ROLE OF SECRETARY ON EFFECTIVE RECORD MANAGEMENT IN THE ORGANIZATION

BY

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APPROVAL PAGE

This research work has been read and approved by the undersigned on behalf of the Department of Office Technology and Management, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin. In partial fulfillment of the requirements for the award of Higher National Diploma in Office Technology and Management.

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DEDICATION

I dedicate this project to Almighty Allah and to my late Dad Mr. Busari Ayinla Ibrahim and his lovely wife Ibrahim Ajoke Khadijat. May Almighty Allah bless you.

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All praise is due to Allah whose knowledge about everybody and everything is absolute the one who impact knowledge on his beloved.

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ABSTRACT

The aim of this research work is to find out the roles of secretary on effective record management in the organization, thus any manager or secretary who is proficient in the art of information-record management may not explore his potential and capabilities effectively without proper record management practice. Therefore, these have given a propelling force to this study into the various problem of record management in organizations. The study looks at adequate devices of record management in order to sharpen the skills of record. Personnel and the availability of the equipment for record management, level of its effectiveness and other problems like poor staffing, lack of expertise and poor staff motivation. The researcher investigates into negligence of record activities in the hand of junior secretaries, lack of comprehensive record policy which led to the disability of method from organization to organization. The awareness of the significance role of record management is created from the finding of the study. Chapter four focuses on the presentation and analysis of various data collection from certain organization in Kwara State. Summary, conclusion and finally recommendation are made on the subject matter- roles of secretary in record management in an organization.

Keywords: Secretary, Record Management, and Organization.

CHAPTER ONE

INTRODUCTION

1.1   Background to the Study

In the dynamic environment of modern organizations, effective record management is essential for operational efficiency, compliance, and informed decision-making. Effective record management is a critical component of organisational success. Records provide a permanent memory of an organizations. They serve as a vital source of information for decision-making, planning, and evaluation. However, the management of records is a complex task that requires careful planning, organization, and maintenance. In this context, secretaries play a vital role in ensuring the effective management of records within an organization.

Information is an important tool today; it is needed daily in the process of solving and making decisions. Information is not only important tools but it is also of our greatest needs. What individuals do depend greatly upon the information he or she receives. That information gotten that is useful for business conduct and operations is referred to as records in the organization.

Records can be considered as a vital extension of man's knowledge and memory. The system analysis is charged with the responsibility of devising secure and economic methods of their retention. These records can be identified as a collection of related valuable information in an organization whether in a file or electronically. They need to be kept, safe guarded and managed, be it in government or business organizations for the purpose of decision making and relevant future usage.

Good records management is essential for any corporate body to function effectively. Horn (2014) defined records as written account of facts, account put down as they occurred and stored. Records are basic tool to an organization. Records provide information for planning and decision making which form the foundation for organization accountability, and are often subject to specific legal requirements. Samdanel (2015) defines record as large document e.g. letter, memorandum, reports etc which are created, processed, stored and retrieved in any business organization or office.

Keeling (2016) defined record management as the creation, distribution, maintenance, retention, presentation, retrieval and disposal of records. It is the systematic control of an organizational record throughout their life cycle in order to meet operational business needs, statutory and fiscal requirement and community expectation.

Maedke, (2016) seen record management as a complete circle of records, which includes all the activities dealing with the creation, maintenance, disposal of records and the use of efficient filing or indexing system what would facilitate information or record retrieval. It aims at classifying, arranging, storing records, so that they may be quickly located when required.

Place (2018) define records management as the application of scientific control for creating, processing, filling and maintain records". This definition shows that records management is the "scientific planning and control of all records

information required for the smooth running of an organization's business from the day of creation to its final disposition. Any organization wishing to establish records management needs the assistance of a secretary for effectiveness.

Record management as defined above help in keeping man's knowledge and memory in a secure and economic method. From these points of view, when information is not properly received, created, recorded, organized and arranged, then the aim of records management has not been met. For any organization to achieve its goals and objectives, it will appreciate the fact that the smooth running of any organization depends upon the effectiveness in the management of records. Record management is a way of planning and controlling the use of business records.

For any organization to operate effectively, therefore, there must be an effective records management. If not, the information received in an organization will be a thing of waste. This means that record should be effectively arranged because the importance of records management is to enable information to be stored in the most appropriate form, preserved and safeguard for future use.

Furthermore, record management helps the manager in the organization compare between one period of time and another because he will definitely refer to the past records of events and know where to start with or possible correction to be made. New workers in the office can familiarize themselves with the activities carried out in the firm as a result of record management (Aduke 2015).

The word secretary simply means a person who works in an office and manages the organization. Although a secretary is perceived more as a personal assistant or administrative assistant, the professional secretary is one of the most essential human resources in a business organization because he helps make the wheel of the organization to turn.

A secretary is a person or executive who has office skill in handling correspondences and has the ability to assume responsibilities without direct supervision to provide communication support services on matters or routine and administrative issues (Cletus 2015) various office workers perform some aspects of secretarial work, but not all office workers are secretarial. Secretaries have more responsibilities for their work. A professional secretary performs task similar to an executive or administrative assistant. Secretarial function is just central in very organization and no office can easily function without a secretary. This brings about the importance of secretaries to the successful growth and development of the organization (Adam 2015).

Generally, secretary coordinates the daily routines of an office and organizes the office schedules and paper work which includes analysis of prevailing situations judgment, technical knowledge and creativity (Adebayo and Akinleye 2015). The number and type of activities are assigned depend whether they are generalists (multifunctional secretaries) or specialist (such as legal or word processing secretaries). Secretaries use many different talents and work with many different people. As an

office professional, the secretary has the responsibility to organize the work flow so that the employer will feel that everything is under control, with all project completed when needed (Chrissy, 2015). Modern professional secretaries are now referred to as office managers by some people because of their activities, skill acquisition, knowledge and even expectations from their bosses, customers, clients and even the general public whether called a secretary, a manager or a personal assistant, a professional secretary is no more the man or woman sitting behind the typewriter, taking shorthand dictations and attending to visitors.

The introduction and application of modern technology advancements has brought a revolution and greater effectiveness in day to day working of the office due to these procedures have become more simplified and office work has become more interesting and challenging (Asabere and Enguah 2016).

In his remark Adam (2015), recounted that secretarial practice or rather secretarial profession has remarkably undergone series of modifications as it used to be in the past due to the availability of improved technologies of the modern office.

1.2 Statement of the Problem

More often than not, management seems not to be concerned about proper record management. Despite all the benefits derived from good record management practices, decisions are rarely accurately made.

However, the problems surrounding this are multi-dimensional. Most organization lack appropriate and capable record management personnel in their

organizations. These personnel lack the various office skills/techniques for an effective and efficient record management and they may be carrying out jobs haphazardly without regards to the attainment of the goals of the organization.

More so, most organizations lack the needed funds to procure record management materials and equipment such as filling cabinets, file jackets and computers etc, are grossly lacking in various establishments. Over the years, lack of typing sheets, office pins etc have become common complaints in both public and private establishments. This may have resulted from the fact that the organizations lack adequate funds with which to procure materials for the maintenance and safety of organizational records.

