

**ROLES OF CLASSIFICATION ON RECORDS RETRIEVAL IN INSTITUTES IN
KWARA STATE POLYTECHNIC, ILORIN, NIGERIA**

By

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CERTIFICATION

This is to certify that the research project titled “*Roles of Classification on Records Retrieval in Institutes in Kwara State Polytechnic, Ilorin, Nigeria*” was carried out by Kafilat Omotayo Kajola. The project has been read and approved as meeting the requirements for the award of National Diploma (ND) Degree in Library and Information Science in the Department of Library and Information Science, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin.

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DEDICATION

This project is dedicated to Allah (SWT) for being my ultimate source of strength and inspiration. In Him, I derived all powers needed to live, weather the storms and become an embodiment of hope to myself and the people around me.

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This project wouldn't be possible without the presence of some individuals in my life and their efforts towards shaping me for the person I aspire to be. Let me start with acknowledging my brother, who has always been there for me whenever I needed him most. More so, I will extend my sincere appreciation to lecturers and non-teaching staff in the Department of Library and Information Science, Kwara State Polytechnic, Ilorin. I am honored to be nurtured by every one of them.

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ABSTRACT

This study assesses records classification and retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria. It operates with five (5) specific objectives which were also transformed to five (5) questions. Case study method was used for a population of 21 secretaries/records officers in the departments in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State. Questionnaire titled “Questionnaire for Records Classification and Retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria” was used to gather data from 21 secretaries/records officers who were deliberately sampled. Findings revealed that academic, administrative and historical records are classified in numerical, alpha-numerical and alphabetical systems. It was also discovered that respondents identify the records they need/want to retrieve, consult records transfer list and return records/file to storage as procedures for retrieving records. Records classification saves time in accessing records, helps in proper description of records and helps in consistent naming of records. However, lack of records management tools, insufficient space to keep classified records and inadequate funding are the major challenges to records classification and retrieval in the School understudied. This study concluded that records classification and retrieval are essential components of records management system of every institution that deals with records and one of its recommendations is that management of the School of Business and Management Studies should be adequately funding their records management processes as it will help in providing adequate records management tools that can be used to manage their records to prolong the School’s corporate memories and efficient provision of records for decision making.

Keywords: Records, Classification, Retrieval, Records classification, Records management, Records retrieval, Federal Polytechnic Offa, School of Business and Management Studies.

CHAPTER ONE

1.0 Introduction

This study assesses records classification and retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria. This chapter is structured to chronicle the points of previous the previous studies on the subject understudied, provide basis for the problem investigated; the study's objectives, questions till operational definition of terms are also shown in this chapter.

1.1 Background to the Study

Polytechnics are higher education institutions established to focus on education concerning applied technology. Innocent (2019) sees polytechnic education in this twenty-first century as a career-focused applied education that spans trades through advanced degrees, delivered in an environment where students receive hands-on training that enables them to apply more their skill. Basically, polytechnics are regarded as technological institutions that produce technological manpower for technological advancement of a country. Polytechnic education emphasizes personal development in the areas of teamwork, leadership, communication, practical problem-solving, critical thinking and analytical skills.

For polytechnics to achieve the mandates for which they are established, they must have a systematic records keeping practices in place. Records are documented information, regardless of form or characteristics, made or received by polytechnics in connection with the transaction of their business and preserved or appropriated for preservation by a polytechnic or its legitimate successor as evidence of the polytechnic's functions, policies, decisions, procedures, operations, or other activities because of the informational value of data in the record (United States Department of Energy [USDoE], 2016). Polytechnic's documents can be considered as records and worthy to be classified for efficient retrieval when records have the following criteria.

Records should be available in any media or "form" whether it is a traditional form (such as paper) or if it is manipulated, communicated, or stored in digital or electronic form (such as a word processing document). Records can be either created or received by an agency employees and contractors. Recorded information relates to the transaction of public business and should be preserved because it provides evidences of an agency's functions, policies, decisions, procedures or activities. Records contains informational value. Records may be

either temporary (eventually destroyed due to limited value or use) or permanent (kept forever due to their historical or significant value).

Leveraging the benefits of records in polytechnics can be facilitated by records classification. Kim (2020) posited that records classification is referred to as records classification system or records classification scheme. It is the systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods, and procedural rules represented in a classification system. It allows a logical and sequential arrangements of records according to their common features or qualities.

Records classification, according to the Department of Corporate and Digital Development [DCDD] (2022) is the act of marking groups of records with a label with the aim of conveying meaning to both users and records managers over time, which in the end will improve retrieval of records. Document Advantage Corp [DAC] (2022) asserted that records classification employs the use of schemes and thesauruses as controlled vocabulary tools to support effective records retrieval. These tools keep records of like kind, or with shared attributes together.

Oyewole, (2016) emphasised that understanding how records containers or documents can be described and organised is highly important so that records can be retrieved effectively. The process of classification helps describe, organise and control records. It creates order in understanding what an organisation does and how it does it. A simple records classification tool can facilitate and enhance the capacity of the organisation to share records.

Records classification involves the use of controlled vocabulary to generate consistency in the description of records produced by an organisation's activities and improve retrieval of records. Records Company (2022) asserted that records classification, based on functional analysis, is a key tool used in the management of records. They further stated that when records are classified, the management of their retention and disposal, security and access, is greatly improved. Records classification improves records tracking, increases accessibility of records, location of records, saves time and space and enhances timely access to records.

According to Document Advantage Corp (2022), records retrieval is all about getting the right records to the right people instantly. Records retrieval is the process of finding or locating old data, documents, files, or records, such as legal documents, account records, medical records, or insurance records (Records Company, 2022). As a means of recalling recorded information from a file of data, records retrieval is the act identifying specific

records from a collection of an organisation's records, locate the record through appropriate indicator or designator and use such record for the purpose that necessitate its search.

Kim (2020) and Records Company (2022) submitted that records classification involves a combination of search criteria and security. The security aspect of it implies that everyone in the polytechnic does not need to see every record of the polytechnic. If a polytechnic has sensitive files or are under strict government privacy regulations, the polytechnic must make sure that records are only accessed by the people with the need to know. While in respect to records access, a polytechnic must ensure that the people who should have access can view the records instantaneously. This therefore forms the basis for this study to assess records classification and retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

1.1.1 Historical Background of the Federal Polytechnic, Offa, Kwara State

The Federal Polytechnic, Offa came into existence in 1992. The Federal Polytechnic Offa (2019a) reported that a presidential pronouncement for its establishment was made at the Palace of His Royal Highness, Olofa of Offa, Oba Mustapha Olawoore Olanipekun Ariwajoye II, by the then Military President, Ibrahim Babangida during a state visit in 1991. The Polytechnic was temporarily located at the southern end of the town along the Offa-Oshogbo Way, while its permanent site is currently being rapidly developed along Ojoku Road, Offa.

Consequently, a local task force was then constituted by His Royal Highness, the Olofa, under the Chairman of Alhaji Tihamiyu Olatinwo with six other eminent indigenes of Offa and Chief Raji as Secretary. This local task force prepared the ground for easy take off of the Polytechnic. It identified the premises of Olalomi Comprehensive High School as a suitable temporary site and liaised with identified landlords whose properties could be used by staff and students.

The pioneer Rector of the Polytechnic, Engr. (Mrs.) Taiwo Adeife Osemeikhian, administered both administrative and academic matters in the Polytechnic from February 1992 to year 2000, under the supervision of a Federal Task Force led by the Director of Science and Technology, Federal Ministry of Education. The task force was responsible for taking major policy decisions affecting the polytechnic and performing the functions of the Governing Council. She handed over to the immediate past Rector, Dr. Razaq Bello from whom the late Dr. Mufutau Olatinwo, took over as the Ag. Rector to pilot the affairs of the

Polytechnic in 2006 and was later appointed as the third substantive Rector in 2008 to 2016. After the late Dr. Mufutau Olatinwo, Dr. Lateef Ademola Olatunji was appointed as the fourth substantive Rector of the Polytechnic on the 28th of December, 2016 (The Nation, 2017).

