Current Development on in Private Sector: Keeping or Discarding Records

Nurul Shafirah Taharudin and Tengku Adil Tengku Izhar
Faculty of Information Management. Universiti Teknologi MARA, UiTM Selangor, Malaysia

Abstract: The main purpose of the study is to show the importance of retention schedule and recordkeeping in the organization processes and performance. Furthermore, it will focus on the efficiency and effectiveness of record management. Besides, it can lead to decision making process. On these day, some private sector do not aware about the importance of record management. There are too much bulky documents at their office. They also do not know the value of the document itself. Therefore, disposal is an important part of records management because when it properly done and it ensures that the organisation retains records for as long as they are needed.

Keywords: Information Management, Literature Review, Private Sectors, Records Management

Introduction

Certain documents are retained for much longer periods. Keeping or discarding records is a question to the organization. They do not know whether the records need to be kept or destroyed because there are no suitable guidelines for them. They also do not know the value of the document itself. Therefore, disposal is an important part of records management because when it properly done and it ensures that the organisation retains records for as long as they are needed and then, when they are no longer needed, destroys them in an appropriate manner or disposes of them in some other way, by transfer to an archives service (National Archives of Malaysia, 2011). The retention parameters may be determined by the life cycles of objects to which the documents pertain. Moreover, retention periods defined by corporations, government agencies, or other organizations are essentially estimates of life cycle duration for specific types of documents.

Even though they are many study on record management have been done in the previous study. However, there is still some limitation focus on incompetent of record experts (Magee, 2014), deficiency of storage facilities (Serewicz, 2010) and poor recordkeeping and retention schedule (Manikas, 2015). This study focus on keeping or discarding records in private sector that can help their decision on their documents or records as way out for some of the problems in the organizations.

Review of Literature
Competency of Records Experts

Malaysia has less expertise in record management. Even people are not aware of the existence of this field and its importance. According to Margaret (2006), competency standards differ in that they focus on the workplace performance of people. They identify the level of competence required by individuals operating particular machines or carrying out particular tasks in the workplace. Corresponding with Johnson and Bowen (2005), the authors found that staff training was an important component of a successful records management system. The organization was operating with a single designated records management role. Thus, the only prospect for installing good practice was for the records officer to train section to be self-managing in detail to their responsibilities with records.

According to McLeod and Hare (2009), they exposed that records took on greater importance as carriers of the lifeblood of the organization and a unique resource for improving effectiveness and efficiency of business operations. Due to the important of the records management profession's function, many initiatives created by several party to improve and make this field become more acceptable among people around the world. The number of professionals who enrol on part time distance learning postgraduate programs and continuing professional development modules though managing work and personal demand. It is important to know the basis of the field and explore by step as a record specialist or any profession related to records management professional.

Franks (2013) notes that records managers have traditionally had little involvement in the active phase of a record life cycle. She describes ways in which records and information managers can contribute their expertise to decisions being made about work-flow processes, access controls, storage systems, metadata and the search and retrieval processes. While all members of an organization have some responsibility for managing records, others will have the specific authority for records management. Both these groups of people will require some education and training in these regards. Wright (2013) revealed that the lack of records management training suggests a lack of initiative to equip staff to manage information effectively. Stronger communication regarding training and available resources would support greater staff initiative.

As studied by the Association of Records Manager and Archivist Korea (2014) as almost 90% of central government institutions use only one professional record, the scope of work done by this professional necessarily covers the task of record management. However, what attracts attention is that many employees see their key job assignments is to make valuations, transfers, and disposal only. From their perspective, they see themselves as doing long-term reform work or provide and provide services to consumers and other workers.

Storage Facilities or Requirements

Records storage space is important in a small or large company. This is because each document/records has its own value especially on the company's finances. Stephen (2004) explains that the storage facilities that need to be available in the room are metal cabinets, metal shelves and wooden shelves, the storage facilities used primarily are metals cabinet. They are stored in a record/office room. The main type of lighting in the rooms/ offices is natural light. This is due to the incessant electric power supply. Wang Lan (2003) mentioned that along with business expansion and distribution in different regions, some private companies have faced other questions about centralization or decentralization of records. On

the centralization or decentralization of records, it will affect the records storage of the company.

Based on National Records of Scotland (n.d) said that storage should provide protection to the level required by the nature, contents and value of the information in them. Records and information will vary in their strategic and operational value to the authority, and in their residual value for historical research, and storage and preservation arrangements reflecting their value should be put in place. Storage also should follow accepted standards in respect of the storage environment, fire precautions, health and safety and, if applicable, physical organisation. It should allow easy and efficient retrieval of information but also minimise the risk of damage, loss or unauthorised access.

Not all physical records can be stored in the same way and it must assess during the process of specifying the offsite store. It must pay careful attention to the dimensions and weight of the records with regard to the type of shelving required. For example large plans or maps should be stored flat while other paper records can be stored in a file on their side or in a box. Very specialised or fragile records, such as scientific specimens, will need very specific storage and they must be assessed prior to sending offsite, particularly if they require particular environmental conditions (National Archive UK, 2011).