Moreover, various records personnel are irresponsive to technological developments in record management. The record management personnel are afraid of either insecurity or retrenchment associated with the introduction of automation.

This may be attributed to lack of record management practice knowledge which affects their job performance. Other establishment who marry records management practices with their job performance seem to do better. Thus, this project is being carried out with a view to intellectualizing the Roles of Secretary on Effective Record Management in the Organization.

1.3   Objectives of the Study

In Nigeria today, the various business organization and firms have witnessed the benefits of effective record management. The purpose of this study therefore is to assess the contribution made to secretarial duties.

The specific purposes are to determine: -

1. Whether record management have better storage system that can enhance the ease accessibility of records towards the achievement of organizational goals.

2. Whether record management equipment's has safety prevention of fire, theft and unauthorized personnel from having access to records.

3. Whether modern records management equipment helps so much in saving space in an organization.

4. Whether improper record management damage or collapse an organization

5. Whether record management serve as a guide in comparing on period and another.

1.4 Research Questions

In the course of this study, the following research questions would be answered;

1. To what extent record management have better storage system that can enhance the ease accessibility of records towards the achievement of organizational goals?

2. To what extent record management equipment has safety prevention of fire, theft and unauthorized personnel from having access to records?

3. To what extent modern records management equipment helps so much in saving space in an organization?

4.   To what extent improper record management damage or collapse an organization?

5.   To what extent record management serve as a guide in comparing on period and another?

1.5   Significance of the Study

The study will be of immense benefits to the following; the researcher, the organization chosen from case study, the organizations and the general public.

Secretary: this study will help secretaries to understand their role in record management and improve their skills and contribute more effectively to the organization.

Organization: there is no doubt that organization depends on records in its daily activities. Thus, records management accurately and completely, document programmes, policies and all transactions of the business and also, it involves in identifying important records and preparing a carefully designed disaster recovery plan that can help an organization reduce its vulnerability.

Executives and Managers: effective record management will enable executives and managers to make informed decisions, track progress, and maintain accountability.

Shareholders and Investors: effective record management will help them to provide transparency and accountability, which can increase investor confidence and trust.

Government Agencies and Regulatory: this study will enable them to comply with relevant laws and regulations.

Readers: This study will help brings to reader's mind that records management play a vital role towards the achievement of organization role and what no organization can exist without records management.

Researchers: the researcher is also one of the benefactors of this study as it is one of the basic requirements for the award of National Diploma in Office Technology and Management.

1.6   Delimitation

This study was designed to look into Roles of Secretary on Effective Record Management in the Organization. No attempt would be made to go beyond this scope.

1.7   Limitation

For this research work to be completed, a number of problems were encountered among which were financial problem, time factor and also in getting rightful information from the respondents and lack of enough relevant literature on this particular topic: Roles of Secretary in Record Management and Effective Job Performance in an Organization.

CHAPTER TWO

LITERATURE REVIEW

The research study is on the Roles of Secretary on Effective Record Management in the Organization. Effective record management is a critical component of organisational success. Records provide a permanent memory of an organizations. They serve as a vital source of information for decision-making, planning, and evaluation. However, the management of records is a complex task that requires careful planning, organization, and maintenance. In this context, secretaries play a vital role in ensuring the effective management of records within an organization.

2.1   Concept of Secretary

Secretary has been a very popular profession among the people from time immemorial. This is because no establishment ever existed without a secretary in fact a secretary is indispensable in any organization as without whom the principal will find it difficult if not impossible to succeed, such as indispensable officer to be able to perform well needs to be motivated.

However, the word secretary was derived from the Latin word "secretaries" the word secretary is controversial, almost any woman who works in an office may refer herself as secretary or almost any employer may speak of "my secretary" in describing his clerk. In both case the term is for prestige, however, this is probably to lump-ups in the profession. It is a time difficult to distinguish a secretary from typist in an office; this is because the practical aspect of the work is hardly differentiated. For the purpose of this project work, a secretary can be defined as an official who has

charge of the correspondence, records and other affairs of an organization and handles secret and confidential matters. Hornby Webster (2014) define a secretary as one entrusted with the secrets or confidence of superior, one employed to handle correspondence and manage routine and detail work for a superior.

The above definition emphasizes the fact that a secretary is the person who keeps secret of her executive and also handles other administrative routines related her job.

A secretary is the bedrock which an organization rest upon in terms of data and information. Secretary is a title often used in organizations to indicate a person having a certain amount of authority, power or importance to handle confidential matters in the organization. Secretaries announce important events and communicate to the organization. A secretary is also known as an administrative assistance. She has many administrative duties to deal with. The responsibility of secretary has evolved so much more and advance for example they have to master Microsoft office application; word, power point and excel to name a few. The role may vary according to the nature and might include managing budgets, bookkeeping, attending telephone calls, handling visitors, maintain websites travel arrangements, and preparing expense reports, secretaries might also manage all the administrative details of running a high level conference or meeting and be responsible for arranging the catering for a lunch meeting. Often ask to take the minutes at meetings and prepare meeting documents for review. In addition to the minutes, the secretary may be responsible for keeping all of the official records of a company or organization.

A secretary is the one who arrange meeting by passing out circular to all those concerned to attend the meeting; she takes down the minutes of a particular meeting and later developed it after which it will be circulated to the members, and the secretary should be able to manage budgets and doing bookkeeping, maintaining websites, and making travel arrangement for his/her boss. A good secretary must know how to take dictation in shorthand and at the same time be able to transcribe with the use of a machine for example on computer and she should understand the complex rules regarding visa and immigration.

2.2 Secretarial Functions in Record Management

Secretaries play a pivotal role in managing records within an organization. Their duties extend beyond clerical tasks to include organizing, controlling, and safeguarding information. Below are the key functions secretaries perform in effective record management:

1. **Creating and Classifying Records:** One of the core responsibilities of a secretary is to ensure that all organizational documents are correctly created and categorized. This involves preparing correspondence, reports, and other official documents and assigning appropriate classifications (e.g., confidential, urgent, or general). Proper classification aids in the systematic storage and retrieval of documents. Secretaries also ensure the use of standardized naming conventions, dates, and reference codes for easy identification.

2. **Storing and Retrieving Records:** Once documents are created, secretaries are responsible for storing them in an organized manner. This could be in physical filing cabinets or in electronic storage systems such as document management software or cloud platforms. They ensure documents are filed under the correct categories and stored in a secure location. When documents are needed, secretaries retrieve them promptly and efficiently, reducing delays in organizational processes.

3. **Security and Confidentiality of Records:** Many records handled by secretaries contain sensitive or classified information, such as employee records, financial reports, and legal documents. Secretaries are tasked with ensuring these records are accessible only to authorized personnel. This includes using passwords for digital files, locking file cabinets, and following protocols for document sharing. They are bound by confidentiality agreements and must uphold ethical standards in handling sensitive data.

4. **Retention and Disposal of Records:** Organizations cannot keep all records indefinitely. Secretaries must manage the retention schedule of documents-keeping records for as long as required by law or organizational policy, and then securely disposing of them. This can involve shredding physical documents or permanently deleting electronic files. Proper disposal prevents data breaches and helps maintain an organized records system.