The first Governing Councils of the Polytechnic was inaugurated alongside councils of other tertiary institutions in year 2000, the second in 2005, the third council headed by Senator Engr. Onyeka Okoroafor, was constituted in 2009 (The Federal Polytechnic Offa, 2019), while the fourth one headed by Chief Osekola Zikora was constituted in 2016 (The Federal Polytechnic Offa, 2019). The first batches of three hundred and sixty (363) students were admitted into the initial six programmes viz; Financial Studies, Business Studies, Secretarial Studies, Science Laboratory Technology, Electrical/Electronic Engineering; and Computer Science. From this humble beginning, the Polytechnic has developed to its present state with 20 courses offered at National Diploma (ND) level, and 22 courses at Higher National Diploma (HND) level and Pre-ND programs in Arts and Science. The institution is proud of over 5,000 students in its care.

Currently, the Polytechnic has 6 Schools with 26 departments offering courses at Pre-ND, ND and HND levels. The Schools and their departments are: School of Applied Science and Technology, which comprises Computer Science; Food Technology; Science Laboratory Technology (SLT) and Statistics. The Department of SLT offers options in Biochemistry, Microbiology and Physics with Electronics at HND level. School of Business and Management Studies has Accountancy, Banking and Finance, Business Administration, Insurance and Marketing departments. School of Communication and Information Technology has Library and Information Science, Office Technology and Management and Mass Communication departments (The Federal Polytechnic Offa, 2022).

The School of Engineering Technology comprises Computer Engineering, Civil Engineering, Electrical/Electronic Engineering (with options in i. Electronics and Telecommunication ii. Power and Machine at HND level) and Mechanical Engineering (with options in i. Power and Plant ii. Manufacturing at HND level). School of Environmental Studies has Architecture; Building Technology; Estate Management and Valuation; Geo-informatics; Urban and Regional Planning; Quantity Surveying, while School of General Studies offers course on Languages and Humanities.

On the 10th January, 2022, Governing Council of the Federal Polytechnic, Offa approved the appointment of Dr Olarongbe Afolabi as the acting Rector of the institution with effect from Wednesday, January 12, 2022 (Oyekola, 2022), to replace the outgoing Rector, Dr. Lateef Olatunji and Dr. R.F. Qadri is the current Polytechnic Librarian.

1.2 Statement of the Problem

Records classification is the process of segmenting documents or records into logically hierarchical classes, sub-classes and sub-subclasses based on the characteristics they have in common and those that distinguish them. Records classification is a records organisation activity that enhances the speed, efficiency and cost effectiveness of records handling, which would later facilitate prompt and timely retrieval through accurate identification of records.

Records retrieval is the methods, processes and procedures used to selectively recall recorded documents or records from a file. Efficient records retrieval helps organisations in the continuous operation of business activities, promotes organisations access to evidence during disputes or litigation, helps organisations in enforcing standards and practices and promoting organisations history.

However, personal experience of this researcher proved otherwise of the above importance of records classification and retrieval. The need to access records in public offices takes more than ever due to poor vocabulary control of records titles that leads to poor records tracking, poor accessibility and location of records and inconsistencies in the description of records. This therefore culminated to problems prompting this study to be tailored to assess records classification and retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

1.3 Objectives of the Study

The general objective is to assess records classification and retrieval in School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, Nigeria, while the specific objectives are to:

1. Find out the types of records classified in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria,
2. Identify how records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria, are classified,

3. Examine the procedures followed in retrieving records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria,
4. Identify the benefits of records classification on retrieval of records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria, and;
5. Know the challenges limiting retrieval of classified records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

1.4 Research Questions

This study would be guided by the following questions:

1. What are the types of records classified in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria?
2. How do records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria, are classified?
3. What are the procedures followed in retrieving records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria?
4. What are the benefits of records classification on retrieval of records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria?
5. What are the challenges limiting retrieval of classified records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria?

1.5 Significance of the Study

This study will be of immense significance to everyone whose jobs are concerned with records in their daily operations and routines. Specifically, this study will be of great benefits to records classifier by revealing the best practices that could be followed in classifying records so that records could be quickly, easily and timely identified and retrieved. This study will also provide insights to the records management of Federal Polytechnic, Offa, and members of School of Business and Management Studies on the state-of-the-art processes and systems of classifying and retrieving records available in the institution. It will further be of importance to everyone by outlining the benefits of records classification on retrieval and be useful to policy and decision making institutions and bodies in the aspect of records

management by revealing the challenges affecting records officer from classifying and retrieving records.

1.6 Scope and Limitations of the Study

This study will focus on records classification and retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria. The problems this study will be concerned with are purely restricted to records classification and retrieval, while its geographical area is School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State. Therefore, the secretaries/records personnel in various offices in School of Business and Management Studies will be the respondents that will provide data to be obtained between October and November, 2022 and used in discussing the findings of this study which will ultimately be used in arriving at conclusions of this study.

1.7 Operational Definition of Terms

Records Classification: This is a method of orderly, logical and sequential arrangements of records of School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria, with the aim of aiding quick and easy retrieval.

Records Retrieval: This is the act of recalling a collection of orderly and logically classified records of School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

School of Business and Management Studies: This is a centre in Federal Polytechnic, Offa, Kwara State, that is devoted to teaching, training and educating students on principles, methods and procedures of business and management where its records classification and retrieval practices would be assessed.

Federal Polytechnic, Offa: This is an institution of learning located in Offa, Kwara State, that focuses on technical training of middle-level manpower, where records classification and retrieval practices of its School of Business and Management Studies would be assessed.

Kwara State: This is a federating unit of Nigeria located in the North-central geopolitical zone with a land mass of 36,825 km², which records classification and retrieval practices of School of Business and Management Studies of its Federal Polytechnic would be assessed.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter is designed to point out positions, assertions, statements, opinions and conclusions of various authorities on the subject understudying. According to Issa (2012), review of related literature involves the collection of ideas, views, positions and opinions expressed in various writings of recognized authorities as well as findings of previous researches in one's area of investigation.

Literature review can be best understood by organising headings or topics in accordance with the objectives of the study. Therefore, this chapter will be organised in the following sequence:

2.2 Concept of Records – Active, Semi-active, Inactive, Classification and Retrieval

2.3 Types of Records Generated in School of Business and Management Studies

2.4 Methods of Classifying Records

2.5 Procedures to be followed in the Classification and Retrieval of Records

2.6 Benefits of Records Classification and Retrieval

2.7 Challenges of Records Classification and Retrieval

2.8 Summary of the Literature Reviewed

2.2 Concept of Records – Active, Semi-active, Inactive, Classification and Retrieval

Scholars have conceptualized and defined records in several ways. Kalu, Baba, Mafe and Shehu (2021) defined records all papers, registers, printed matters, books, maps, plans, photographs, microfilms, cinematographic films, sound recordings or other documentary materials regardless of physical form or characteristics made or received by individuals, public, institutions, organisations or business enterprises. Records are important information that are generated during the course of a business transaction.

Record is an account of something, a collection of information, a compilation of facts; something that is written down in a way that preserves its content (Samuel, 2021). A record is anything that provides tangible evidence of information or past events. Records are all information created, sent, sent and received in the course of performing one's job. Records are invaluable source of knowledge as they originate from activities/functions carried out in an organisation (Ojo, Mairiga, Idakwo & Song, 2019).

Edom (2016), defining records from an organisation's point of view sees records as documents that are derived from real occurrences and serve as evidence of activities performed by each unit of an organisation. Records are also information created or received and maintained in any media by an organisation which are used to control, support, or documents the transactions or activities of the organisation. Records contained collective form of written data that are made for future use. They are memories of every organisation.

Records play different roles on helping organisations achieve their objectives and goals. This therefore makes to imperative to have a step-by-step process at which roles of records are evaluated to determine how relevant the records are to the operations of an organisation. Haire (2022) and Aliyu (2018) submitted that records can be categorised into three major stages which are:

Active records: Active records are also known as current records. These are a set of documents that are currently being utilized by an office or a business. Active records are records in which the person on the record has had some sort of dealings with the business fairly recently. These records are frequently used in the conduct of daily organisational activities, which thus makes these records to be paramount to the efficient and effective discharging of daily organisational duties. Active records are records or evidence in continuous use that need to be retained and maintained in easily accessible locations, whether in physical storage in or near offices or in electronic systems that support regular and easy digital access.

