order to assess the execution and efficiency of the records management programme that they have utilised in managing records throughout the business.

### **Results and Discussions**

Statistically, correlation analysis measures the linear relationship between two variables and computes their association. To investigate the relationship between the records management policy and procedure, records management practice and qualified records managers, the correlation analysis where performed for this study.

Table 1: Results for correlation between the variable of records management policy and procedure, records management practice and qualified records managers.

		Records_management_policy_and_procedure	Records_management_practice	Qualified_records_managers
Records_management_policy_and_procedure	Pearson Correlation	1	.379*	.427*
	Sig. (2-tailed)		.039	.018
	N	30	30	30
Records_management_practice	Pearson Correlation	.379*	1	.535**
	Sig. (2-tailed)	.039		.002
	N	30	30	30
Qualified_records_managers	Pearson Correlation	.427*	.535**	1
	Sig. (2-tailed)	.018	.002	
	N	30	30	30

\*. Correlation is significant at the 0.05 level (2-tailed).

\*\*. Correlation is significant at the 0.01 level (2-tailed).

The correlation coefficient (r) of the variables suggests a positive relationship, as seen in the correlations analysis above. Variable records management practices with variable qualified records managers has the highest correlation in this analysis which is 0.535, followed by variable records management policy and procedure with qualified records managers 0.427, and then variables records management practices and records management policy and procedure as much as 0.379. The results can be concluded that records management and policies and procedures, records management practices and qualified records managers are relevant for records management programs in organization.

*Records Management Policy and Procedure*

Table 2: Findings on the records management policy and procedure

	Strongly Disagree (SD)		Disagree (D)		Neutral (N)		Agree (A)		Strongly Agree (SA)	
	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%
Does your organization have a records management policy and procedure?							13	43.3	17	56.7
Does the policy formally endorsed by senior management within the organisation?					2	6.7	14	46.7	14	46.7
Does your organization's records management program have policies and procedures that instruct staff on how records are stored in the correct format?					3	10.0	11	36.7	16	53.3
Does the policy define high level criteria for disposing of records no longer required?					5	16.7	14	46.7	11	36.7
Is the records management program contributing to the organization's efficiency and effectiveness?					1	3.3	10	33.3	19	63.3
Do you agree that records management policies and procedures are important in an organization?							5	16.7	25	83.3

Based on table 2, the vast majority of respondents are aware that, the records management policy and procedure has been implemented in their organisation. In addition, organisations that have effective records management policies and procedures are more efficient and effective in their operations, which found that respondents agreed records management programmes contribute to the efficiency and effectiveness of the organisation.

Details of the organization's record-keeping policy and procedure are laid out clearly. It also explains how an organisation can store, preserve, and retrieve records in electronic, paper, or microform formats (Musembe, 2016). Respondents strongly agree that in their organisational records management programmes, policies and procedures instruct staff on

how records are stored in the correct format. Consequently, each organisation must have its own records management policy. Based on the results of the study in Table 4.4 - 4.9, the hypothesis that has been established for this research can be accepted that the records management policy and procedure can be implemented to fulfil the missions in the organization. In addition, the objectives of the study are also acceptable as the results of the study explain that the respondents agree that records management policies and procedures have been implemented in their organization.

According to Wright (2013), good records management programmes, are built on defined policies and procedures. Policies and procedures in the area of records management enable employees, particularly those who handle records, to avoid losing important records. Documented policy standards and procedures, such as best practices, can serve as an orientation for new employees, ensuring that even during periods of significant staff turnover, important information is not lost. As a result of the foregoing, every organization must have a specific policy governing the creation, use, preservation, and ultimate storage of records. Besides that, the Policies and procedures of records is a top priority for organisations that understand the importance of good records management. Media deterioration will lead to the loss of information if records and information are not preserved and preserved. A well-planned and organised records management programme can be achieved by the use of written records policies and procedures, which can be part of a records management policy.

*Records Management Practices*

Table 3: Findings on the records management practices

	Strongly Disagree (SD)		Disagree (D)		Neutral (N)		Agree (A)		Strongly Agree (SA)	
	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%
Do your organization have any policies, standards or procedures use to control the creation, maintenance and use of records in your organization?					2	6.7	15	50.0	13	43.3
Does storage areas for physical records (e.g. paper files) comply with agreed environmental and security standards for record-keeping?			3	10.0	7	23.3	13	43.3	7	23.3
Does the policies and guidelines on Records/document Management constantly updated in your organization?					5	16.7	19	63.3	6	20.0
Have you ever disposed of useless/obsolete records before in your organization?	3	10.0	4	13.3	3	10.0	7	23.3	13	43.3
Have you ever had a problem accessing a certain record that you wanted to use in your daily work routines?			3	10.0	15	50.0	10	33.3	2	6.7
Does your organization have any measures of preserving and protecting records against deterioration and destruction in the event of an emergency or disaster?					7	23.3	16	53.3	7	23.3
Does records and information in your organization are					8	26.7	18	60.0	4	13.3



managed throughout the lifecycle of record [creation, classification, maintenance, retention, and disposition] by being properly identified and classified?										
Does your organization evaluate, by conducting inspections/audits/reviews, its records management program to ensure that it is efficient, effective, and compliant with all applicable records management laws and regulations?			1	3.3	1	3.3	20	66.7	8	26.7

The majority of respondents are aware of the records management practices in their organisation. When a majority of respondents believe that the policies and guidelines on records management are continually updated in the organisation, the element that leads to awareness can be extracted from the survey results. A further point of agreement among the respondents is that records and information in their organisation are handled throughout their records lifecycles by being adequately identified and classified.

