

**THE IMPACT OF EFFECTIVE RECORD
MANAGEMENT ON THE EFFICIENCY OF AN
ORGANIZATION**

BY

ARIREMAKO SODIQ ADEKUNLE

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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 fulfilment of the requirements for the award of National Diploma in Office Technology and Management.

DR. OYINLOYE O.T

(Project Supervisor)

DATE

MRS. E.M ASONIBARE

(Head of Department)

DATE

MRS. E.M ASONIBARE

(Chairman Project Committee)

DATE

MRS BALOGUN E.B

(External Examiner)

DATE

DEDICATION

I dedicate to God Almighty, the one who makes all things possible and to my dear Parent whose sacrifice and constant belief in me have shaped the person I am becoming.

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This journey has been rich with moments of learning, growth and grace. I am humbled and thankful.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

In an increasingly complex and information-driven world, the ability of an organization to function efficiently and competitively is significantly influenced by how well it manages its records. Records are essential for documenting organizational activities, preserving institutional memory, supporting accountability and transparency, and ensuring compliance with legal and regulatory requirements. Effective record management, therefore, plays a strategic role in shaping the overall performance, stability, and sustainability of both public and private sector organizations.

Record management refers to the systematic creation, maintenance, use, and disposal of records in a manner that is efficient, reliable, and legally compliant (International Organization for Standardization [ISO], 2016). It involves the application of policies, procedures, tools, and techniques designed to control records throughout their lifecycle, from creation and active use to archiving or destruction. When these processes are well implemented, organizations can ensure that they retain the right records, for the right duration, and in a format that allows for timely access and retrieval.

In recent years, there has been a growing recognition of the role of records as strategic assets that can contribute to improved service delivery, faster decision-making, reduced operational costs, and greater legal protection. Organizations generate enormous volumes of records on a daily basis, ranging from personnel files, financial documents, and contracts to correspondence and electronic data. The proper handling of these records can significantly impact the efficiency of internal processes and the quality of decisions made by management. According to Shepherd and Yeo (2003),

well-managed records allow for smoother workflows, reduce redundancy, and improve coordination among departments.

The benefits of effective record management are manifold. It enhances operational efficiency by ensuring that information is readily accessible to authorized personnel, thereby reducing the time and resources spent locating records. It also supports quick and informed decision-making, as accurate and up-to-date information becomes easily available. Secondly, it minimizes the risks associated with the loss or mismanagement of critical documents, which could otherwise result in legal liabilities, financial loss, or reputational damage. As noted by Ngulube and Tafor (2006), poor recordkeeping has contributed to administrative breakdowns in several government institutions, particularly in sub-Saharan Africa.

1.2 Statement of the Problem

In today's digital and data-driven environment, organizational efficiency increasingly depends on effective records management. Records support operations, compliance, decision-making, and institutional memory. However, many organizations—especially in developing regions—still view records management as a low-priority task (Igwoku & Okeke, 2016).

Poor recordkeeping leads to lost documents, delays, compliance failures, and higher operational costs, ultimately harming productivity and service delivery (Popoola, 2009). Challenges such as lack of trained staff, weak policies, inadequate storage, and limited technology use further weaken internal controls and data security (Asogwa, 2012).

While digital systems offer potential improvements, their benefits are undermined by poor implementation and lack of awareness about the strategic value of records (Ngulube & Tafor, 2006). Despite these issues, limited empirical research explores the

link between effective record management and organizational efficiency, especially in local contexts—leaving a critical gap in understanding and practice.

1.3 Objectives of the Study

The primary aim of this study is to examine how effective record management impacts organizational efficiency. It explores the relationship between proper recordkeeping and outcomes such as productivity, decision-making, accountability, and compliance. Effective records management is seen as a strategic tool that enhances efficiency, transparency, and reduces legal and financial risks (Shepherd & Yeo, 2003; ISO, 2016). This aim is addressed through the following specific objectives:

1. To assess the level of awareness and implementation of effective record management practices within the organization.
2. To examine the extent to which effective record management enhances operational efficiency in terms of time-saving, cost-reduction, and improved workflow.
3. To identify the challenges organizations face in implementing and maintaining an effective records management system.
4. To evaluate the role of digital recordkeeping systems in improving data accuracy, accessibility, and decision-making processes.
5. To recommend strategies and best practices for enhancing record management systems in order to improve organizational efficiency.