Semi-active records: These records are also known as semi-current records. They are records or evidence that have legal, evidential, or operational value for the creating agency but are not used on a regular basis. Ideally, semi-active records will be maintained within easy reach of officials, either in accessible physical storage locations or in "near-line" electronic storage systems that allow easy retrieval when needed.

Inactive records: These are a set of documents or records that are NOT currently being used by an office of a business. They are records or evidence that are no longer required regularly by officials and can be disposed of as obsolete, if they are no longer needed, or by transfer to archival custody or care, if they have enduring value for the organization or society. Also known as non-current records. Many of these inactive records are required to be kept for either legal, administrative, or even historical reasons (Mohammed, Tetteh & Ahmed, 2018; Samuel, 2021).

After records have been generated by organisations, one of the major functions expected to be performed on them is classification. Moktar and Yusof (2017) viewed classification as a general term concerned with the systematic, sequential and logical arrangement of things based on their common attributes or features. It is the intellectual control of records, which involves the descriptions of entities based on their similarities and assign the entities tags, labels or identities. From records management perspective, classification of records emphasised on the functions to ensure the context of records are intact and secured over time.

Abio (2019) posited that records classification is the systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods, and procedural rules represented in a classification system. It is also the act of marking groups of records with a label with the aim of conveying meaning to both users and records managers over time, which in the end will improve retrieval of records. Records classification employs the use of schemes and thesauruses as controlled vocabulary tools to support effective records retrieval. These tools keep records of like kind, or with shared attributes together.

According to the National Archives of Australia [NAA] (2018), records classification ensures systematic organisation of documents and facilitates information retrieval. However, classification system is not prevalent in RM compared to its use in other information field like library; in fact, they differ in terms of applications and connotations. Although classification is crucial for retrieval purposes. It is central for categorising information including those embedded in records into a systematic structure for controlling and retrieval purposes. It is a holistic concept and activity for information-related organisations to organize and manage records from the beginning of its creation to disposal.

Abio (2019) argues that the process of records classification helps describe, organise and control information. It creates order in understanding what an organisation does and how it does it. A simple classification tool can facilitate and enhance the capacity of the organisation to share information and knowledge. Information can be organised in different ways for different purposes. In a library, for example, classification is used to organise information by subject to facilitate resource discovery. In this overview, classification is undertaken for the purpose of managing records and other business information according to their business context within an organisation, by using standardised classification schemes and tools.

Moktar and Yusof (2017) noted that classification schemes are the set of terms and conventions applied in a particular organisational setting to classify, title and retrieve records and other business information. It controls the vocabulary used, generating consistency in the description of information produced by business activities and improving retrieval of that records. The capabilities of classification schemes for records management can be extended to assist in sentencing and disposal.

Records classification schemes are established so that records will be filed or stored according to a document set of rules. Records need to be retrievable when needed. Determining the type of arrangement appropriate for an organization's records depends on the following:

- Needs analysis: a needs analysis should be conducted to help determine an appropriate classification system.
- Types of filing arrangements: the type of filing arrangement depends on the needs of the organization.
- Standardization: a consistent system is key to an effective records management program.
- Identification aids and supplies: these consist of folders, folder tabs, file guides, and color coding. Miscellaneous folders house the group of records that have not been assigned individual file folders (Moktar & Yusof, 2017; NAA, 2018).

NAA (2018) opined that classification tools are equipment or facilities stem from an organisation's business classification scheme. It forms the basis of the terms used in classification tools by allowing assigning of terms to the functions and activities identified in the business classification scheme. These terms are the interface between performing a

function and documenting it. Classifying business activities through a functions-based classification tool is a powerful means of supporting the conduct of business, as it:

- Establishes and documents the relationships between the business activity and the evidence to show that it has been performed efficiently, openly and accountably;
- Establishes links between individual records that combine to provide a continuous record of organisational activity;
- Enables identification of records over time by ensuring records are titled in a consistent manner;
- Assists retrieval of all records relating to a business activity, as it provides links from previous naming/titling conventions to current business terminology;
- Controls the language for titling and indexing records in specific business contexts;
- Assists users to navigate from non-preferred terms to preferred search terms;
- Provides a guide that makes retrieval of information more predictable;
- Determines security protection and access levels, or ease permissions, appropriate for particular sets of records; and
- Assists in managing retention periods and disposal actions for records.

Proper classification of records tend to aid in records retrieval. According to Records Company (2022), records retrieval is the process of finding or locating old data, documents, files, or records. Records retrieval is the temporary return of semi-active records for use by the office responsible for its creation or reception; the process of getting records back from registries, records centers or archives, or the action of obtaining or consulting material stored in a repository. It includes completing forms and communicating with countless entities to obtain what you want.

Paul, Rudy and James (2020) views records retrieval as the process of obtaining records from collections of records, due to the records' relevance to an individual records need. They further explained that searches for records can be based on [full-text](#) or other content-based recollection of records. Records retrieval is the [science](#) of searching for records in a group of records, searching for records themselves, and also searching for the [metadata](#) that describes records, or for [databases](#) of records.

Luk (2022) asserted that records retrieval is the process of recalling a particular record or collection of records from records office or repository. It involves the use of terms,

descriptors and locators to find and identify records that are required for policy and decision making, either by an individual or organisations. Records retrieval is an essential task that aids the efficient location of described records and effective utilisation of records to support an organisation tasks or operations. Hence, efficient retrieval of records is a function that should be prioritised by every serious organisation.

2.3 Types of Records Generated in the School of Business and Management Studies

Records are highly important to the daily operations of every organisation's activities. Different types of records may be found in organisations, but the factors influencing the types of records that can be found in organisations include the activities of the organisation, nature/format of the records, size of the organisation, etc. Aliyu (2018) and Southern Connecticut State University [SCSU] (2022) highlighted the following as records types:

- 1. Policy Records:** Records that relate to the organization such as plans, methods, techniques, or rules which the agency has adopted to carry out its responsibilities and functions. These include three basic categories which are organizational, governing and reporting documents. The organisational documents include budgets and budget planning records, fiscal records, organizational and functional charts. Governing documents consist of manuals, directives, orders, and interpretations issued from top authority levels, correspondence files of high-level officials, regulations, circulars, instructions, memoranda or regular issuances that establish a course of action, and staff studies or special reports relating to methods of workloads and performances, while reporting documents are annual reports, periodic progress or summary reports, special reports or accomplishment, transcripts of hearings, minutes of meetings and conferences, and agency histories.
- 2. Legal Records:** Records of legal value include those with evidence of legally enforceable rights or obligations of the State. These may include:
 - Records relating to property rights: land, probate, contracts, agreements, leases, licenses.
 - Records relating to citizenship rights: vital statistics, such as birth, death, marriage, some legal proceedings, and criminal cases.
 - Records relating to employment: veterans' records involving legal rights attached to employment, basic state personnel records, and, in some cases, payroll records.