The success of every organisation is dependent on the implementation of good records management practices, which ensure that the appropriate records exist at the appropriate time to support efficient business activities (Phiri, 2016). Unquestionably, proper record keeping is required in practically all company activities; it is an essential and important sector of virtually all company activities. The hypothesis that has been established for this research can be accepted that the more awareness of records management programs, the more records management practices can be implemented in organization. In addition, the objectives of the study are also acceptable as the results of the study explain that the respondents are aware of the records management practices in their organisation.

In addition, records management strategies have proven to be effective in the majority of circumstances over time. Many organisations, on the other hand, consider records to be secondary to the organization's primary operations. When corporate processes have worked successfully for years, it's difficult to modify them. Organisation practises, on the other hand, have an additional element to their purpose when it comes to records management and knowledge management (Abuki, 2014). The continuous need to control good records management practices with knowledge management practices to capture organisational memory may appear to be ambiguous at first glance, but it is critical for information and knowledge managers to collaborate in developing business practises that support both. Respondents agree that their organization has records management policies and guidelines that are constantly updated in the organization and their organization also conducts

inspections/audits/reviews, records management programs to ensure it is efficient, effective and comply with all applicable records management laws and regulations. It can be said that records management staff have relevant knowledge about records management.

Organizations need retention and disposal schedules to guarantee they meet their legal obligations and follow state and federal legislation. Organisations can not only decrease their liability to various risks but also considerably reduce the resources and time spent retrieving documents by having a procedure that decides how long records must be maintained before being destroyed, as well as ways for identifying data to be deleted (Touray, 2021). In addition, organizations' ability to be accountable and transparent is hampered by ineffective record-keeping methods. Good record keeping helps to save time since it eliminates the need to look for information when it is needed.

*Qualified Records Managers*

Table 4: Findings on the qualified records managers

	Strongly Disagree (SD)		Disagree (D)		Neutral (N)		Agree (A)		Strongly Agree (SA)	
	f	%	f	%	f	%	f	%	f	%
Is there a person in your organization who is responsible for coordinating and overseeing the implementation of the records management?							15	50.0	15	50.0
Does your organization have adequate professionally trained records managers?			4	13.3	7	23.3	16	53.3	3	10.0
Did the records manager in your organization receive initial training in records management?					11	36.7	15	50.0	4	13.3
Did staff in your organization have any formal qualifications in records management?	1	3.3	2	6.7	10	33.3	13	43.3	4	13.3
Do you agree that a clerk also can manage records even though does not have qualifications?			3	10.0	10	33.3	6	20.0	11	36.7
Do you agree that records management staffs need to have abilities and competencies in an organization to handle the records?							9	30.0	21	70.0

Based on the table, respondents are agree that records management staffs need to have abilities and competencies in an organisation to handle the records. In addition, records management employees are in charge of effectively managing the information that a company receives and generates. Everything an organisation accomplishes revolves around information. Its ability to run efficiently is directly influenced by how it manages this information. Respondents agreed that a clerk also can manage records even though does not have qualifications. Without a formal qualification, anyone can operate as a records management employee, however a formal qualification in records keeping or other related subjects may be advantageous (Phiri, 2016).

Those who are well-educated, intelligent, and dedicated, record work must be considered a respectable employment option. It is not broadcasted as a last resort for people who are unqualified, incompetent, or ignored. According to Touray (2021), agency or organisational records managers are able to ensure that staff employees are adequately skilled and action executives are informed of their specialised tasks in partnership with managers of records and archival institutions. The hypothesis that has been established for this research can be accepted the abilities and competencies that records management staff would able assess the current functionalities of records management in an organization. In addition, the objectives of the study are also acceptable as the results of the study explain that the respondents are agreed of the the abilities and competencies that records management staffs need to have in organization.

Effective records management programmes are implemented when there is a Training Program that helps with primary functional unit record coordinators to train them on the policies, procedures and workflows necessary to ensure quality record-keeping standards. Staff development and training must be incorporated into the organization's overall strategy. The employees of the company must be educated about records management difficulties. Roper and Millar (1999) asserted that the success of an organization's records management programme depends on the training of employees in records management.

### **Conclusion**

This research intends to analyse the factors that contribute to an effective records management programme in organisations, as well as the factors that contribute to an effective records management programme in the Organization of Statutory Bodies in Tapah, Perak. According to the findings, three elements, including records management policy and procedure, records management practises, and qualified records managers, influenced the effectiveness of the records management programme. The findings also demonstrate that the three elements described in this study are related and mutually beneficial. An effective records management programme can help them improve their record-keeping, resulting in increased efficiency and productivity in the workplace. It is possible to give information to consumers fast and easily if a well-designed records with an effective refractive index is in place.

### Recommendations

The recommendations are meant to overcome any records management issues that may arise in the organisation and to provide ways to strengthen the organization's successful records management processes. The topics that the recommendations address are in line with the study's goals.

1. In most organisations, poor records management is due to personnel inefficiencies in completing their jobs properly. As a result, staff capacity building must begin. Personnel in charge of records management must be properly trained and retained. Seminars, conferences, short courses, and workshops can all be used to increase staff abilities. This will assist employees in learning new skills such as proper recordkeeping and file storage.
2. The introduction of an electronic records management system is intended to improve efficiency in terms of quickness, accuracy, and security of records, as well as to encourage the use of a backup system. It is also critical for the company to have an electronic records management policy, standards, and guidelines in order to ensure that the records are properly managed. A training programme for employees on how to use the electronic records management system should also be implemented.
3. Records management professionals will run records management awareness programmes in order to raise awareness of the importance of records management in providing public services and the need for full support for their records management staff. Workshops, seminars, and walk-ins to various departments are all viable methods of delivering the programmes and educating employees on the job as well as imparting knowledge of the company's policies, procedures, and guidelines in general.

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