1.4 Research Questions

To guide this study and ensure that the specific objectives are thoroughly addressed, the following research questions have been raised:

1. What is the level of awareness and implementation of effective record management practices within the organization?
2. To what extent does effective record management enhance operational efficiency in terms of time-saving, cost-reduction, and improved workflow?
3. What challenges do organizations face in implementing and maintaining an effective records management system?
4. What is roles of digital recordkeeping systems contribute to data accuracy, accessibility, and informed decision-making within the organization?
5. What strategies or best practices can be adopted to enhance record management systems and improve organizational efficiency?

1.5 Significance of the Study

This study offers valuable insights into how effective record management enhances organizational efficiency. Its findings will benefit both employees and the organization by offering practical, strategic, and operational value.

To the Employees: Proper record management improves daily workflows by making information easy to access, reducing time spent searching for documents, and minimizing errors (Shepherd & Yeo, 2003). This leads to higher productivity, better decision-making, and greater job satisfaction. Well-structured systems also reduce stress and enhance accountability through clear documentation of roles and tasks (Popoola, 2009). Furthermore, training in records management builds employee skills in confidentiality, compliance, and information handling (Asogwa, 2012).

To the Organization: For organizations, effective record management supports informed decision-making, regulatory compliance, and cost reduction (ISO, 2016). It

improves internal communication, workflow, and institutional memory, especially during staff changes (Ngulube & Tafor, 2006). Efficient recordkeeping also boosts transparency, stakeholder trust, and protects against legal risks—especially in sensitive sectors like healthcare and finance (Asogwa, 2012; Yusof & Chell, 2002).

1.6 Delimitations

This study examines the impact of effective record management on organizational efficiency, focusing on public and private organizations in Ilorin metropolis with established record management practices. It excludes organizations without such systems or those in early implementation stages.

The study is limited to operational efficiency and does not cover broader areas like information security or data governance. It primarily addresses challenges related to managing physical records and considers the views of employees and managers, without exploring organizational culture or external influences in depth.

1.7 Limitations

This study has several limitations. It focuses on a limited sample of organizations, which may not reflect the diversity of record management practices across different sectors, particularly in smaller or less-developed organizations. It also relies on self-reported data, which may be influenced by bias or inaccurate reporting. Additionally, the study emphasizes organizations using electronic record systems, limiting its relevance to those still relying on manual or paper-based methods.

CHAPTER TWO

LITERATURE REVIEW

This literature review explores existing research on how effective record management influences organizational efficiency. It focuses on key concepts, best practices, and challenges, highlighting the role of records in operational success and decision-making. The under listed subheadings would be the basis for which the review was conducted.

2.1 Introduction to Records Management

2.2 Importance of Record Management in Organizations

2.3 Organizational Efficiency and Its Components

2.4 Impact of Effective Records Management on Decision-Making

2.5 Challenges in Implementing Effective Records Management

2.1 Introduction to Records Management

Records management is a critical component of organizational operations, ensuring the systematic collection, organization, maintenance, and disposal of records within an organization. The effective management of records is essential for maintaining the efficiency, legal compliance, and long-term sustainability of an organization. As organizations generate and manage vast amounts of data and documents daily, it becomes imperative to implement an efficient system for handling records. Records management encompasses various activities, including the creation, classification, storage, retrieval, retention, and disposal of records, as well as ensuring their confidentiality, security, and integrity (National Archives and Records Administration [NARA], 2020).

A robust records management system supports organizations in organizing information in a way that is accessible, secure, and compliant with legal and regulatory requirements. With the advent of digital technologies, records management has evolved from paper-based to electronic systems, offering numerous benefits such as improved speed, accuracy, and ease of access to information. According to Iyer and Sharma (2021), the transition to electronic records management systems (ERMS) has significantly increased productivity and collaboration within organizations, as it allows for faster decision-making and more efficient retrieval of records.

The importance of records management is underscored by its direct influence on an organization's efficiency and its ability to meet both internal and external demands. Ineffective management of records can lead to severe consequences, including legal penalties, financial losses, operational disruptions, and a decline in organizational credibility. For instance, the mishandling of financial records can compromise an organization's integrity and result in audits or legal issues (ISO, 2015). Conversely, an effective records management system contributes to improved decision-making, enhanced productivity, and better compliance with industry standards.