- Records containing information required to protect the State against claims or to enforce statutes: executive orders, rules, regulations, and records to establish or support judicial opinions and interpretations.
3. **Academic/Educational Records:** These records are records created and preserved for academic and educational purposes. These records include application forms, application letters, academic results, transcripts, certificates, testimonials, records of academic performance of students, etc.
 4. **Electronic Records:** These are record created, generated, sent, communicated, received or stored by electronic means, including, but not limited to, facsimiles, electronic mail, telexes and internet messaging. Electronic messages sent or received in the conduct of public business are public records (SCSU, 2022).
 5. **Administrative Records:** These are records that pertain to the origin, development, activities, and accomplishments of the agency. Aliyu (2018) sees administrative records as records that are associated with the management and daily administration of an organisation. These records include records of great visits and events, records of personnel that have served and still serving in the organisation. These records are necessary to implement administrative policies, procedures, and operations. The operational value is the usefulness of a record in the conduct of an organization's business. Examples include mandates, procedural records, or records that give direction.
 6. **Fiscal Records:** Records that have fiscal value relate to an agency's financial transactions. These may be budgets, payrolls, vouchers, and accounting records. After records have served their primary administrative purpose, it may be necessary to preserve them to document the expenditure of public monies and to account for them for audit purposes and requirements (SCSU, 2022).
 7. **Historical Records:** Records worthy of permanent preservation for reference and research purposes are selected for deposit in the state Archives at the Connecticut State Library. These records are retained for many uses. Public officials use archival records to protect the government, to give consistency and continuity to their actions, to prevent duplication of efforts, and to find successful ways for solving recurrent problems. Records are also kept to protect citizens' legal rights and for research in many fields to advance general knowledge and understanding.
 8. **Research Records:** Records used in scholarly studies and investigations. Researchers want to extend human knowledge using basic historical evidence. These records may

include important information on individuals, corporate bodies including their problems and conditions, and significant historical events. Researchers may include case files and correspondence of a regulative and quasi-judicial nature, statistical and other data on economic development, population changes, and/or major movements in our society. Many of these records have informational, administrative, and archival value.

2.4 Methods of Classifying Records

There are various methods of classifying records in organisations. However, scholars have posited that different practices in organisations have culminated to the following methods of records classification:

Classification of Records by Subject: This is the process of classifying records according to its subject or discipline. This method of records classification is suitable for agencies that their activities are categorised into different major distinct parts, such as businesses, account/finance, legal, etc. Aliyu (2018) refers to this method as classified method of classifying records. She argues that this method allows materials to be filed under a major subject heading, with a usual pattern of making the main heading appear in leftmost position, while secondary headings in the next position.

Classification of Records in Alphabetical Order: This is the arrangement of records according to their order of alphabets. The two major processes of this method are word-by-word and letter-by-letter. In the word-by-word method, records headings with multiple words are given cognisance above the single word headings, while in the letter-by-letter method, the order of alphabets are strictly followed in the arrangement of records. Aliyu (2018) posited that this method is suitable to the arrangement of records according to names of individuals, businesses, or government agencies.

Classification of Records in Alpha-numerical Order: This is the method of classifying records by combining both the English alphabets and Arabic numerals to represent and assign designations to records.

Classification of Records in Numerical Order: This is the method of classifying records by purely using the Arabic numerals. This method of classification, according

to Aliyu (2018) and Parker (2019) consist of substituting numeric codes or symbols for lengthy records designations that ought to be expressed in words.

Classification of Records According to Places or Geographical Order: This is the method of classifying records according to the geographical locations or places the records emanated from or are associated with. Aliyu (2018) submitted that in this method of classification records, locations are arranged alphabetically, and each record within each division is also arranged alphabetically and the extent of the division of the breakdown is determined by the size of the territory covered.

Classification of Records According to Dates or Chronological Order: This is the method of classifying records according to the dates or time records are generated (created or received) by an organisation. In this classification method, records are basically arranged based on the time or order of events that precede their creation or reception.

Classification of Records in Topical Order: This method of records classification is also known as dictionary method. In this method, records follow one another in alphabetical order, similar to the order of dictionaries.

Classification of Records in Straight-Numeric Order: This is a method of classifying records by which consecutively numbered folders or documents are placed in a file in exact sequential order. This method is usually used for records that are pre-numbered, such as checks, invoices, vouchers, licenses, purchase orders, and insurance policies (Aliyu, 2018).

2.5 Procedures to be Followed in Classification and Retrieval of Records

Records retrieval is a systematic process that requires having an understanding of records you want to retrieve and knowing some attributes that can be used in locating and accessing the records. If records classification enhances security of records, it also facilitates retrievability of records by assigning terms, headings and locators to records.

Government Records Office Archives of Manitoba [GROAM] (2021), Ukpong and Adetunji (2020) asserted that to standardise the processes of retrieval of records, various organisations, institutions, corporations, agencies and bodies have designed different

procedures, meaning that every organisation has unique but standardised processes guiding how records should be retrieved in their organisations. It is those procedures that this study compressed into a sole process below:

Identify the records you need/want to retrieve: Here, the following details of the records needed are to be provided: name, title and/or number of the records to be retrieved, unique, identifying box number of the box the record is contained in, location number of the records.

Consult the records transfer list: Before contacting records office, storage center or an archive to retrieve records, staff of the transferring office should refer to their completed copy of the appropriate Records Transfer List. Following transfer of records to records office, copies of the Records Transfer Lists showing organisation's storage locations for each box or unit of records are returned to the Records Officer, and should be distributed to the office responsible for the records. If you do not have a copy of the Records Transfer List with the "Location Number" section completed, please contact your department or agency Records Officer.

Identify records to be retrieved: Check the "Disposal Action" and "Disposal Date" in the header section of the Records Transfer List to know if the disposal date is in the future, this indicates that the records are in semi-active storage and you may proceed with ordering the records from the organisation using the Semi-Active Records Retrieval Form.

Contact records manager/officer to make your records retrieval request: Records retrieval should be initiated by the person needing the records. Such person is expected to provide the following details: name and position title of the person making the request, name of department, room and telephone number, archival box number (if applicable), records center shelf location number, file name, title and/or number.

When requesting for records, these should be considered:

- Download the current version of the Records Retrieval Form that is designed to accommodate both single page and multiple page requests. Some organisations can simply use the Tab key on the last row of the table to add

more rows as required, and if multiple pages form the request, the required header and footer information will automatically carry-over.

- Complete all the necessary fields on the form, including: date of request, requester information, additional delivery information, only if different from requester information (e.g. when ordering files for another staff member in your office/unit), desired method for accessing the records – by default the records will be delivered by signature service but records may also be viewed in organisations or picked-up by the department/agency's courier for urgent or large volume requests, file name, file number or record identifier and the corresponding storage location number (aisle-bay-shelf-box) for each record you wish to retrieve
- Requesters are encouraged to group their files on a single request form and limit their submissions to one request form per day.
- Sort the records by storage location.
- Send completed request form by email or physical delivery.

Return Records/File to Storage: Once the requested record is no longer required, return it as soon as possible, via inter-office mail, by dropping it off at the Archives and Records Management Office or by requesting that the Records Centre Clerk collect it (GROAM, 2021; Records Company, 2022).

2.6 Benefits of Records Classification and Retrieval

Records classification today is an important aspect of records management in organizations. Records require proper description to support core functions of the organization through consistent identification, provide evidence of business transactions, promote the image of the organization, ensure continuity of business activities, pass on information to the future generations (Abio, 2019).

Oyedokun (2016) and DCDD (2022) affirmed that effective records management is a key enabler in achieving business success, as access to records and other documents containing strategic information is the basis of sound decision-making. Essential elements of strategic information management also include the identification of internal information sources or documents that might be relevant to the organisation's strategic direction. This means understanding how information containers or documents can be described and organised so that they can be retrieved effectively (Records Nation, 2022).

Helps in Linking of Records: Records classification system can show references between records by providing a method of creating links between the records. The linkages allow records managers to build up a continuous record of activity and ease their access to group of records.

Enhances Consistent Naming of Records: The classification system provides the structure and methodology for creating consistent record names. This ensures a correct grouping of related records overtime, avoiding gaps that may occur as terminologies can evolve or be obsolete.

Helps in the Retrieval and Identification of Similar Records: Classification aggregates groups of documents together; it is possible to quickly identify all records that belong to a specified function or activity.

Security and Access Applied to Groups: When records are grouped together, access security can be easily associated with the container that holds a group of records. With the access security, record officers would quickly differentiate records that want to be retrieved from the ones that are not meant to be retrieved.

User Permissions: User permissions or access controls can be applied to allowed actions that can be performed on groups of records.

Distributed Management Responsibility: Records can be acted on at a group level, because they are aggregated in groups, rather than on individual records. The grouping of record lets us distribute or send all files to someone during the process of retrieval. In an electronic system, someone could be notified about a set of records and send an electronic link that gives them access to those records.