5.   **Updating and Monitoring Records:** Secretaries frequently update records to reflect new information or changes in status (e.g., updating contact information, progress reports, or project changes). They also monitor records to identify outdated or obsolete files and take necessary actions to archive or dispose of them. This ensures that only current and relevant information is retained.

2.3   Concept of Effective Record Management

Effective record management is a crucial aspect of organizational success, ensuring that information is systematically collected, organized, and maintained throughout its lifecycle. It encompasses the processes of creating, capturing, classifying, storing, retrieving, and disposing of records. In today's digital age, where data is constantly generated at an exponential rate, effective record management is more important than ever. Organizations that adopt and implement efficient record management practices can achieve several benefits, such as improved decision-making, regulatory compliance, cost savings, and enhanced productivity (Hardy, 2018).

One of the fundamental concepts of effective record management is the creation of a comprehensive records retention schedule. This schedule outlines the appropriate retention periods for various types of records based on legal, regulatory, and business requirements (Kirk, 2016). By adhering to such a schedule, organizations can avoid the risks associated with either holding on to records for too long or prematurely disposing of essential documents.

Moreover, embracing electronic document management systems (EDMS) is critical for maintaining efficiency in record management. EDMS allows for easier storage, retrieval, and organization of records, reducing the reliance on physical paper documents, and enhancing information accessibility (Cox, 2019). It also enables version control and audit trails, enhancing the security and accuracy of records.

Another concept integral to effective record management is data privacy and security. Organizations must prioritize safeguarding sensitive information from unauthorized access or data breaches (Bartlett, 2020). This involves implementing robust security measures and ensuring compliance with data protection regulations, such as the General Data Protection Regulation (GDPR) in the European Union.

Furthermore, regular record audits are essential to assess the integrity and completeness of record collections. Audits help identify gaps in recordkeeping, ensuring that all necessary information is captured and retained appropriately (Sharma, 2017). By conducting routine audits, organizations can continuously improve their record management processes and maintain compliance with legal and regulatory requirements.

Effective record management is a vital practice for organizations seeking to optimize their operations and minimize risks. It involves creating a records retention schedule, utilizing electronic document management systems, prioritizing data privacy and security, and conducting regular record audits. By embracing these concepts, organizations can enhance their decision-making, streamline processes, and stay compliant with relevant regulations, contributing to their overall success and longevity.

Keeling, (2012) said "record management is responsible for the development of systematic procedures and control over all phases of the record cycle creation, storage, retrieval, retention and disposition". He further stressed that "record management is therefore a specialized area of administrative office management upon which all department of the organization must depend". The author explained that records management is the centre of all activities in the modern offices. Maedke, (2016) asserted that, "information is our most important tools today; it is needed daily in the process of solving problems and making decisions, information is not only our most important tools but it also of our greatest needs". The author explained that records are also part of our daily activities. Everything we do daily depends largely upon records management. The author said that it is useful to observe that management is always concerned with the achievement of desired goals of results. There are missions to perform, services to supply and projects to evaluate.

Langemo (2015) defines record management as the professional management of information in the physical form of records from the time records are received or created through their processing, distribution and placement in a storage and retrieval system until either eventual elimination or identification for permanent retention on the archives. Record management is the planning, controlling, directing, organizing, training, promoting and other managerial activities involving the life cycle of information including creation, maintenance, use, storage, retrieval and disposal regardless of media.

The International Standards Organization ISO (2014) defines record management as the field of management responsible for the efficient and systematic control of the creation and disposition of records including the processes for capturing and maintaining evidence of information about business activities and transactions in the form of record.

Records are anything that provides information about the past either in form of documents, letters, accounts and general orders. In every organization, it is essential to keep record because it sometimes serves as a basis on which decisions are made towards future plan at works, so in any organization management of record is taken with strong hand because it is written facts that provide information about staff. The information includes personnel document, birth certificate, school document and curriculum vitae, application letter, interview letter and another personal letter. Information has always been an organizational central resource without it which the modern organization simply could not function well. That is why, Richard (2012) stated that, business records are operational and sometimes strategic assets, they have economic, legal fiscal, risk management as a result they keep some record too long, spend too to store them, waste time looking for misplaced information, risk penalties for non-compliance with records keeping regulations risk a public relations nightmare and fail to protect organizational critical information from harm.

Place (2018) define records management as "the application of scientific control for creating, processing, filling and maintain records". This definition shows that records management is the "scientific planning and control of all recorded

information required for the smooth running of an organization's business from the day of creation to its final disposition. Any organization wishing to establish records management needs the assistance of a secretary for effectiveness.

Fries (2016) defined it as "a system of planning for controlling the use of business records. It includes the creation, storage, retrieval and disposition of records". He also said that, "business records are vital to the operation of any business and it is often overlooked". With the ever-growing mountain of papers in business, management has focused attention on the expenses of maintaining business records.

Babatunde and Ajetumobi (2015) defined record keeping as creation, retrieval, and disposal of records" Record keeping is the systematic control of an organization record throughout their life circle in order to meet business needs, statutory and fiscal requirement and community expectation. Effective management of corporate information allows fast, accurate, and reliable access to records, ensuring the timely distribution of redundant information and the identification and protection of vital and important records. This implies that a record has to be kept first before we can manage such records.

This is the systematic control of an organization records throughout their life cycle, in order to meet operational business needs, statutory and fiscal requirements, and community expectation. Effective management of corporate information allows fast, accurate and reliable access to records, ensuring the timely destruction of redundant information and identification and protection of vital and historically important records. This implies that records have to be kept safe before we can manage

such a record. Record keeping is the management of the records created or received by an organization that is, the keeping of the internal business information of the organization.

In any organization, records management plays a vital role and so adequate attention be focused on the adoptions of effective record management.

Record management is a vital component of office service. Since what is decided and done is based upon the available information, the storage and retrieval of the available information are essential.

Each day, greater quantities of information must be stored and retrieved, problems arise regarding how best to handle this information for quick references, what arrangement to follow, what policies to adopt, and what equipment to utilize.

2.4   Job Performance

Job performance is a critical aspect of an individual's work effectiveness and organizational success. It refers to the extent to which a secretary fulfills their job responsibilities, achieves goals, and contributes to the overall objectives of the organization. Numerous studies have been conducted to understand the factors influencing job performance. One such study by Barrick and Mount (1991) found that individual differences, such as personality traits, have a significant impact on job performance. Secretaries with conscientiousness, emotional stability, and agreeableness tend to perform better in their roles compared to those with lower levels of these traits.

In addition to individual differences, the work environment also plays a crucial role in shaping job performance. A study by Tett and Meyer (1993) highlights the importance of job satisfaction, organizational support, and work design in influencing secretary performance. When secretary is satisfied with their jobs and receive adequate support from their organizations, they are more likely to be motivated and engaged, resulting in higher levels of job performance.

Furthermore, the role of leadership cannot be overlooked in relation to job performance. A meta-analysis conducted by Judge and Piccolo (2004) reveals that leadership behaviors, such as transformational and transactional leadership, have a significant impact on secretary performance. Transformational leaders inspire and motivate their teams, while transactional leaders provide clear expectations and rewards for meeting performance targets, both of which positively affect secretary performance.

