

**RECORD MANAGEMENT AND PERFORMANCE DELTA STATE UNIVERSITY,  
ABRAKA, NIGERIA**

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**Abstract**

*The study examined record management practices and performance of Delta State University, Abraka. The specific objectives were to; examine nature of the relationship that exists between electronic management and performance of Delta State University and to determine the extent to which physical facility relates to performance of Delta state University's record management. A descriptive study design was used. The target population was two hundred and fifty nine (259) members of staff in Delta State University, Abraka. A sample of one hundred and fifty seven (157) participants is selected through simple random sampling technique. Primary source of data was used to gather data for the study. OLS statistical analysis was also used to evaluate the effectiveness of the independent variables on the dependent variables. The result reveals that effective record management practices have significant and positive effect on performance of Delta State University. The study recommends that record keepers must stay up-to-date on current database applications, software and data security issues, so as to safeguard the sanctity of records and eliminate the nature of poor record keeping and that institutions should procure antivirus software and a constant Internet supply (for updates) to protect student academic records against viruses.*

**Keywords:** *Record management, electronic record management, capacity of physical facility.*

## INTRODUCTION

Academic records need to be preserved and must remain reliable over an extended period, often indefinitely. Numerous administrative leaders in educational institutions express concerns about insufficient funding and resources dedicated to record keeping. The situation is further complicated by a significant lack of qualified staff and appropriate facilities, as well as challenges arising from an increasing student population and spatial limitations. As a result, many higher education institutions in Nigeria are focused on finding ways to ensure more efficient and trustworthy management of student academic records. Additionally, this pursuit has been made more difficult by the technological demands and rapid advancements characteristic of the current digital era. An effective records management system aimed at enhancing data security and improving the integrity and sustainability of student academic records has resulted in the implementation of various institutional records management policies. In certain instances, these policies have prompted the development of creative methods for handling student academic records. Such methods encompass traditional paper recordkeeping, digital recordkeeping, and a combination of both paper and digital systems (Anoke, 2019). Nevertheless, the successful execution of any educational policy relies on the initial implementation process, an enabling technological framework, and the skilled personnel required to oversee such technologies..

The academic life pattern of students and their relationship with tertiary institutions is a process that might continue indefinitely, considering that even after graduation, alumni may return to the University to obtain essential academic documents for either pursuing further education or requesting reference letters. (Joy & Agala, 2019). A university will need to retain some of the records in category to provide confirmatory information to potential employers, professional bodies and associations, and bodies which regulate entry to address a contentious issue (Mabera, 2015). Adade et al (2018) affirmed this claim by suggesting that a simple method to ease anxiety and

ensure the precision and legitimacy of these documents is to consult the university's academic records archive for validation and confirmation, as supported by Seniwoliba, Mahama, and Abilla (2017). As important as it sounds, universities must ensure the credibility of students' records and see to it that academic records are properly documented and secured (Adu-Oppong & Asante, 2014). Nwaomah (2015) emphasized that "the competitive advantage one university has over another, is effective record management which aids a seamless, and well-organized access to students data concurrently by various arms of a university and also protects a university from student's fraud. Joy and Agala (2019), acknowledged effective records management as one of the approaches for guaranteeing quality assurance in the administration, supervision, control and management of Nigerian university system. Conversely, poor record management may lead to a huge loss of universities' information/data (part or all of their corporate memory) (Tagbotor, Adzido & Agbanu, 2015),

Such lack of controlled and organized results/accountability for an organization's actions would no doubt dent a university's corporate reputation. Federal Ministry of Education (2021) often misplaced/careless or missing records delay administrative actions on pressing issues, urgent matters or even lead to illogical decisions, which may turn to social crisis or embarrassment to the university system. Despite the importance of records keeping in the daily administration of Nigerian universities, Record Management has been seen to be compromised. Accurate and reliable records about university's operations, matters and services often created are not properly managed. Rather, series of drawbacks are often recorded regarding improper records security, insufficient resource, unqualified personnel, use of manual system in records keeping and information storage including pitiable record keeping attitude of some staff (Allison & Otuza, 2017). Egwunyenga (2015) averred that proper record keeping process is constrained perhaps because of poor skills, inadequate infrastructures, poor storage, poor supervision and poor records management programme in Nigerian Universities. This spiteful situation is not only off-putting to students but also to universities as it has resulted in litigations in most cases (Allison & Otuza, 2017). Nwankwo (2001) as cited in (Akor & Udensi, 2013) noted that Nigerian tertiary institutions have a 76% information generation capacity and a 3% utilization. This is a grave concern to many (Allison & Otuza, 2017). This amount to the inability of most educational institutions to put up

sound record management practices (Asogwa, 2013; Abdulrahman, 2015; Allison & Otuza, 2017, Ojo, Mairiga, Idakwo & Song (2019). Organizations, institutions, individuals and groups thus cannot afford to tone down on proper records management systems. This starts with proper readiness for data capturing, records creation, records retention and final disposal/records distribution, all of which must be properly organized and managed. For best practices, improperly capturing data can render the entire record specious, sham, fake, false or forged and unacceptable. No wonder university records management is an issue for stakeholders to worry about. It points to the fact that there is paucity of information regarding management of students' academic records in Nigerian universities.