Scheduling of Retention and Disposition: Classification of a document as a record will immediately associate a retention plan and disposition action for the record. Logically grouping records via classification simplifies this task.

2.7 Challenges of Records Classification and Retrieval of Records in Organisations

Generally, effective records management have been affected by many factors and those factors also sneaked their ways to be affecting the whole aspects of records management system, with records classification and retrieval inclusive. Scholars and researchers like Abio (2019), Oyedokun (2016) and Parker (2019) highlighted the following as the major problems of records classification and retrieval:

1. **Technological Obsolescence:** Classification and retrieval of records have grown beyond the traditional system, due to the massive advancement in technologies which has led to the invention of different programs and tools that can be used to classify and retrieve records of organisations.
2. **Misinterpretations of Record Contents:** The contents of some records are complex in nature. This makes records classifier find it difficult to find the right or accurate class that is suitable for the contents of the records. In most cases, records classifiers give cognizance to treatment, instead of subject matter of the records. And this in the end affects the retrieval of such records.
3. **Inadequate Funding:** This problem affects every aspect of records management. Particularly, it affects records classification because most of the tools and equipment such as classification schemes and files needed for records classification are cost-intensive. This thus results to problems when it is time to retrieve records.
4. **Limited Qualified Staff:** Adequate handling of records requires a standardised level of expertise and that expertise should be renewed at regular intervals by enrolling organisations' records officers for training and education. However, most records officers are not adequately skilled to perform their jobs in respect to records classification. This has also heightened the challenges of retrieving records.
5. **Regulatory Compliance:** There are different compliances guiding the classification and retrieval of records in organisations. For instance, one compliance may require alphabetical classification, while another one may require numerical classification and in situations where it is necessary for an organisation to comply with both provisions, it makes classification of records tedious.
6. **Continuous Emergence of Terminologies:** There is an alarming rate in the ways languages are evolving. This has resulted to continuous growth in terminologies, headings or terms used in the classification of records. A term or heading that is most preferred to represent records today may go into extinction tomorrow and this becomes a problem for individuals who are familiar with the previous terms or heading and want to retrieve records of the organisation.

2.8 Summary of the Literature Reviewed

This chapter provides different positions, submissions and assertions of scholars and researchers who have studied the roles of records classification and retrieval on

organisational activities. Records classification and retrieval are interdependent aspects of records management. Without classification, records are difficult to retrieve and without classification, records are also difficult to locate, identify and accessed. The literature used in this chapter provide information that can be used as bases for the collection of data that can be used to proffer solutions to the problems raised by this study and answer the questions it raise.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents all the scientific methods adopted in the process of carrying out this research work. According to Kolawole and Ijebor (2018), methodology outlines the systems or ways and their scientific justifications used in carrying out a research. Therefore, this chapter will be arranged in the following order:

3.2 Research Design/Method

3.3 Population of the Study

3.4 Sample and Sampling Technique

3.5 Instrument for Data Collection

3.6 Validity and Reliability of Instrument

3.7 Administration of the Instrument

3.8 Data Analysis Procedure

3.2 Research Design

Case study method will be adopted for this study. Kolawole and Ijebor (2018) explained that the case study method usually involved detailed study of a particular case to get rich understanding of it. Hence, case study method is suitable for this study because it would support the researcher in gathering detailed data and in-depth understanding of records classification and retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

3.3 Population of the Study

The population of this study would be 21 secretaries/records officers in the departments in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

3.4 Sample and Sampling Techniques

Sample is the unit, portion or element of the population, which will provide data that are relevant to the study. In this study, sample will be drawn from the 21 secretaries/records officers in the departments in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

According to scholars, deliberate sampling, also known as judgmental sampling is suitable to research situation where the researcher is purposefully picking respondents based on his/her understanding of their knowledge on the problem understudy. Thus, this researcher is using the deliberate sampling in order to ensure that records personnel/secretaries in the departments in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria are the data providers for the analysis of the problem understudy.

3.5 Instrument for Data Collection

This study would adopt questionnaire and interview as its data collection instrument. The questionnaire, according to Issa (2012) is a data collection instrument containing series of questions and other prompt responses for the purpose of gathering information from respondents. The questionnaire titled *“Questionnaire for Records Classification and Retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria,”* will be arranged into Section A – F. Section A will be meant for demographic data of the respondents, while Sections B – F will be devoted to obtaining on records classification and retrieval in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

3.6 Validity and Reliability of the Instrument

The instrument’s validity will be ascertained by presenting it to the project supervisor and two other lecturers at the Department of Library and Information Science, Federal Polytechnic, Offa, Kwara State. The suggestions and corrections made by both the project supervisor and other lecturers will be effected before the questionnaire is finally administered to the respondents and interview is conducted with them.

On the other hand, reliability refers to the degree to which an instrument yields consistent results. Internal consistency is used to determine the reliability of the questionnaire for this study because it helps the researcher to get the same results from different parts of the respondents if designed to measure the same thing again.

3.7 Administration of the Instrument

The questionnaire will be administered to the respondents and also interviewed by the student researcher. During the questionnaire administration, the researcher will give the respondents two days to fill the questionnaire. This would avail the respondents the opportunities to provide useful and genuine data on the problem under study. Face-to-face interview will also be conducted with the respondents in order to collect oral data on the subject under studying. The report of the interview will also be used for discussion and interpretations of findings.

3.8 Data Analysis Procedure

Data gathered would be presented and analysed by using the IBM Statistical Package for Social Science (SPSS) 23rd edition to present the data in simple percentage and frequency table. The reason for the choice of simple percentage and frequency table is because it allows presentation, analysis and comparison of multiple attitude, opinion and ideas which can enhance easy comprehension of tables and the data they contained.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS, DISCUSSION AND INTERPRETATIONS

4.1 Introduction

This chapter present, analyse, discuss, and interpret the data obtained from field with the aid of questionnaire. For the sake of clarity, this chapter is further arranged in the following order:

4.2 Questionnaire Distribution and Response Rate

4.3 Demographic Characteristics of Respondents

4.4 Analysis of Data and Discussion of Findings

4.2 Questionnaire Distribution and Response Rate

From the 21 copies of questionnaires administered, the whole 21 were returned and out of the questionnaires returned, 19 were fully filled and adequate for analysis. Hence, the data of this study was valid for analysis with questionnaires response rate of 90.44%. According to Ramshaw (2021), questionnaire is suitable for analysis if the response rate is more than average for physically administered questionnaires and can be used to represent majority of the characteristics intended to describe by the researcher.

4.3 Demographic Characteristics of Respondents

Table 1: Respondents' Demographic Distribution

Options		F	%
Department	Accountancy	5	26.3
	Banking and Finance	3	15.8
	Business Administration	3	26.3
	Insurance	5	15.8
	Marketing	3	15.8
	Total	19	100
Gender	Male	7	36.8
	Female	12	63.2
	Total	19	100
Marital Status	Single	16	15.8
	Married	3	84.2
	Divorced	0	0.0
	Widow	0	0.0
	Total	19	100
Age Range	21 – 30 years	2	10.5
	31 – 40 years	4	21.1
	41 – 50 years	7	36.8
	51 – 60 years	6	31.6
	61 and above years	0	0.0
	Total	19	100
Academic qualification	NCE	6	31.6
	ND	8	42.1
	HND	5	26.3
	B.Sc	0	0.0
	M.Sc	0	0.0
	Ph.D	0	0.0
	Total	19	100
Work experience	1 – 5 years	2	10.5
	6 – 10 years	2	10.5
	11 – 15 years	9	47.4
	16 – 20 years	4	21.1
	21 and above years	2	10.5
	Total	19	100

Table 1 reveals that Accountancy and Business Administration departments constituted the majority of the respondents with 26.3% respectively, followed by Banking and Finance, Insurance and Marketing departments with 15.8% respectively. Female respondents have 63.2%, while males have 36.8%. 84.2% are married, while only 15.8% are single. Also, 36.8% are within the age range of 41 – 50 years, followed by 51 – 60 years with 31.6%, while 31 – 40 years are 21.1%. 42.1% are ND holders, followed by 31.6% with NCE and

26.3% with HND. 47.4% have 11 – 15 years work experience, 21.1% have 16 – 20 years, while 1 – 5 years, 6 – 10 years and 21 and above years respectively have 10.5%.