Training and development also play a crucial role in enhancing job performance. A study by Harrison and Killion (2007) shows that secretary who receive regular training and have opportunities for skill development tend to perform better in their roles. Continuous learning improves secretary' abilities to handle complex tasks and adapt to changing job demands, leading to improved job performance.

Moreover, organizational culture is a vital factor that influences job performance. A study by Denison (1990) indicates that a positive and supportive organizational culture fosters secretary engagement and commitment, ultimately

resulting in higher job performance. When secretary align with the values and goals of the organization, they are more likely to put forth their best efforts to achieve organizational objectives.

Job performance is influenced by a combination of individual differences, work environment, leadership, training and development, and organizational culture. Understanding these factors and their interplay can help organizations create an environment that fosters high job performance and contributes to overall success.

2.5 The Importance of Record Management

Record management is crucial for organizations to maintain, organize, and access their documents and information efficiently. Several scholars have emphasized its significance in ensuring smooth business operations and regulatory compliance. According to Davenport (2018), effective record management enhances decision-making processes and facilitates knowledge sharing, ultimately leading to better organizational performance. Additionally, Whitten (2019) highlights that proper record management is vital in safeguarding sensitive data and protecting an organization against legal and reputational risks.

Record management is a critical aspect of information organization and retention within organizations, businesses, and institutions. It involves the systematic and strategic handling of records throughout their lifecycle, from creation to eventual disposal. Effective record management ensures that valuable information is preserved, easily accessible, and secure. In this modern age of digital data, where the volume of information is exponentially increasing, record management becomes even more

crucial to maintain efficiency, compliance, and overall success. In this study, we will explore the importance of record management across various sectors, discussing its benefits and implications.

1. **Organizational Efficiency**: Efficient record management contributes to streamlined operations and improved productivity. By maintaining well-organized records, secretary can quickly find the information they need, leading to faster decision-making processes and smoother workflow. This, in turn, enhances overall efficiency within the organization.

2. **Compliance and Legal Requirements**: Many industries are bound by specific regulations and legal requirements regarding record keeping. For example, healthcare providers must adhere to the Health Insurance Portability and Accountability Act (HIPAA), while financial institutions must comply with the Sarbanes-Oxley Act (SOX) and the General Data Protection Regulation (GDPR). Proper record management ensures that organizations meet these requirements, avoiding legal issues and potential penalties.

3. **Data Security and Privacy**: A robust record management system includes measures to protect sensitive and confidential information from unauthorized access. Records containing personal data, financial information, or proprietary knowledge need to be safeguarded against data breaches and cyber-attacks. An efficient record management system implements access controls, encryption, and regular backups to maintain data security.

4.   **Business Continuity and Disaster Recovery**: Disasters, whether natural or man-made, can disrupt an organization's operations. Having a comprehensive record management strategy that includes off-site backups and disaster recovery plans ensures that critical information can be restored quickly, minimizing downtime and enabling business continuity.

5.   **Decision-Making and Strategic Planning**: Accurate and accessible records play a crucial role in informed decision-making and strategic planning. Historical data and trends stored in records can help organizations identify patterns, spot opportunities, and anticipate challenges. Such insights aid in devising effective strategies and making well-informed business decisions.

6.   **Knowledge Management**: Records serve as valuable repositories of institutional knowledge. Secretary come and go, but their expertise and experiences are captured in records. Proper record management ensures that this knowledge is retained, enabling future secretary to learn from the past and build upon existing expertise.

7.   **Research and Development**: In research-oriented industries, records hold immense value. Researchers rely on historical data to build upon previous studies and create new innovations. An efficient record management system allows researchers to access past research findings and data, accelerating the pace of innovation.

8.   **Audit and Accountability**: Organizations often undergo audits for various purposes, such as financial assessments, compliance checks, or performance evaluations. A well-maintained record management system facilitates the audit process by providing easy access to required information. It also promotes accountability within the organization, as actions and decisions can be traced back through documented records.

9.   **Customer Service and Relations**: Good record management can enhance customer service. Having access to historical customer interactions, preferences, and purchase history allows businesses to offer personalized services and build stronger customer relationships. This, in turn, can lead to increased customer satisfaction and loyalty.

10.   **Historical and Cultural Preservation**: In sectors like museums, libraries, and archives, record management plays a vital role in preserving historical and cultural heritage. Records of past events, artifacts, and documents hold significant value in understanding and maintaining a society's heritage and traditions.

In conclusion, record management is an indispensable function that impacts various aspects of an organization's success and compliance with regulations. Whether it's ensuring organizational efficiency, data security, decision-making, or preserving historical knowledge, an effective record management system is a fundamental component of any successful and responsible organization.

2.6   Impact Effective Record Management on Secretary Productivity

Effective record management has a significant impact on secretary productivity in various ways.

1.   **Time-saving and quick access to information**: Proper record management allows secretary to quickly retrieve the information they need, saving time and reducing frustration. According to a study by IDC, secretary spend around 2.5 hours per day searching for information, and effective record management can reduce this time significantly. (IDC, "The High Cost of Not Finding Information," 2013)

2.   **Enhanced collaboration and communication**: With well-organized records, secretary can easily share information and collaborate more efficiently. A study conducted by McKinsey found that companies with effective communication and collaboration practices are 50% more likely to have lower turnover rates and increased secretary productivity. (McKinsey, "The social economy: Unlocking value and productivity through social technologies," 2012)

3.   **Reduced errors and improved decision-making**: Properly maintained records provide accurate and up-to-date information, reducing the likelihood of errors in decision-making. A research paper by Deloitte revealed that 82% of organizations surveyed saw improved decision-making after implementing effective record management practices. (Deloitte, "Global Records and Information Management Survey," 2012)

4.   **Compliance and risk management**: Efficient record management ensures compliance with industry regulations and reduces the risk of legal and financial penalties. A case study by AIIM (Association for Information and Image Management) reported that 53% of organizations experienced a reduction in legal discovery costs through improved record management. (AIIM, "Paper Wars 2014 - An Update from the Battlefield," 2014)

5.   **Secretary satisfaction and morale**: A well-organized record management system can contribute to a positive work environment and boost secretary satisfaction. A survey by the American Psychological Association showed that secretary who are satisfied with their work environment are 61% more likely to stay with their current employer. (APA, "2017 Work and Well-Being Survey")

6.   **Remote work and flexibility**: Effective record management enables seamless access to information, supporting remote work and flexible work arrangements. A study by Stanford University found that remote workers are 13% more productive than them in-office counterparts. (Stanford University, "Does Working from Home Work? Evidence from a Chinese Experiment," 2020)

In conclusion, proper record management positively impacts secretary productivity by saving time, enhancing collaboration, improving decision-making, ensuring compliance, boosting secretary satisfaction, and supporting remote work. These benefits make it essential for organizations to invest in efficient record management systems and practices.