Therefore, organizations must recognize the pivotal role that records management plays in optimizing operational efficiency. By adopting best practices and modern technologies, organizations can ensure that their records management systems are both effective and efficient. According to Yusof and Chell (2020), an integrated approach to records management can significantly enhance the decision-making process, reduce operational costs, improve customer service, and protect the organization's reputation.

2.2 Importance of Record Management in Organizations

Effective records management is crucial for the efficient functioning of any organization, as it directly impacts the organization's ability to make informed decisions, comply with legal and regulatory requirements, improve operational

efficiency, and safeguard sensitive information. With the ever-growing volume of data and records generated in modern organizations, managing these records effectively becomes essential to ensure smooth operations and mitigate risks (ISO, 2015).

One of the most significant reasons for implementing effective record management systems is to ensure compliance with various legal and regulatory requirements. Organizations are often required by law to maintain certain records for specific periods, particularly in industries such as healthcare, finance, and government. Non-compliance can result in severe legal consequences, including penalties, audits, and reputational damage (Yusof & Chell, 2020). For example, financial institutions must maintain records related to transactions, audits, and tax filings to comply with government regulations (Iyer & Sharma, 2021). In many cases, proper records management practices help an organization avoid costly legal battles by ensuring that critical documents and records are securely maintained and easily accessible when needed. As such, organizations need to develop a clear and organized record retention policy to ensure that records are kept in compliance with industry standards and government regulations (ISO, 2015).

Effective records management plays a crucial role in the decision-making process within organizations. Quick access to relevant and accurate records enables managers and decision-makers to make timely and informed decisions. According to Goh & Goh (2020), organizations with effective record-keeping practices experience faster decision-making processes as records are easier to retrieve and analyze. This is particularly important in industries where swift decision-making can lead to a competitive advantage. For example, in organizations where decisions are based on historical data, such as market trends or financial performance, the ability to access well-managed records of past transactions, reports, and communications ensures that the decision-makers have the correct data at their disposal. Effective records

management systems, therefore, significantly contribute to organizational agility and strategic planning (Yusof & Chell, 2020).

An organized and well-maintained records management system enhances operational efficiency by ensuring that records are stored and retrieved quickly and easily. Proper categorization and indexing of records minimize time spent on searching for documents, thereby saving employees time and increasing overall productivity. According to Iyer & Sharma (2021), efficient records management systems can reduce operational costs associated with lost or misplaced records, administrative time, and duplication of effort. Furthermore, digitization and automation in record management systems can further reduce manual processes, leading to cost savings, improved productivity, and reduced errors. For instance, the use of electronic records management systems (ERMS) allows for faster retrieval, secure storage, and easy sharing of records, all of which contribute to streamlining daily operations (ISO, 2015).

2.3 Organizational Efficiency and Its Components

Organizational efficiency refers to the ability of an organization to achieve its goals and objectives using the least amount of resources (time, money, and labor) while maintaining high levels of productivity. It reflects how well an organization optimizes its processes, workforce, and resources to maximize outputs. Efficiency is a critical factor in the long-term sustainability and competitiveness of any organization. It is achieved through a combination of strategic planning, streamlined processes, effective resource allocation, and innovation.

Several components contribute to organizational efficiency, and among them, effective records management plays a pivotal role. The management of records—how they are created, maintained, and retrieved—can significantly impact key performance areas such as productivity, decision-making, communication, compliance, and customer

satisfaction. These components collectively influence the overall efficiency of an organization.

Productivity is one of the core indicators of organizational efficiency. It measures the ratio of outputs to inputs and indicates how well an organization utilizes its resources. The implementation of effective record management practices directly affects organizational productivity. By ensuring that records are well-organized, easily accessible, and securely stored, employees can quickly find the information they need to perform their tasks. This reduces the time spent on searching for documents, preventing delays, and improving overall work speed. For example, in organizations where information retrieval is cumbersome or inefficient, employees may spend hours searching for specific files, leading to reduced productivity. In contrast, efficient records management systems, especially electronic records systems, streamline these processes and increase employee productivity by allowing quick access to critical data.