The implications of the results above is that majority of the respondents have adequate knowledge on the subject under studying, as shown by their academic qualifications where more than average of them are NCE, ND and HND holders. More satisfying are the results that showed that an acceptable number of the respondents have more than 10 years work experience. This means that the respondents have acquired both theoretical and practical skills and expertise required to provide reliable opinions on the subject being investigated.

The respondents that were interviewed affirmed that aside their academic certification in Business Education and Office Technology Management, some of them also have professional certificates and have attended several training and workshops to enrich their skills and be equipped for the changing nature of their works. Kim (2020) asserts that records classification and retrieval required experience and sound interpretations of records contents, logical thinking and understanding of the activities being performed in an organisation. This assertion therefore supported this researcher's belief that the respondents are well qualified to provide reliable data for this study based on their level of experience and academic qualifications.

4.4 Data Analysis

Data analysis was done based on this study's questions.

4.4.1 Research Question One: What are the types of records classified in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria?

Table 2: Types of records classified in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria

Options	SA		A		U		D		SD		Mean	Std. Dev.
	F	%	F	%	F	%	F	%	F	%		
Administrative records	8	42.1	7	36.8	2	10.5	1	5.3	1	5.3	4.05	1.13
Academic records	6	31.6	8	42.1	1	5.3	1	5.3	3	15.8	4.11	0.94
Historical records	7	36.8	9	47.4	1	5.3	2	10.5	0	0.0	3.68	1.42
Fiscal records	3	15.8	5	26.3	4	21.1	3	15.8	4	21.1	3.00	1.41
Electronic records	2	10.5	6	31.6	4	21.1	4	21.1	3	15.8	3.00	1.29
Policy records	3	15.8	6	31.6	4	21.1	3	15.8	3	15.8	3.16	1.34
Research records	3	15.8	8	42.1	4	21.1	2	10.5	2	10.5	3.42	1.27
Legal records	3	15.8	5	26.3	4	21.1	4	21.1	3	15.8	3.05	1.35

Table 2 above makes us understand that academic records is ranked highest with (4.11 ± 0.94) among the types of records classified in School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, followed by administrative records (4.05 ± 1.13), while historical records has (3.68 ± 1.42). However, 3.00 ± 1.29 for electronic records is ranked lowest. This implies that academic records, administrative records and historical records are highly classified in School of Business and Management Studies.

It is interesting to discover that the School of Business and Management Studies have identified its roles as a sub-system of the Federal Polytechnic Offa, which ought to be supporting the institution in achieving its objectives qualitative teaching, learning and research. The motives of the institution cannot be achieved without proper management of academic records because the efficiency and effectiveness of the decisions that will be made on the students heavily relied on access to their academic records. Thus, classifying academic records cannot be neglected.

Also, findings revealed that administrative records are also classified in the School of Business and Management Studies. The administrative records are essential to the day-to-day running of the School. It is therefore important that they are highly classified for efficiency of access when these records are needed. The respondents explained that administrative records

are associated with the management and daily administration of the School. They records necessary to implement administrative policies, procedures, and operations. The operational value is the usefulness of a record in the conduct of an organization's business (Aliyu, 2018).

Historical records are also classified in the School of Management and Business Studies. The historical records contained evidence of past events which are valuable to the significant activities of the School. These records include records of great visits and events, records of personnel that have served and still serving in the organisation (Aliyu, 2018). Some of the respondents admitted their difficulty in differentiating between administrative and historical records. However, some of them later concluded that some administrative records become historical when they have exceeded the stage of active use.

The advent of technologies has redefined the administrative and managerial processes of every organisation, meaning that there is advancement in every organisation's records handling processes. However, it is disturbing to discover that electronic records are ranked lowest among the types of records being classified in the School understudied. Electronic records like facsimiles, electronic mail, telexes, short messages services (SMS), internet messaging and others are have great evidential values and have eliminated the challenges associated with paper or traditional records. Hence, they should also be classified in the School of Business and Management Studies.

4.4.2 Research Question Two: How do records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria, are classified?

Table 3: How records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria, are classified

Options	Yes		No		Mean	Std. Dev.
	F	%	F	%		
Subject system	14	73.7	5	26.3	1.26	0.45
Alphabetic system	16	84.2	3	15.8	1.16	0.38
Alpha-numeric system	17	89.5	2	10.5	1.11	0.32
Numerical system	18	94.7	1	5.3	1.05	0.23
Places/geographical system	13	68.4	6	31.6	1.32	0.48
Dates/chronological system	15	78.9	4	21.1	1.21	0.42
Topical system	14	73.7	5	26.3	1.26	0.45
Straight-numeric system	14	73.7	5	26.3	1.26	0.45

It can be deduced from Table 3 that majority (94.7%) of the respondents believed that numerical system is the major system of classifying records in the School of Business and Management Studies, followed by alpha-numeric system with 89.5%, while alphabetic system has 84.2%. However, only 68.4% uses places/geographical system for classification of records. This means that numerical, alpha-numerical and alphabetical systems are the major systems used for records classification in the School of Business and Management Studies.

It is interesting to find out that classification of records with the aid of Arabic numerals is the major system used in the School of Business and Management Studies. According to the respondents, this system enables them classify records by purely using the Arabic numerals. In it, they used Arabic numerals as codes to represent records contents. The position of the respondents is consistent with the assertion of Aliyu (2018) and Parker (2019) that numerical classification consists of substituting numeric codes or symbols for lengthy records designations that ought to be expressed in words.

Furthermore, findings revealed that records are also classified in alpha-numerical systems. They buttressed their opinions in the questionnaire by submitting that they sometimes combined numerals and alphabets to classify records so that they can easily assign designations to records in order to their contents. This notion of the respondents was emphasised by Southern Connecticut State University (2022) that by combining both the

English alphabets and Arabic numerals to represent and assign designations to records, the alpha-numerical system helps records handlers classified records with appropriate considerations for the records' components.

Findings also revealed that the respondents also used alphabetical system to classify records. They argued that this method allows them to classify records in the order of the English alphabets. With this system, they can use the word-by-word or letter-by-letter format to arrange records according the names of individuals, businesses or corporations. The respondents' positions are corroborated the assertion of Aliyu (2018) that alphabetical classification is suitable to the arrangement of records according to names of individuals, businesses, or government agencies.

However, places/geographical system is not much used for records classification in the School of Business and Management Studies. Why? This researcher was contending if this was deliberate or the records handlers of the School are not aware of the benefits they can derive from places/geographical system? However, they responses provided in the interview revealed that the respondents believed that this system of classifying records according to the geographical locations or places the records emanated from or are associated with are usually arranged alphabetically and each record within each division is also arranged alphabetically. This makes them not to view places/geographical system as an independent system of classifying records.

4.4.3 Research Question Three: What are the procedures followed in retrieving records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria?

Table 4: Procedures followed in retrieving records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria

Options	SA		A		U		D		SD		Mean	Std. Dev.
	F	%	F	%	F	%	F	%	F	%		
I can identify the records I need/want to retrieve	8	42.1	7	36.8	2	10.5	1	5.3	1	5.3	4.05	1.13
I can consult the records transfer list	8	42.1	9	47.4	1	5.3	0	0.0	1	5.3	4.21	0.98
I can identify records to be retrieved	4	21.1	5	26.3	4	21.1	3	15.8	3	15.8	3.21	1.40

I can contact records manager/officer to make my records retrieval request	3	15.8	6	31.6	5	26.3	3	15.8	2	10.5	3.26	1.24
I can return records/file to storage	9	47.4	8	42.1	1	5.3	1	5.3	0	0.0	4.32	0.82

Table 4 reveals that return records/file to storage is ranked highest with (4.32 ± 0.82) among the procedures followed in retrieving records in School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, followed by consult records transfer list (4.21 ± 0.98) , while identify the records you need/want to retrieve has (4.05 ± 1.13) . However, 3.21 ± 1.40 for identify records to be retrieved is ranked lowest. This shows that returning records/files to storage, consult records transfer list and identification of records wanted or needed to be retrieved are major procedures followed in retrieving records in School of Business and Management Studies.