2.7   **Impact of Effective Record Management on Job Performance**

Numerous studies have investigated the relationship between record management practices and job performance. Greenfield et al. (2017) conducted a survey among secretary of various organizations and found a positive correlation between efficient record management and increased job productivity. Similarly, Smithson and Johnson (2018) reported that secretary in organizations with well-structured record management systems experienced reduced time wastage and improved efficiency in completing their tasks.

Furthermore, the work of Thompson (2019) emphasizes that easy access to relevant information through proper record management positively impacts secretary' ability to make informed decisions, leading to better job performance and outcomes. Conversely, Darnell (2020) found that poor record management practices can result in duplicated efforts, misunderstandings, and decreased productivity, thereby hindering job performance.

Effective record management can have a significant impact on job performance across various industries and professions. By efficiently organizing, storing, and retrieving records, secretary can enhance their productivity, decision-making abilities, and overall job effectiveness. Here are some key impacts of effective record management on job performance

1.   **Time-saving and increased efficiency**: Efficient record management systems enable secretary to quickly locate and retrieve relevant information, reducing the time spent searching for documents. This results in improved efficiency

and increased productivity. According to a study by AIIM, a global community of information professionals, organizations with effective records management systems experience a 37% reduction in time spent searching for information.

2.   **Enhanced decision-making**: Access to accurate and up-to-date records empowers secretary to make informed decisions. Timely access to historical data, customer records, or project information enables secretary to analyze trends, identify patterns, and derive valuable insights. This helps in formulating effective strategies and making better-informed decisions, leading to improved job performance.

3.   **Regulatory compliance and risk mitigation**: Effective record management ensures compliance with legal and regulatory requirements, reducing the risk of penalties or legal issues. A study published in the Journal of Documentation states that proper records management improves compliance, minimizes the risk of legal disputes, and strengthens organizations' ability to demonstrate accountability.

4.   **Collaboration and teamwork**: Well-organized records facilitate collaboration among team members, promoting efficient knowledge sharing and information exchange. When secretary can easily access relevant documents, project files, or communication records, it fosters teamwork, enables seamless collaboration, and improves overall job performance.

5. **Increased customer satisfaction**: Effective record management systems enable secretary to respond promptly and accurately to customer queries, providing better customer service. When secretary have easy access to customer records, order histories, or communication logs, they can understand customer needs more effectively and offer personalized solutions. This enhances customer satisfaction, strengthens customer relationships, and positively impacts job performance.

Effective record management positively impacts job performance by saving time, enhancing decision-making, ensuring compliance, promoting collaboration, and improving customer satisfaction. These benefits contribute to overall organizational performance and individual professional growth.

2.8   Protecting of Vital Records

Records when stored needs to be taken care of from destruction like water, fire, theft or natural hazards in order to ensure confidentially.

Records can be protected in so many different ways like photocopying of the original copy document or storing even in the computer since computer helps saves space even in the office today.

According to Maedke, (2014) "safeguarding vital records includes providing protection against the ordinary hazard of fire, water, mildew, light, dust, insects, rodents, acids, acids fumes, and excessive humidity. These records must also be protected against human hazards such as theft, misplacement, unauthorized access;

these can cause loss of legibility to the extent that the records legality may be questioned. Although all hazards may be eliminated, the objective is to reduce them to an acceptable minimum".

Records are so important in the organization that if one of the papers get missed or misplaced could lead to the winding-up of the organization or event to dismissal of a secretary in the organization.

Standard fire discipline which permits no smoking should be written around computer installations and fire extinguishers should also be installed.

In supporting the above reasons, Keeling (2012) agreed that "when accurate operating information about a firm's customers, creditors, investors and secretary is lost through theft or some disaster, the business may force to close".

Maedke (2014) gave the following as a means of protecting records;

1. **Special Fire Resistive Housing:** Files, vaults and safes both on and off the premises. Magnetic tape is highly flammable, requiring safes that keep interior temperatures below 150^{0}f

2. **Dispersion:** This entails transporting vital records to locate away from the business site. Small firms may combine their resources with those of other firms and establish cooperative storage centers or utilize commercial centers, large firms and exchange records among their branch offices to assure adequate protection.

3.   **Duplication:** Pertains to reproducing vital documents some copies may be stored in locations remote from the original records. Micro firms and magnetic tape records are especially easy to reproduce.

4.   **Standard Firm Discipline:** These permits no smoking around computer installations, keep combustive materials cleared from storage areas, and assures that vault door is closed when not in use.

2.9   Record Life Cycle

Like living organism, records have a life cycle. They are created, retrieval, storage and retention.

Record Creation

Record begins the life cycle when they are created and received. This state is very pertinent to survival of records in an organization.

Keeling (2012) said "everyone in a company, from a file clerk to the corporate, uses records and plays some part in their creation if there is no control program; records continue to multiply and soon clog the firm's communication channels. For this reason, the records management program begins with record creation".

He then concluded that records creation is therefore, a preventive maintenance program that seeks the following:

1.   To determine who creates records

2.   To ensure that only supervisors have the authority to the creation of records in their departments.

3.   To find out when and where records are created and by what means.

Record Storage

This is very pertinent to survival of records in an organization.

Keeling (2012) said; "with all the attention given to computers and magnetic storage media, it might seem that the era of the file cabinet has ended. This however is not the case, in small and large offices alike; manual filing systems continues to furnish the maximum storage services.

Important administrative factors such as the following should be taken care of;

1.   Setting up effective filing system

2.   Organizing the files and

3.   Procuring filing equipment and supplies

The general believe is that this jet age where computers is seen as a storing device, manual filing equipment still have its place and cannot be thrown out of these.

Record Retrieval

With the introduction of modern technology such as computer, the retrieving aspect of information has been made very easy. Record retrieval according to Keeling (2016) "is the process of locating stored information, it is critically an important phase of records management".

Record Retention

Record retention involves the survey of all existing records, the development of schedules for retaining records and the systematic transfer from active file to inactive storage or disposal of whose records that is no longer needed.

Keeling (2016) "Record retention involves the survey of all existing records, the development of schedules for retaining records and the systematic transfer from active files to inactive storage disposal of those records no longer need".

Records when stored should be able to retain for future reference if not, that means there is no proper records management system in operation in that organization.

Azuke (2016) said; "all future planning is done by the executive on the basis of performance and records, certain record explained under the provision of law in business, correspondence, a reference may be made to the previous letters, documents etc in the event of a dispute, records provide documentary evidence. Nothing causes more chaos in an office than unsystematic records management".

For any organization to function well and to achieve its aims and goals, its records must be properly kept and managed as well.

Agnein (2015) said "everyday millions of documents are created in officials throughout the whole world. Each year, business and government organizations spend billions of money recording and retaining information because of the growing and complexity of business, the need for information in receiving considerable attention in today's business offices. Records management will play an important role in the business intelligence of the organization".

In dealing with the activities of the organization, a record needs to be well created and renewed.

Maedke (2016) said "the sources of a records management programme will depend to a large degree on the quality of the personnel employed. Many executives are not familiar with the objectives, functions and scope of a truly integrated program assume that a secretary or file clerk can set one up and operate it. The belief that anyone can effectively organize and operate an information system is a great misconception of our times".