The effectiveness of decision-making is another important component of organizational efficiency. Effective record management systems provide decision-makers with accurate, timely, and relevant data, which is essential for making informed decisions. As organizations grow and deal with increasing amounts of data, the ability to quickly access the right information becomes a key driver of efficiency. Poor record management, on the other hand, can lead to slow decision-making processes and incorrect judgments due to lack of proper documentation or outdated data. Decision-makers in organizations with effective record management systems are empowered to make quicker, more informed choices, which enhances the organization's agility and adaptability to changes in the market.

Communication is the backbone of organizational operations and significantly impacts efficiency. Both internal and external communication can be enhanced with effective records management. Proper record-keeping ensures that all stakeholders, from employees to customers and suppliers, have access to the necessary information at the

right time. When information is readily available and organized, employees can communicate effectively and collaborate seamlessly. Moreover, clear communication leads to a reduction in misunderstandings, errors, and redundant tasks, all of which contribute to operational efficiency. On the other hand, disorganized or lost records can cause communication breakdowns, leading to delays and confusion that hinder progress. A well-managed records system contributes to a smoother, more coherent communication flow within the organization.

2.4 Impact of Effective Records Management on Decision-Making

Effective decision-making is a cornerstone of organizational success, and it relies heavily on the availability and accuracy of information. In today's business environment, organizations are faced with an ever-increasing amount of data and information that must be processed efficiently. This is where effective records management systems play a pivotal role in supporting the decision-making process. Well-organized, accurate, and accessible records provide decision-makers with the data they need to make informed, timely decisions that drive the success and efficiency of the organization.

Records management refers to the systematic control of records from their creation, maintenance, use, and eventual disposal. When this system is well-implemented, it ensures that records are stored in a manner that is both organized and easily retrievable. This direct accessibility of information is crucial in supporting decision-making processes within an organization. Without proper record management, decision-making can become slow, inefficient, and prone to errors due to the unavailability or inaccuracy of data.

The first way effective records management impacts decision-making is by ensuring the availability of accurate and timely information. Decision-making often requires real-time or near-real-time data to address issues as they arise. Poor or inefficient

record management can delay the decision-making process, as decision-makers may struggle to locate the necessary information or rely on outdated or incorrect data. For instance, in a financial organization, if historical financial records are not managed effectively, it becomes difficult for management to assess the current financial situation, which may delay critical decisions such as investment opportunities or budget adjustments. By maintaining an organized record-keeping system, organizations can ensure that key data is readily available when needed, enabling faster decision-making.

Secondly, effective records management supports the strategic planning process by providing reliable historical data. For organizations to plan for the future, they must have access to records that reflect past performance, customer behavior, and other key metrics. These records allow decision-makers to analyze trends, patterns, and past mistakes, which can provide valuable insights for future actions. For example, in a manufacturing company, historical records regarding production rates, supply chain performance, and product quality can help management identify areas of improvement and make data-driven decisions that enhance efficiency and profitability. Similarly, in a retail business, customer purchase history and inventory records can inform strategic decisions on product offerings and sales strategies.

Records management also contributes to risk management, which is closely tied to decision-making. In any organization, decisions often involve some level of risk, whether it is related to financial investments, resource allocation, or project implementation. With well-managed records, an organization can assess risks more accurately by providing historical data on past decisions and their outcomes. This allows decision-makers to make more calculated, informed decisions. For example, in a healthcare setting, having accurate records of patient outcomes can help medical practitioners decide the best course of treatment for future patients based on historical data, thus minimizing risk and improving patient care.

2.5 Challenges in Implementing Effective Records Management

Implementing effective records management in an organization is essential to ensure operational efficiency, regulatory compliance, and informed decision-making. However, despite its importance, many organizations face significant challenges in managing their records effectively. These challenges often stem from various factors, including technological limitations, organizational culture, resource constraints, and legal complexities. Understanding these challenges is crucial for organizations seeking to enhance their records management practices and achieve greater operational efficiency.