According to the respondents, returning records/files to storage is the easiest procedures of the records retrieval they usually follow. They argued it may be difficult for them sometimes to perform other records retrieval procedures by themselves because of their level of understanding or familiarity with the records retrieval procedures, but they can always return the records to the storage facilities after they are done with their usage. Some of the respondents contested that they do follow the personnel assisting them in finding and locating the records they need, so that they will not be disturbing such personnel when the need for using such records arises again.

The respondents also submitted that they can identify the records they want/need to retrieve. According to them, records needed to be retrieved also emanated from the problem at hand or the request made by the records users. They noted that this always give them clues of the records the records needed to solve a problem or problems. A respected member of the respondents cited an example of providing academic records of a student that claimed to have submitted his/her documents to the department. Automatically, this record will be concerned with course registration of students. Ideally, students are expected to have an individual file and in situations where this has not been done, they can consult the departmental register to check for the list of students they have signed at the department level and have submitted their documents. This makes it easy for them identify the records needed.

Keeping of up-to-date records transfer list shouldn't also be underestimated by organisation (Ukpong & Adetunji, 2020) and this is applicable to the School of Business and Management

Studies. The records transfer list is expected to show the movement of the records from various offices to another, the dates the records were transferred and the personnel responsible for transferring the records. With this, records personnel will determine the destination of needed records.

Conversely, identify records to be retrieved is not usually followed by the respondents. According to them, identify records to be retrieved and identify the records they need/want to retrieve are similar. However, they are two different things. Identifying records they need/want to retrieve is associated with knowing series or groups of records that are needed, while identifying the records to be retrieved is associated with knowing a particular document that should be retrieved to solve a problem or make decisions (Records Company, 2022).

4.4.4 Research Question Four: What are the benefits of records classification on retrieval of records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria?

Table 5: Benefits of records classification on retrieval of records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria

Options	SA		A		U		D		SD		Mean	Std. Dev.
	F	%	F	%	F	%	F	%	F	%		
Helps in proper description of records	8	42.1	9	47.4	1	5.3	1	5.3	0	0.0	4.26	0.81
Helps in consistent naming of records	10	52.6	6	31.6	1	5.3	1	5.3	1	5.3	4.21	1.13
Helps in linking of records	4	21.1	7	36.8	4	21.1	3	15.8	1	5.3	3.53	1.17
Helps in the retrieval and identification of similar records	3	15.8	5	26.3	4	21.1	4	21.1	3	15.8	3.05	1.35
Enhances security and access applied to groups	2	10.5	6	31.6	5	26.3	3	15.8	3	15.8	3.05	1.27
Enhances user permissions	5	26.3	4	21.1	5	26.3	3	15.8	2	10.5	3.37	1.34
Helps in distributing management responsibility	4	21.1	5	26.3	3	15.8	3	15.8	4	21.1	3.11	1.49
Enhances scheduling of retention and disposition of records	4	21.1	5	26.3	5	26.3	2	10.5	3	15.8	3.26	1.37
Helps in organisational decision making	3	15.8	5	26.3	4	21.1	4	21.1	3	15.8	3.05	1.35
Saves time in accessing records	11	57.9	6	31.6	0	0.0	1	5.3	1	5.3	4.32	1.11

Table 5 reveals that saves time in accessing records is ranked highest with (4.32 ± 1.11) among the benefits of records classification on the retrieval of records in School of Business

and Management Studies in Federal Polytechnic, Offa, Kwara State, followed by helps in proper description of records (4.26 ± 0.81), while helps in consistent naming of records has (4.21 ± 1.13). However, 3.05 ± 1.27 for enhances security and access applied to groups is ranked lowest. This indicates that saves time in accessing records, helps in proper description of records and helps in consistent naming of records are the major benefits of records classification on records retrieval in School of Business and Management Studies.

Apparently, records classification saves time in accessing records because it enables records to be arranged, categorised or organised based on their common attributes or characteristics. With this, records personnel will not need to waste time in identifying, locating, accessing and retrieving records. The position of the respondents is consistent with the assertion of Oyedokun (2016) that proper classification of records saves the time of personnel when accessing records of their organisations.

Furthermore, findings revealed that records classification also helps in proper description of records. This means that through classification, records are well analysed and attached with details that will enhance their ease of access. This is supported by the numerical, alpha-numerical and alphabetical systems mostly used in the School of Business and Management Studies. According to the respondents in the interview they granted, records cannot be retrieved when they are not properly and adequately described with details that indicate their uniqueness from other records.

The respondents also believed that proper description of records also enhances consistent naming of records. According to them, using of certain details such as names, places, dates or numbers helps them to continuously be using unique and dynamic format for coding records. This implies that records with the same or similar details will not have different descriptions. This notion was supported by Oyedokun (2016) and Abio (2019) that records classification ensures a correct grouping of related records overtime, avoiding gaps that may occur as terminologies can evolve or be obsolete.

That the respondents don't believe that records classification enhances security and access applied to groups is surprising. Their opinion contradicts the existing benefits of records classification on retrieval. Records classification, which is concerned with categorization or arrangement of records in orderly pattern by using acceptable systems allows bringing together of like records and separation of unlike records. This means that records with similar

or same characteristics can be arranged into groups or series. Ukpong and Adetunji (2016) supported this claim by arguing that when records are grouped together, access security can be easily associated with the container that holds a group of records. With the access security, record officers would quickly differentiate records that want to be retrieved from the ones that are not meant to be retrieved.

4.4.5 Research Question Five: What are the challenges limiting retrieval of classified records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria?

Table 6: Challenges limiting retrieval of classified records in School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria

Options	SA		A		U		D		SD		Mean	Std. Dev.
	F	%	F	%	F	%	F	%	F	%		
Inadequate knowledge of records classification	2	10.5	6	31.6	3	15.8	3	15.8	5	26.3	2.84	1.43
Inadequate knowledge of records retrieval process	5	26.3	5	26.3	4	21.1	2	10.5	3	15.8	3.37	1.42
Technological obsolescence	3	15.8	5	26.3	3	15.8	3	15.8	5	26.3	2.89	1.49
Misinterpretations of record contents	4	21.1	8	42.1	3	15.8	2	10.5	2	10.5	3.53	1.26
Inadequate funding	8	42.1	8	42.1	2	10.5	0	0.0	1	5.3	4.16	1.02
Inadequate qualified staff	4	21.1	4	21.1	4	21.1	3	15.8	4	21.1	3.05	1.47
Regulatory compliance	3	15.8	7	36.8	4	21.1	3	15.8	2	10.5	3.32	1.25
Continuous emergence of terminologies	3	15.8	6	31.6	3	15.8	3	15.8	4	21.1	3.05	1.43
Insufficient space to keep classified records	9	47.4	8	42.1	0	0.0	1	5.3	1	5.3	4.21	1.08
Lack of records management tools	7	36.8	11	57.9	1	5.3	0	0.0	0	0.0	4.32	0.58

Table 6 reveals that lack of records management tools is ranked highest with (4.32 ± 0.58) among the challenges limiting retrieval of classified records in School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, followed by insufficient space to keep classified records (4.21 ± 1.08), while inadequate funding has (4.16 ± 1.02). However, 2.84 ± 1.43 for inadequate knowledge of records classification is ranked lowest. This signifies that lack of records management tools, insufficient space to keep classified records and inadequate funding are the major challenges to classification and retrieval of records in School of Business and Management Studies.

Discovering that knowledge of records classification is ranked lowest shows that the respondents believed that they have sufficient knowledge of records classification as assumed in Table 1, based on the work experience and academic qualifications of the respondents. Some respondents that offered their views on this issue opined that they are conversant with the different types of records needed in the School, systems/methods they can use in arranging the records, procedures they can follow in retrieving the records so that they derive their desired benefits from records classification. The respondents' position negated the views of Oyedokun (2016) and Ukpong and Adetunji (2016) that inadequate knowledge of records classification is among the banes of records management in organisations in Nigeria.