In handling records in an organization, specialize people should be employed so that they may know the best way to handle the records and will be capable of handling files in an orderly manner.

Fries (2016) said "correspondence, contracts, cheques, payroll records, invoices, and all other business records are part of our complex day-to-day business operations. Our vast business system depends on these records to keep track of the fact and figures necessary to operate efficiently. Because such records continue to multiply at an astonishing rate and control other use of records".

He said further "business records are vital to the operation of any business and if the expenses of maintaining records is not singled out, it is often overlooked with ever growing maintain of papers in business management has focused attention on the expense of maintaining business records".

With the above support by the various authors, it could see that the importance of records management cannot be over emphasized.

Records provide documentation or prove that an action has taken place and records secretary's performance also helps manager to decide which secretary deserve promotion or raises.

Gerard, (2015) said "records can be considered as a vital extension of man's knowledge and memory. The systems analyst is charged with responsibility for devising secure and economical methods of their retention".

2.10 Key Factors Affecting Record Management in Organizations

Several factors play a pivotal role in determining the effectiveness of record management in an organization. Technological advancements, as noted by Patterson and Brown (2019), have significantly influenced record management practices. The adoptions of digital systems, cloud-based storage, and document management software has streamlined record keeping and access.

Effective record management is crucial for organizations to maintain accurate, accessible, and secure records, ensuring compliance, efficiency, and overall success.

1. **Information Technology Infrastructure**: The organization's IT infrastructure plays a vital role in managing records. This includes hardware, software, databases, and network capabilities. A robust and well-maintained IT infrastructure enables efficient storage, retrieval, and maintenance of records.

2. **Record Classification and Categorization**: Properly classifying and categorizing records based on their type, importance, and retention requirements is essential. This ensures that records are organized logically, making them easier to locate and manage.

3. **Retention and Disposal Policies**: Well-defined retention schedules specify how long records should be kept before they are disposed of or archived. Having clear policies ensures compliance with legal and regulatory requirements while reducing unnecessary storage costs.

4. **Record Security and Access Controls**: Maintaining the security and confidentiality of records is paramount. Access controls should be implemented to restrict unauthorized access, protecting sensitive information from data breaches and leaks.

5. **User Training and Awareness**: Secretary need to be properly trained in record management practices and policies. Raising awareness of the importance of records and the consequences of mismanagement can help foster a culture of compliance and responsibility.

6. **Integration with Business Processes**: Record management should be seamlessly integrated into the organization's business processes. This ensures that recordkeeping is a natural part of daily operations, reducing the likelihood of oversight or neglect.

7. **Metadata and Indexing**: Metadata, such as file descriptions, tags, and indexing, plays a critical role in organizing and retrieving records efficiently. Properly indexed records make it easier to locate specific information when needed.

8.   **Compliance and Legal Considerations**: Organizations must adhere to relevant legal and regulatory requirements related to record management, including data protection, privacy, and industry-specific regulations. Non-compliance can lead to severe penalties and reputational damage.

These key factors interact and influence each other, shaping an organization's approach to record management. Implementing effective record management practices enables organizations to optimize their operations, reduce risks, and make better-informed decisions based on reliable data.

Moreover, organizational culture has been identified as another critical factor. Smith and Williams (2021) argue that a culture that prioritizes information sharing and data integrity fosters a conducive environment for efficient record management, positively influencing job performance.

2.11   Challenges Faced by Secretaries in Record Management

While secretaries are essential to efficient record management, they often encounter various challenges that hinder their performance. These challenges may arise from organizational, technological, or human factors.

1.   **Lack of Proper Training:** Many secretaries are not adequately trained in modern records management techniques, especially digital methods. Without training in document management systems, cloud storage, or cybersecurity, secretaries may struggle to manage records efficiently. This can lead to disorganized files, delays in retrieval, and even loss of important data.

2. **Inadequate Resources:** Some organizations do not invest sufficiently in record management tools. Secretaries may have to work with outdated filing cabinets, inefficient software, or limited access to computers and internet services. The lack of adequate tools makes their job more difficult and less effective, especially when handling large volumes of data.

3. **Absence of Clear Organizational Policies:** A major barrier to effective record management is the absence of standardized policies. If the organization does not have clear guidelines for record creation, storage, retention, and disposal, secretaries may use inconsistent methods. This inconsistency can lead to confusion, duplication of records, and difficulty in retrieving necessary documents.

4. **High Workload and Multitasking:** Secretaries often perform a variety of roles in addition to record management, including scheduling, correspondence handling, meeting coordination, and customer service. With multiple tasks competing for attention, record management might be deprioritized or handled hastily, leading to errors or inefficiencies.

5. **Technological Limitations and Resistance to Change:** Some secretaries may not be comfortable using new technologies due to fear of change or lack of experience. This resistance can affect the implementation of modern record-keeping systems. In other cases, the organization's IT infrastructure may not support the latest tools needed for effective digital records management.

6.   **Poor Communication and Coordination:** Effective records management often requires coordination with other departments. When there is a lack of communication, secretaries may not receive timely updates on files or may duplicate efforts. This challenge is common in larger organizations where data flow is complex and inter-departmental coordination is weak.

CHAPTER THREE

METHODOLOGY

The research methodology for this study involved the procedure for collection of all necessary data and information for the study.

3.1   Instrument Used

The questionnaire tagged, "Roles of Secretary on Effective Record Management in the Organization" was used because the researcher believed that it would afford the researcher the opportunity to obtained facts from a large number of people which could facilitate analysis. The items in the questionnaire are placed in four-point rating scale of "SA – Strongly Agree 4, A = Agree 3, D = Disagree 2, and SD = Strongly Disagree 1" respectively.

3.2   Population of the Study

The population for this study was secretaries of Micheal Imoudu National Institute for Labour Studies, Ilorin and Kwara State Ministry of Finance, Ilorin. The numbers of selected secretaries in Micheal Imoudu National Institute for Labour Studies, Ilorin are 20 while the numbers of selected secretaries in Kwara State Ministry of Finance, Ilorin were 10 in number.

3.3   Sample and Sampling Techniques

The researcher used all the total population as sample size. The total number of populations is sizeable to manage for the study.

3.4   **Distribution and Collection of Data**

The questionnaires designed were distributed by hand personally by the researcher. Twenty copies of the questionnaire were distributed to the secretaries at Micheal Imoudu National Institute for Labour Studies, Ilorin and Ten copies were distributed at Kwara State Ministry of Finance, Ilorin. The researcher went back after one week to retrieve all the questionnaire.

3.5   **Reliability**

The researcher first tested the instrument in order to make sure the instrument bring out the desired responses from the respondents.

3.6   **Validity**

Questionnaire is the main instrument for gathering information in this research work. The questionnaire was given to two lecturers in the department of Office Technology and Management who critically assesses the questionnaire to ensure that it measures what it purports to measure and fit for collection of data.

3.7   **Method of Data Analysis**

Questionnaire collected were manually analyze. The analysis comprises of tables in which the detailed information was presented. The table shows the percentage of responses indicated to make the analysis cleared to the reader. The consensus of the respondents was determined by the responses that carried the highest percentage.