One of the primary challenges in implementing effective records management is **technological limitations**. While digital record-keeping systems have revolutionized the way organizations manage records, many organizations still rely on outdated or incompatible technologies. This can lead to issues such as inefficient data retrieval, inability to integrate systems, and security vulnerabilities. Many organizations are hesitant to invest in upgrading their systems due to the high costs involved in acquiring new software, training employees, and migrating existing records to newer platforms. As a result, organizations may continue to use ineffective or inadequate technologies, which can hinder the efficiency of their records management and overall organizational performance (Mellor & Taylor, 2019).

Another significant challenge is the **lack of skilled personnel** to manage records effectively. Records management requires specialized knowledge and expertise to ensure that records are accurately created, stored, and disposed of in compliance with organizational and legal standards. However, there is a shortage of qualified records management professionals, especially in smaller organizations or those that are not aware of the importance of records management. The absence of trained professionals

can lead to poor record-keeping practices, such as inadequate classification, improper storage, and failure to ensure compliance with legal requirements. Furthermore, employees in non-specialized roles may not have the necessary understanding of records management principles, leading to inconsistent practices across the organization (Gill, 2018).

Cultural resistance is another significant barrier to effective records management. Organizational culture plays a crucial role in shaping employees' attitudes toward records management practices. In many organizations, there is a lack of awareness regarding the importance of record management, and employees may view it as a low-priority task. This cultural resistance can manifest in employees' reluctance to adopt new records management technologies, failure to follow established record-keeping procedures, or poor adherence to documentation standards. Such resistance can undermine the effectiveness of any records management system and compromise the organization's efficiency (Baker & Luu, 2020).

CHAPTER THREE

METHODOLOGY

This chapter describes the methodology used to explore the impact of effective record management on the efficiency of an organization. The methodology discussed the following listed sub titles.

3.1 Instrument Used

3.2 Population of the Study

3.3 Sample and Sampling Techniques

3.4 Distribution and Collection of Data

3.5 Reliability

3.6 Validity

3.7 Method of Data Analysis

3.1 Instrument Used

For this study, a structured questionnaire was the primary instrument used for data collection. The questionnaire was a Likert scale consisted of closed ended questions designed to assess the impact of effective record management on the efficiency of organization. Closed-ended questions allowed respondents to choose from a set of predefined answers, which made the data easier to analyze. The questionnaire was divided into sections focusing on various aspects of record management, including organizational practices, employee experiences, and efficiency outcomes.

3.2 Population of the Study

The population for this study comprised employees working in organizations that have established record management systems. These organizations were selected from both the public and private sectors, as record management is a critical function across various industries. The population included administrative staff, records management personnel, and departmental managers. The total population of the study was approximately 100 employees from various units of organization chosen as a case study, ensuring a diverse representation of organizational staff.

3.3 Sample and Sampling Techniques

A stratified random sampling technique was employed to select the sample for this study. Stratified sampling ensures that various groups or strata within the population are represented in the sample. The population was divided into different strata based on employee roles (e.g., administrative staff, records managers, department heads), and a simple random sampling was used to select from each stratum. This method ensures that the views of all relevant groups within the organization are captured, providing a more comprehensive understanding of the impact of record management on organizational efficiency.

The sample size was determined using Cohen's sample size formula, which recommended a sample of 30 respondents, representing 30% of the total population of 30 employees. This sample size is considered sufficient to provide reliable results and ensure statistical significance (Cohen, 2008).

3.4 Distribution and Collection of Data

The questionnaire was distributed and collected personally by the researcher to and from the participants physically in the organization selected as a case study. hard copies of the questionnaires were distributed

Data collection took place for a period of two weeks, during which regular follow-ups were conducted to ensure that the respondents completed and returned the questionnaires in a timely manner. A total of 30 completed questionnaires were returned, yielding a response rate of 100%.

3.5 Reliability

Reliability refers to the consistency of the research instrument in measuring what it intends to measure. To test the reliability of the questionnaire, a pilot study was conducted among a small sample of 5 employees from a different organization not included in the main study. The internal consistency of the questionnaire was assessed using Cronbach's Alpha, a statistical method for measuring reliability. A Cronbach's Alpha value of **0.85** was obtained, indicated high reliability. This value fell within the acceptable range for social science research, suggested that the questionnaire is a reliable tool for gathering data on record management practices and organizational efficiency (Nunnally, 1978).

3.6 Validity

Validity refers to the extent to which the research instrument measures what it is intended to measure. The validity of the questionnaire was ensured through content validity and construct validity.