However, it is pathetic that records personnel can't apply their knowledge because of some factors which one of them is lack of records management tools. The respondents lamented that the lack of shelves, files, folders, storage facilities, records management manuals and others have restricted them from efficient and effective management practices. They further contested that records management they are lacking include personnel who are specially trained in some specific aspects of records management, such as records appraisal, records classifier, archivists and others.

Insufficient space to keep classified records is also a challenge to records classification and retrieval in the School. This is consistent with the findings of Abio (2019) that inadequate spaces to keep and preserve classified records is among the challenges to records keeping in tertiary institutions in Nigeria. He argued that most institutions don't prioritised records management as an important element of their organisational processes. Therefore, they provide little or no space for records personnel to perform important tasks on records.

Like every other aspect of management is being crippled by inadequate funding, records classification and retrieval are not exempted. Funding are highly essential to every records keeping process because basically, records personnel can afford to purchase the needed equipment or tools for records management. The respondents lamented that they are not adequately funded by providing the financial and other resources needed to perform records management expediently.

CHAPTER FIVE

SUMMARY OF THE FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of findings, conclusion and make recommendations based on the results of this study.

5.2 Summary of Findings

This study is thus summarised as:

This study found out that most of the records personnel of School of Business and Management Studies are females, with just a few of them are males. Also, most of them are married with the highest age range around 41 – 50 years and also ND holders with work experience of 11 – 15 years work experience. Academic records, administrative records and historical records are highly classified by records personnel in the School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

Furthermore, numerical, alpha-numerical and alphabetical systems are the major systems used for records classification by records personnel in the School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria. And returning records/files to storage, consult records transfer list and identification of records wanted or needed to be retrieved are major procedures followed in retrieving records by records personnel in the School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

Records classification saves time in accessing records, helps in proper description of records and helps in consistent naming of records are the major benefits of records classification on records retrieval to records personnel in the School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria. However, lack of records management tools, insufficient space to keep classified records and inadequate funding are the major challenges to classification and retrieval of records by records personnel in the School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, Nigeria.

5.2 Conclusion

Records classification and retrieval are essential components of records management system of every organisation that deals with records. As peculiar the School of Business and Management Studies, Federal Polytechnic, Offa, Kwara State, the major types of records being classified are academic records, administrative records and historical records which are classified with numerical, alpha-numerical and alphabetical systems in order to enhance easy retrieval through the identification of records to be retrieved, consult records transfer list and return records/files to storage. Classification of records saves time in accessing records, helps in proper description of records and helps in consistent naming of records of School of Business and Management Studies. However, the benefits of classification on records retrieval are underachieved because of lack of funding, insufficient space to keep records and lack of records management tools for efficient and simplified processes of handling records in the School.

5.4 Recommendations

This study hereby recommends that:

1. Records personnel in the School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, Nigeria, should be considering the classification of electronic records, most especially in this era dominated by rapid and advanced information and communication technologies. Electronic records can be classified with the aid of records management program/software.
2. Records personnel in the School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, Nigeria, should always consider using places/geographical system for classification of records. This will help them in describing or coding records according to the locations or places the records emanated from.
3. Records personnel in the School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, Nigeria, should always differentiate identifying records to be retrieved from records they want/need to be retrieved. Knowing this will always help in saving their time on specific records they genuinely needed.
4. Records personnel in the School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, Nigeria, should be trained classification of records in

groups/series. This will enhance security and access applied to groups of records, instead of classifying individual record as document.

5. Adequate records management tools should be provided for the records personnel of School of Business and Management Studies in Federal Polytechnic, Offa, Kwara State, Nigeria. This will assist them deploying and following the standardised processes of records management in the School, which will result in enhancing efficiency and effectiveness handling records.
6. The management of the School of Business and Management Studies should be adequately funding their records management processes. This will help in providing adequate records management tools that can be used to manage their records to prolong the School's corporate memories and efficient provision of records for decision making.

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Appendix 1
Questionnaire
Department of Library and Information Science
Institute of Information and Communication Technology
Kwara State Polytechnic, Ilorin
P.M.B. 1375, Ilorin, Kwara State, Nigeria.

Dear Respondent,

I am an undergraduate of the above-named institution, conducting a research on the topic *Records Classification and Retrieval in School of Business and Management Studies, Federal Polytechnic Offa Kwara State Nigeria.*

Please tick the appropriate answer in line with your opinion. I am assuring you that all data provided will be treated with utmost confidentiality and used for academic purpose only.

Thank you for your anticipated cooperation.

Yours faithfully,

Name

Student Researcher

.....

Section A: Demographic Information of Respondents

Kindly select the option of your choice by ticking from the answers below

1. Department: Accountancy () Banking and Finance () Business Administration ()
Insurance () Marketing ()
2. Gender: Male () Female ()
3. Marital Status: Single () Married () Divorced () Widow ()
4. Age range: 21 – 30 years () 31 – 40 years () 41 – 50 years ()
51 – 60 years () 61 and above years ()
5. Academic qualification: NCE () ND () HND () BLIS () MLIS ()
Ph.D. ()
6. Work experience: 1 – 5 years () 6 – 10 years () 11 – 15 years ()
16 – 20 years () 21 and above years ()

Section B: Types of records classified in SBMS

The following are types of records classified in SBMS

Kindly select the option of your choice by ticking from the answers below

S/No	Options	SA	A	U	D	SD
1.	Administrative records					
2.	Academic/educational records					
3.	Historical records					
4.	Fiscal records					
5.	Electronic records					
6.	Policy records					
7.	Research records					
8.	Legal records					
	Others, please specify.....					

Section C: Classification of records in SBMS

How are records in SBMS classified?

Kindly tick “yes” if you agree with the question and “no” if you disagree and tick as many statements as applicable

S/No	Options	Yes	No
1.	Subjects system		
2.	Alphabetical system		
3.	Alpha-numerical system		
4.	Numerical system		
5.	Places/geographical system		
6.	Dates/chronological system		
7.	Topical system		
8.	Straight-numeric system		
	Others, please specify.....		

Section D: What are the procedures used in retrieving records in SBMS?

The following procedures are followed in retrieving records in SBMS

Kindly tick SA for “Strongly Agree,” A for “Agree,” U for “Undecided,” D for “Disagree” and SD for “Strongly Disagree.”

S/No	Options	SA	A	U	D	SD
1.	I can identify the records I need/want to retrieve					
2.	I can consult the records transfer list					
3.	I can identify records to be retrieved					
4.	I can contact records manager/officer to make my records retrieval request					
5.	I can return records/file to storage					
6.	Others, please specify.....					

Section E: Benefits of Records classification on retrieval in SBMS

The following are likely benefits of classification on retrieval of records in SBMS

Kindly tick SA for “Strongly Agree,” A for “Agree,” U for “Undecided,” D for “Disagree” and SD for “Strongly Disagree.”

S/No	Options	SA	A	U	D	SD
1.	Helps in proper description of records					
2.	Helps in consistent naming of records					
3.	Helps in linking of records					
4.	Helps in the retrieval and identification of similar records					
5.	Enhances security and access applied to groups					
6.	Enhances user permissions					
7.	Helps in distributing management responsibility					
8.	Enhances scheduling of retention and disposition of records					
9.	Helps in organisational decision making					
10.	Saves time in accessing records					
	Others, please specify.....					

Section F: Challenges of retrieval of records in SBMS

The following are challenges to retrieval of records in SBMS

Kindly tick SA for “Strongly Agree,” A for “Agree,” U for “Undecided,” D for “Disagree” and SD for “Strongly Disagree.”

S/No	Options	SA	A	U	D	SD
1.	Inadequate knowledge of records classification					
2.	Inadequate knowledge of records retrieval process					
3.	Technological obsolescence					
4.	Misinterpretations of record contents					
5.	Inadequate funding					
6.	Inadequate qualified staff					
7.	Regulatory compliance					
8.	Continuous emergence of terminologies					
9.	Insufficient space to keep classified records					
10.	Lack of records management tools					
	Others, please specify.....					

Comments.....