Obura (2012) mentioned that an organisation should design a records storage method that maybe alphabetic, subject, numeric, or geographic, the exact specification to be determined after a records inventory is completed. It should also be noted that managing records storage does not only include decision on the supplies and equipment, but also the issue of security and environmental conditions of storage.

Guidelines for Retention Schedule and Recordkeeping

The National Archive of Malaysia (2009) bring up that disposal, or disposition, of records is an important part of their lifecycle. It is essential that no records are sent offsite without being assigned a current disposal schedule with procedures in place for managing and executing disposals when due. Failure to allocate and manage disposal schedules could significantly impact the management. If an organisation is not able to clear records due for disposal then it cannot make room for incoming records. The Ministry of Finance serves as the Government's expert on administrative development and initiates and promotes cross-sectoral development projects. It is also responsible for central government information management and information technology and steers and coordinates data security in central government. The guidelines from the government are very often coming into use in the same way as in the private sector (Roos, 2003). Even though the government have their own development on information, the guidelines also practice on private sector.

Roos (2003) also stated about retention. The Association has published a continually updated retention plan for business records. The fifth edition of this publication was published in 2001. This recommendation covers both vital records and those of lesser importance which may be destroyed on the expiration of specified periods, provided the requirements set down in legislation and accounting practice are observed.

On records retention and disposal, it should be deciding which records are to be kept and for how long, or which records should be destroyed or archived are critical decisions to be made by any organisation. An enterprise should provide secure and appropriate disposition for records that no longer need to be kept, requiring approved policies and procedures (Saffady, 2011). One may question whether SMEs have such policies and

procedures for records retention and destruction, or if records are retained or destroyed in a more haphazard manner.

Wang Lan (2003) opines that retention periods are usually divided into three classes: permanent, long-term (up to 50 years) and short-term (less than 15 years), according to their importance. The company should check their records based on their significance and choose the retention periods.

Reviewing the literature leads back to the question: Does employees who do not have knowledge and skills on records management can manage records properly? How deficiency of records storage facilities can give an affect business activity? What is the best guidelines for retention schedule and recordkeeping requirements in private sector? Analyzing all these question will indicate the importance of retention schedule and recordkeeping in the organization processes and performance. Furthermore, it will emphasis on the efficiency and effectiveness of record management. Besides, it can lead to decision making process.

Analysis of Review

In this age, people need to aware the importance of records manager's role in the organization. If an organization have a records manager, archivist or document controller in their business, they should change the perception of the records management's view. Johnson and Bowen (2005), Frank (2013) and Wright (2013) pointed out that should improve their skills by taking professional training and development program.

Records storage requirements have been indicated in various studies, including those of Stephen (2004), Wang Lan (2003), National Records of Scotland (n.d), National Archives UK (2011) and Obura (2012). While in guidelines for retention schedule and recordkeeping, two authors underline that proper guidelines for retention and disposal may lead to appropriate decision making on which records to be kept.

Overall, many studies showed that records management is importance in the organization processes and performance. Specifically in retention schedule and recordkeeping. Furthermore, it focus on the efficiency and effectiveness of record management. Besides, without proper records management education, it can't lead to decision making process on records.

Bil.	**Competency of Records Expert**						
1.	**Review**	Authors					
		Margaret (2006)	Johnson and Bowen (2005)	McLeod and Hare (2009)	Frank (2013)	Wright (2013)	Association of Records Manager and Archivist Korea (2014)
	• Perception and accountability of work phase	√		√	√		√
	• Professional training and development		√		√	√	

	Storage Facilities or Requirements					
2.	**Review**	Authors				
		Stephen (2004)	Wang Lan (2003)	National Records of Scotland (n.d)	National Archives UK (2011)	Obura (2012)
	• Shelving Requirements	√			√	√
	• Lighting Installation	√				
	• Centralized vs Decentralized		√			
	• Access, safety and security			√		√

	Guidelines for Retention Schedule and Recordkeeping				
3.	**Review**	Authors			
		National Archive of Malaysia (2009)	Roos (2003)	Saffady (2011)	Wang Lan (2003)
	• Procedures for managing and implementing the disposal	√			
	• Guidelines use by government as in private sector		√		

• Sustainable retention plan		√		
• Decision making			√	√

Conclusion

Record retention tables organize records by classes to facilitate the use of storage dates. Organizations should manage the number of records classes they have to make retention tables useful in everyday applications. It is also considered best practice to make this table available to employees in a central location rather than via email or on paper. This will make sure everyone is running the same version.

There are few researches conducted by researchers concerning about records management in private sector and other researchers focus on government which is the researchers know that government have many important records. The citizens in Malaysia mostly still not appreciate on the existing of records management profession or expert in country. The previous research done by many researchers has proven that the topic is still unsolved or hanging and need to investigate to make sure private sector know the importance of retention schedule and recordkeeping in the organization that effect processes and performance. This study is very imperative and give many benefit in future especially who is explored the records management field.

Record keeping is important as it provides information to support decision making by management and is generally required by legal retention requirements. Whereas, Guides for other private sectors have an effective record management program.

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