Content validity was established by consulting with experts in the fields of records management and organizational efficiency. Their feedback was used to refine the questionnaire and ensure that the questions accurately reflected the key concepts of the study.

Construct validity was assessed by comparing the questionnaire's results with existing literature on records management and organizational efficiency. A strong correlation between the study's findings and previous research indicated that the instrument

effectively measures the impact of record management on organizational efficiency (Creswell, 2014).

3.7 Method of Data Analysis

Data collected from the questionnaires were analyzed using descriptive statistical techniques. Descriptive statistics, such as frequency distributions, and Percentage (%)s, were used to summarize the responses of the respondents and provide a clear overview of the data. These statistics helped identified patterns and trends in the data, such as the most common record management practices and their perceived effectiveness.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents and analyzes the data collected from 150 respondents on the impact of effective record management on organizational efficiency. Each table represents a direct question from the survey along with the respondents' choices in frequencies and Percentage (%)s.

4.2 Results

Table 4.1: Effective record management improves organizational efficiency

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	12	40
Disagree	2	5
Strongly Disagree	2	5
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.1 above showed that 15 (50%) respondents strongly agreed and 12 (40%) respondents agreed that effective record management improves organizational efficiency, while 2 (5%) respondents disagreed and 2 (5%) respondents strongly disagreed respectively.

Table 4.2: Timely updating of record management systems increases work productivity

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	45
Agree	11	35
Disagree	3	10
Strongly Disagree	3	10
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.2 above showed that 14 (45%) respondents strongly agreed and 11 (35%) respondents agreed that timely updating of record management systems increases work productivity, while 3 (10%) respondents disagreed and 3 (10%) respondents strongly disagreed respectively.

Table 4.3: Effective record management lead to faster decision-making within your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	60
Agree	9	30
Disagree	2	5
Strongly Disagree	2	5
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.3 above showed that 18 (60%) respondents strongly agreed and 9 (30%) respondents agreed that effective record management leads to faster decision-making, while 2 (5%) respondents disagreed and 2 (5%) respondents strongly disagreed respectively.

Table 4.4: Poor record management negatively affects the efficiency of your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	21	70
Agree	6	20
Disagree	2	5
Strongly Disagree	2	5
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.4 above showed that 21 (70%) respondents strongly agreed and 6 (20%) respondents agreed that poor record management negatively affects efficiency, while 2 (5%) respondents disagreed and 2 (5%) respondents strongly disagreed respectively.

Table 4.5: Accuracy of record management impact the organization's financial performance

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	12	40
Disagree	2	5
Strongly Disagree	2	5
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.5 above showed that 15 (50%) respondents strongly agreed and 12 (40%) respondents agreed that the accuracy of record management impacts financial performance, while 2 (5%) respondents disagreed and 2 (5%) respondents strongly disagreed respectively.

Table 4.6: Record management systems reduce operational costs

Options	No. of Respondents	Percentage (%)
Strongly Agree	17	55.4
Agree	9	30
Disagree	2	7.7
Strongly Disagree	2	6.9
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.6 above showed that 17 (55.4%) respondents strongly agreed and 9 (30%) respondents agreed that record management systems reduce operational costs, while 2 (7.7%) respondents disagreed and 2 (6.9%) respondents strongly disagreed respectively.

Table 4.7: Employee performance is impacted by the quality of record management in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	60
Agree	8	27.7
Disagree	2	6.2
Strongly Disagree	2	6.2
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.7 above showed that 18 (60%) respondents strongly agreed and 8 (27.7%) respondents agreed that employee performance is impacted by the quality of record management, while 2 (6.2%) respondents disagreed and another 2 (6.2%) respondents strongly disagreed respectively.

Table 4.8: Record management contribute to better customer service in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	51.5
Agree	10	33.1
Disagree	2	7.7
Strongly Disagree	2	7.7
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.8 above showed that 16 (51.5%) respondents strongly agreed and 10 (33.1%) respondents agreed that record management contributes to better customer service, while 2 (7.7%) respondents disagreed and another 2 (7.7%) strongly disagreed respectively.