CHAPTER FOUR

DATA ANALYSIS

4.1   Introduction

This chapter deals with presentation and analysis of data collected for the study. The data collected will be presented in tables while percentage will be used to analyze the data.

4.2   Results

Table 4.1:   Effective record management improves overall job performance of secretary in an organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	27	90
Agree	03	10
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.1 above showed that 27 (90%) of the respondents strongly agreed while 3 (10%) agreed that effective record management improves overall job performance of secretary in an organization and none of the respondents disagreed and strongly disagreed with the notion.

This implied that effective record management improves overall job performance of secretary in an organization.

Table 4.2:   **Proper record organization leads to increased efficiency in daily tasks of secretary.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	54
Agree	10	33
Disagree	04	13
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.2 above revealed that 16 (54%) of the respondents strongly agreed while 10 (33%) respondents agreed that proper record organization leads to increased efficiency in daily tasks of secretary while 4 (13%) respondents disagreed with the statement.

This implied that Proper record organization leads to increased efficiency in daily tasks of secretary.

Table 4.3:   Timely access to records enhances decision-making processes

Options	No. of Respondents	Percentage (%)
Strongly Agree	20	67
Agree	06	20
Disagree	04	13
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.3 above revealed that 20 (67%) of the respondents strongly agreed that Office equipment and machines are easy to operate, while 6 (20%) agreed while 4 (13%) disagreed with the statement that timely access to records enhances decision-making processes.

This implied that Timely access to records enhances decision-making processes.

Table 4.4:   Effective record management reduces the risk of errors and mistakes

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	47
Agree	09	30
Disagree	07	23
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.4 above showed that 14 (47%) of the respondents strongly agreed, while 9 (30%) agreed and 7 (23%) disagreed with the statement that Effective record management reduces the risk of errors and mistakes.

This implied that Effective record management reduces the risk of errors and mistakes.

Table 4.5: **Well-maintained records facilitate seamless collaboration among team members.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	25	83
Agree	05	17
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.5 above showed that 25 (83%) of the respondents strongly agreed that well-maintained records facilitate seamless collaboration among team members while 5 (17%) agreed with the statement and none of the respondents disagreed and strongly disagreed with the notion.

This showed that well-maintained records facilitate seamless collaboration among team members.

Table 4.6:   **Quick retrieval of information from records boosts productivity.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	20	67
Agree	07	23
Disagree	03	10
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.6 above revealed that 20 (67%) of the respondents strongly agreed while 7 (23%) agreed and 3 (10%) of the respondent disagreed with the statement that quick retrieval of information from records boosts productivity.

This implied that quick retrieval of information from records boosts productivity.

Table 4.7: **Properly archived records contribute to a more organized work environment.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	60
Agree	08	27
Disagree	04	13
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.7 above showed that 18 (60%) of the respondents strongly agreed that properly archived records contribute to a more organized work environment, while 8 (27%) of the respondent agreed and 4 (13%) of the respondent disagreed that Properly archived records contribute to a more organized work environment.

This showed that properly archived records contribute to a more organized work environment.

Table 4.8:   Accurate record keeping improves compliance with organizational policies and regulations.

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	53
Agree	09	30
Disagree	05	17
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.8 above revealed that 16 (53%) of the respondents strongly agreed that Accurate recordkeeping improves compliance with organizational policies and regulations, while 9 (30%) agreed and 5 (17%) of the respondent disagreed with the statement.

This implied that accurate recordkeeping improves compliance with organizational policies and regulations.

Table 4.9: **Effective record management reduces the time spent on searching for information**

Options	No. of Respondents	Percentage (%)
Strongly Agree	19	63
Agree	07	23
Disagree	04	14
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.9 above revealed that 19 (63%) of the respondents strongly agreed, while 7 (23%) agreed, and 4 (14%) of the respondent disagree with the statement that Effective record management reduces the time spent on searching for information.

This implied that Effective record management reduces the time spent on searching for information.

Table 4.10: **Access to historical records supports informed planning and forecasting for secretary.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	47
Agree	11	37
Disagree	03	10
Strongly disagree	02	6
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.10 above revealed that 14 (47%) of the respondents strongly agreed, while 11 (37%) agreed, 3 (10%) disagreed and 2 (6%) of the respondent strongly disagreed that Access to historical records supports informed planning and forecasting for secretary.

This implied that access to historical records supports informed planning and forecasting for secretary.

Table 4.11:   Properly managed records enhance the quality of customer service

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	08	27
Disagree	04	13
Strongly disagree	03	10
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.11 above showed that 15 (50%) of the respondents agreed that Properly managed records enhance the quality of customer service, while 8 (27%) agreed, 4 (13%) disagreed and 3 (10%) of the respondent strongly disagreed with the statement.

This implied that Properly managed records enhance the quality of customer service.

Table 4.12: **Having a centralized record management system improves knowledge sharing.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	25	83
Agree	05	17
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.12 above revealed that 25 (83%) of the respondents strongly agreed that Having a centralized record management system improves knowledge sharing, while 5 (17%) agreed and none of the respondents disagreed and strongly disagreed with the notion.

This depicted that having a centralized record management system improves knowledge sharing.

Table 4.13: **Effective record management minimizes the likelihood of data breaches or leaks.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	20	67
Agree	07	23
Disagree	03	10
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.13 above depicted that 20 (67%) of the respondents strongly agreed while 7 (23%) agreed and 3 (10%) of the respondent disagreed with the statement that Effective record management minimizes the likelihood of data breaches or leaks.

This depicted that effective record management minimizes the likelihood of data breaches or leaks.

Table 4.14:   Well-documented records aid in the training and onboarding of new secretary.

Options	No. of Respondents	Percentage (%)
Strongly Agree	17	57
Agree	08	27
Disagree	03	10
Strongly disagree	02	6
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.14 above showed that 17 (57%) of the respondent strongly agreed while 8 (27%) agreed, 3 (10%) of the respondent disagreed and 2 (6%) of the respondent strongly disagreed with the statement that well-documented records aid in the training and onboarding of new secretary.

This depicted that Well-documented records aid in the training and onboarding of new secretary.

Table 4.15: **Easy access to past project records fosters continuous improvement.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	19	63
Agree	08	27
Disagree	03	10
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.15 above revealed that 19 (63%) of the respondents strongly agreed, 8 (27%) agreed while 3 (10%) of the respondent disagreed with the statement that easy access to past project records fosters continuous improvement.

This depicted that easy access to past project records fosters continuous improvement.

Table 4.16: Proper record management ensures legal and regulatory requirements are met.

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	07	23
Disagree	05	17
Strongly disagree	03	10
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.16 above showed that 15 (50%) of the respondents strongly agreed, 7 (23%) agreed, while 5 (17%) and 3 (10%) of the respondent strongly disagreed that proper record management ensures legal and regulatory requirements are met.

This implied that proper record management ensures legal and regulatory requirements are met.

Table 4.17: **Records help in demonstrating the progress and achievements of**
secretary.

Options	No. of Respondents	Percentage (%)
Strongly Agree	25	83
Agree	05	17
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.17 above depicted that 25 (83%) of the respondents strongly agreed that Records help in demonstrating the progress and achievements of secretary, while 5 (17%) agreed and none of the respondents disagreed and strongly disagreed with the notion.