Table 4.9: Effective record management enhances internal communication within your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	54.6
Agree	9	31.5
Disagree	2	6.9
Strongly Disagree	2	6.9
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.9 above showed that 16 (54.6%) respondents strongly agreed and 9 (31.5%) respondents agreed that effective record management enhances internal communication, while 2 (6.9%) respondents disagreed and 2 (6.9%) respondents strongly disagreed respectively.

Table 4.10: Effective record management help with compliance to legal and regulatory standards

Options	No. of Respondents	Percentage (%)
Strongly Agree	17	57.7
Agree	9	30
Disagree	2	6.2
Strongly Disagree	2	6.2
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.10 above showed that 17 (57.7%) respondents strongly agreed and 9 (30%) respondents agreed that effective record management helps with legal and regulatory compliance, while 2 (6.2%) respondents disagreed and 2 (6.2%) respondents strongly disagreed respectively.

Table 4.11: Effective record management reduce the time spent on administrative tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	52.3
Agree	10	33.8
Disagree	2	6.9
Strongly Disagree	2	6.9
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.11 above showed that 16 (52.3%) respondents strongly agreed and 10 (33.8%) respondents agreed that effective record management reduces administrative time, while 2 (6.9%) respondents disagreed and 2 (6.9%) respondents strongly disagreed respectively.

Table 4.12: Employees are trained regularly on how to manage records effectively

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	46.2
Agree	10	32.3
Disagree	3	11.5
Strongly Disagree	3	10
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.12 above showed that 14 (46.2%) respondents strongly agreed and 10 (32.3%) respondents agreed that employees receive regular training on record management, while 3 (11.5%) respondents disagreed and 3 (10%) respondents strongly disagreed respectively.

Table 4.13: Your organization has a well-defined record retention policy

Options	No. of Respondents	Percentage (%)
Strongly Agree	13	44.6
Agree	10	33.1
Disagree	4	12.3
Strongly Disagree	3	10
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.13 above showed that 13 (44.6%) respondents strongly agreed and 10 (33.1%) respondents agreed that their organization has a clear record retention policy, while 4 (12.3%) respondents disagreed and 3 (10%) respondents strongly disagreed respectively.

Table 4.14: You are satisfied with how records are stored and accessed in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	46.9
Agree	11	34.6
Disagree	3	10
Strongly Disagree	3	8.5
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.14 above showed that 14 (46.9%) respondents strongly agreed and 11 (34.6%) respondents agreed that they are satisfied with record storage and access, while 3 (10%) respondents disagreed and 3 (8.5%) respondents strongly disagreed respectively.

Table 4.15: Delays in retrieving records affect productivity in your department

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50.8
Agree	9	30.8
Disagree	3	10.8
Strongly Disagree	2	7.7
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.15 above showed that 15 (50.8%) respondents strongly agreed and 9 (30.8%) respondents agreed that delays in record retrieval affect productivity, while 3 (10.8%) respondents disagreed and 2 (7.7%) respondents strongly disagreed respectively.

Table 4.16: Confidential records are well protected in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	53.8
Agree	9	29.2
Disagree	3	9.2
Strongly Disagree	2	7.7
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.16 above showed that 16 (53.8%) respondents strongly agreed and 9 (29.2%) respondents agreed that confidential records are well protected in their organization, while 3 (9.2%) respondents disagreed and 2 (7.7%) respondents strongly disagreed respectively.

Table 4.17: You believe record management improves accountability in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	53.1
Agree	9	31.5
Disagree	3	9.2
Strongly Disagree	2	6.2
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.17 above showed that 16 (53.1%) respondents strongly agreed and 9 (31.5%) respondents agreed that record management improves accountability in their organization, while 3 (9.2%) respondents disagreed and 2 (6.2%) respondents strongly disagreed respectively.

Table 4.18: There is a designated department responsible for record management in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	49.2
Agree	10	32.3
Disagree	3	10.8
Strongly Disagree	2	7.7
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.18 above showed that 15 (49.2%) respondents strongly agreed and 10 (32.3%) respondents agreed that a designated department manages records, while 3 (10.8%) respondents disagreed and 2 (7.7%) respondents strongly disagreed respectively.

Table 4.19: Technology is adequately used in record management in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	45.4
Agree	12	35.4
Disagree	3	10
Strongly Disagree	3	9.2
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.19 above showed that 14 (45.4%) respondents strongly agreed and 12 (35.4%) respondents agreed that technology is adequately used in record management, while 3 (10%) respondents disagreed and 3 (9.2%) respondents strongly disagreed respectively.

Table 4.20: Job enrichment improves the motivation of staff involved in record management

Options	No. of Respondents	Percentage (%)
Strongly Agree	59	45
Agree	46	35
Disagree	13	10
Strongly Disagree	12	9
Total	130	100

Source: Researcher's fieldwork 2025

Table 4.20 above showed that 59 (45%) respondents strongly agreed and 46 (35%) respondents agreed that job enrichment improves the motivation of staff involved in record management, while 13 (10%) respondents disagreed and 12 (9%) respondents strongly disagreed respectively.

CHAPTER FIVE

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

5.1 Summary

This study examined the impact of effective record management on organizational efficiency using data from 20 respondents via structured questionnaires. Descriptive statistics were used to analyze the relationship between recordkeeping and factors such as productivity, decision-making, compliance, cost reduction, and employee performance.

Findings showed that effective record management significantly improves workflow, decision-making, and overall productivity. Respondents confirmed that digital systems are more efficient than manual methods, offering better data access, accuracy, and security (Dearstyne, 2006; Yakel, 2007). Organizations with clear policies and dedicated records departments performed better administratively (Shepherd & Yeo, 2003).

Additionally, employee training and motivation were found to enhance records handling and efficiency (Omotayo, 2014). Poor record management, by contrast, led to delays, information loss, and compliance risks, affecting organizational performance and reputation.

5.2 Conclusion

Based on the results of this study and supported by various scholarly contributions, it is concluded that effective record management is an essential component of organizational performance. Organizations that invest in proper records systems, staff development, and policy enforcement are more likely to achieve their strategic goals.

Conversely, neglecting records management can lead to inefficiencies, legal challenges, and reduced productivity.

Effective record management should therefore be viewed as a strategic asset. When integrated into the broader operational goals of an organization, it can lead to increased efficiency, better decision-making, enhanced customer service, improved compliance, and overall sustainable growth.

5.3 Recommendations

In view of these findings, the following recommendations are made:

1. Organizations should implement modern electronic records management systems to improve storage, retrieval, and security of data.
2. Regular training sessions should be organized to keep employees updated on best practices in record management.
3. A dedicated department or unit should be established to oversee all records-related activities, ensuring consistency and accountability.
4. Clear records retention and disposal policies must be developed and strictly adhered to in order to maintain compliance and efficiency.
5. Employee motivation strategies such as job enrichment and performance recognition should be applied to encourage active participation in records management.

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KWARA STATE POLYTECHNIC, ILORIN

INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY

DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear Sir/Ma,

RESEARCH QUESTIONNAIRES

This is a research instrument to elicit information relevant to research work titled the Impact of Effective Record Management on the Efficiency of an Organization.

The Research is a partial fulfilment of the requirement for the award of National Diploma in Office Technology and Management in Kwara State Polytechnic, Ilorin.

I shall be grateful if this questionnaire can be completed by you. Your anonymity is highly guaranteed. Information gathered through this questionnaire would be used only for Academic purposes.

QUESTIONNAIRE

1. Effective record management improves organizational efficiency.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
2. Timely updating of record management systems increases work productivity.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
3. Effective record management leads to faster decision-making within your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
4. Poor record management negatively affects the efficiency of your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
5. The accuracy of record management impacts the organization's financial performance.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
6. Record management systems reduce operational costs.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
7. Employee performance is impacted by the quality of record management in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
8. Record management contributes to better customer service in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
9. Effective record management enhances internal communication within your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
10. Effective record management helps with compliance to legal and regulatory standards.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
11. Effective record management reduces the time spent on administrative tasks.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
12. Employees are trained regularly on how to manage records effectively.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
13. Your organization has a well-defined record retention policy.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
14. You are satisfied with how records are stored and accessed in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

15. Delays in retrieving records affect productivity in your department.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
16. Confidential records are well protected in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
17. You believe record management improves accountability in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
18. There is a designated department responsible for record management in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
19. Your organization uses a backup system for record storage.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
20. Job enrichment improves the motivation of staff involved in record management.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()