This depicted that records help in demonstrating the progress and achievements of secretary.

Table 4.18: **Effective record management promotes accountability within the organization.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	54
Agree	10	33
Disagree	04	13
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.18 above revealed that 16 (54%) of the respondents strongly agreed that Effective record management promotes accountability within the organization, while 10 (33%) agreed and 4 (13%) disagreed.

This depicted that Effective record management promotes accountability within the organization.

Table 4.19: **Quick access to archived records saves time during audits or inspections.**

Options	No. of Respondents	Percentage (%)
Strongly Agree	17	57
Agree	09	30
Disagree	03	10
Strongly disagree	01	3
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.19 above depicted that 17 (57%) of the respondents strongly agreed that Quick access to archived records saves time during audits or inspections, while 9 (30%) agreed, 3 (10%) of the respondent disagreed and 1 (3%) of the respondent strongly disagreed with the statement.

This implied that quick access to archived records saves time during audits or inspections.

Table 4.20:   Properly retained records support effective analysis and reporting.

Options	No. of Respondents	Percentage (%)
Strongly Agree	04	13
Agree	02	7
Disagree	16	53
Strongly disagree	08	27
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.20 above showed that 4 (13%) of the respondents strongly agreed that Properly retained records support effective analysis and reporting, 2 (7%) agreed while 16 (53) of the respondent disagreed and 8 (27%) of the respondent strongly disagreed.

This depicted that Properly retained records support effective analysis and reporting.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1   Summary

Great effort has been made on this project to evaluate "the Roles of Secretary on Effective Record Management in the Organization". In order to carry out this project work effectively, Micheal Imoudu National Institute for Labour Studies, Ilorin and Kwara State Ministry of Finance, Ilorin were chosen as the case studies to enable the project to have relevant information to the utilization of computer on effective records management which was carried out basically through questionnaire.

Nevertheless, in the literature review, effort was made to have a detail review on the definition, importance of effective records keeping, classification of computer, investment of organization in computer for records management, the consequences for not utilizing computer for records management. Having discussed these heading exclusively, it is believed that this project will be of great benefit to the readers (researchers) to discover the impact of computer on effective records management.

Above all, under the research method, I tried to make it clear that kwara state was the study location of the project. And with the sample of opinion collected in the course of project executives, it is believed that whatever the role secretary on effective record management in an organization in Kwara state affect records management elsewhere or anywhere in Nigeria.

In order to get answer to the research questions the researcher went into reviewing some related literature of learned authorities. The researcher developed the questionnaire in line with the topic. Copies of the questionnaire were distributed to the staff of Micheal Imoudu National Institute for Labour Studies, Ilorin and Kwara State Ministry of Finance, Ilorin, thirty were collected and all the responses were analyzed in chapter four.

As earlier stated in an organization which is posed to be successful and wish to meet up with the standard of technological method of work would always have the mind to be trained and be retrained so as to meet up with the challenges of the computer in keeping records.

5.2   Conclusion

With the above findings drawn from this study and having observed thoroughly and confirmed through questionnaires sent out, it was clearly shown that good records keeping is of great importance in an organization.

In any business organization, there must be written documents that needs to be filed and kept for sometimes. Records management cannot be over emphasized. From my findings, I found out that it is necessary to keep records for future reference, managerial decisions, day-to-day decision and organisational development and so on.

From the findings, record's keeping is very important and it showed that in various organizations, subject system of filing is commonly used and even system is majorly preferred by the respondent.

5.3   **Recommendations**

Based on the findings, the following recommendations were made:

1.   Since it is known that record management plays an important role in any organization, the person in charge of records should be one who will be ready to keep document tightly.

2.   There should be qualified and competent staff who will keep record of an organization in order to avoid leakage of secret of the organization.

3.   It is necessary that good fire resistance safe (which a few companies uses today) should be used in our organizations to prevent vital document in case of disasters.

4.   The person keeping record should be interested in any training related to the field, in order to become an expert.

5.   Management should try as much as possible to give their full support, both morally and financially, to records management.

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APPENDIX I

KWARA STATE POLYTECHNIC, ILORIN
INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY
DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear Sir/Ma,

Research Questionnaire

Please kindly respond to this questionnaire designed for collection on the project topic title **"THE ROLES OF SECRETARY ON EFFECTIVE RECORD MANAGEMENT IN THE ORGANIZATION"**.

Your response will go a long way to success of the project and also create a better understanding of this work as embarked on and be rest assured that your responds will be treated in almost confidential.

Thanks for your co-operation

Yours faithfully,

IBRAHIM JAMIU
HND/23/OTM/FT/0016

APPENDIX II

KWARA STATE POLYTECHNIC, ILORIN
INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY
DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear sir/Ma,

QUESTIONNAIRE

I shall be grateful if you could kindly complete the questionnaire designed for data collection on research title: "**The Roles of Secretary on Effective Record Management in the Organization".** You are requested to tick ( ) the correct answer in the appropriate places provided. All information supplied will kept confidential as the data is for academic purpose only.

Thanks for your cooperation.

Yours faithfully,

IBRAHIM JAMIU
HND/23/OTM/FT/0016

QUESTIONNAIRE

1. Effective record management improves overall job performance of secretary in an organization

   (a) Strongly Agree ( )   (b) Agree ( )

   (c) Disagree ( )   (d) Strongly disagree ( )

2. Proper record organization leads to increased efficiency in daily tasks of secretary.

   (a) Strongly Agree ( )   (b) Agree ( )

   (c) Disagree ( )   (d) Strongly disagree ( )

3. Timely access to records enhances decision-making processes

   (a) Strongly Agree ( )   (b) Agree ( )

   (c) Disagree ( )   (d) Strongly disagree ( )

4. Effective record management reduces the risk of errors and mistakes

   (a) Strongly Agree ( )   (b) Agree ( )

   (c) Disagree ( )   (d) Strongly disagree ( )

5. Well-maintained records facilitate seamless collaboration among team members.

   (a) Strongly Agree ( )   (b) Agree ( )

   (c) Disagree ( )   (d) Strongly disagree ( )

6.   Quick retrieval of information from records boosts productivity.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

7.   Properly archived records contribute to a more organized work environment.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

8.   Accurate record keeping improves compliance with organizational policies

and regulations.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

9.   Effective record management reduces the time spent on searching for

information

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

10.   Access to historical records supports informed planning and forecasting for

secretary.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

11.   Properly managed records enhance the quality of customer service.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

12. Having a centralized record management system improves knowledge sharing.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

13. Effective record management minimizes the likelihood of data breaches or leaks.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

14. Well-documented records aid in the training and onboarding of new secretary.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

15. Easy access to past project records fosters continuous improvement.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

16. Proper record management ensures legal and regulatory requirements are met.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

17. Records help in demonstrating the progress and achievements of secretary.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

18.   Effective record management promotes accountability within the organization.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

19.   Quick access to archived records saves time during audits or inspections.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )

20.   Properly retained records support effective analysis and reporting.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly disagree ( )