Records management in Nigerian universities, has become one of the most challenging tasks accompanying educational service delivery, due to the poor management of accurate, reliable and trustworthy records so as to fulfil evidential requirements. Student Effective records management is a cornerstone of institutional efficiency, transparency, and accountability. In Nigerian tertiary institutions, however, records management systems are often characterized by disorganization, poor storage infrastructure, inadequate training of personnel, and the absence of standardized digital systems. These issues result in delayed administrative processes, loss of critical academic and administrative information, compromised data security, and overall inefficiency in decision-making and service delivery. Despite the increasing demand for higher education and the need for improved institutional performance, many Nigerian universities, polytechnics, and colleges of education still rely heavily on manual, paper-based record-keeping methods. These outdated practices hinder timely access to accurate information, negatively affect staff productivity, reduce student satisfaction, and impair the institutions' ability to meet regulatory compliance and performance benchmarks set by oversight bodies such as the National Universities Commission (NUC).

The lack of a coherent and integrated records management framework raises concerns about institutional performance metrics including academic planning, resource allocation, accreditation processes, and institutional rankings. This problem is further exacerbated by inconsistent policy implementation, limited ICT infrastructure, and a general resistance to technological change within the administrative structures of many institutions. Given the critical role of records in institutional governance and performance evaluation, there is a pressing need to investigate how poor records management practices impact the overall performance of Nigerian tertiary institutions. Understanding this relationship is essential for administrative efficiency, institutional growth, recommending sustainable solutions that align with global best practices and improve educational outcomes.

The following specific objectives have been formulated, to guide this study:

- I) To examine the effect of electronic record management on Nigerian tertiary institutions in Delta State.
- ii) To determine how capacity of physical facility have effect on Nigerian tertiary institutions in Delta State.

## REVIEW OF RELATED LITERATURE

### Conceptual Review

#### Records Management

Record is a brain box of information packaged in different formats that lives after the death of the creator from generation to generation (Dada, 2020). Amos (2017), argue that records are the by-product of individuals or organizational activities regardless of form or medium in which it is captured and can be retrieved and used as evidence of transactions. Additionally, records are referred to, as process- bound information or data (facts and figures) produced or received, which is maintained and used by public or private organizations or an individual or groups in accomplishing or complying with legal requirement in a business transaction which forms a part or provides evidence (ISO, 2011). University records are critical to the success of universities since they enhances attainment of results. These records are genuine and/or authentic documents of occurrences in a university system constituting a storage of valuable information to students, heads

of Department, university management and other stakeholders in the university system, on the activities and progress of staff and students. (Queensland State Archives, 2020). The systematic handling of all the records required for organizational effective and efficient attainment of predetermined goal is referred to as records management. It is the systematic control of the creation, maintenance, use and disposal of documents (records) throughout the records lifecycle, which ensures that records kept or archived are available when needed, securely kept and properly distributed/disposed of, when no longer required. Records management practices generally concerns the administrative activities that are efficient in creation, maintenance and pertains to achieving cost-effective disposal of records of educational institutions for decision making and accessibility (UNESCO, 2015). Effective records management practices entail creation and distribution, Use, Retention, Storage, and disposition which are categorized into three major phases of records life cycle model and they are: Records Creation & Receipt, Records Use and Maintenance and Records Disposition.

### **Records Management in the Tertiary Institutions**

Higher Educational institutions are general central for data generation and by extension records keeping (-Nwankwo, 2019). University programmes have become extremely complex over the years. It has become a recurrent issue for records to be irretrievable when required specially in Ghanaian tertiary institutions. The complexity of this problem is better appreciated by those who bear the brunt especially university lecturers, students, parents and administrators who require students records to facilitate accurate, timely decisions (Nwankwo 2019). Decision making is the backbone of administrative actions and administrators execute plans through actions (Igwe, 2012).

The core business of universities is conventional knowledge sharing - learning, teaching, research and community development. In articulating the university's mission, upholding equitable and socio-economic revolution of communities through essentially oriented, community-based problem solving, diversity management and collaborative research/teaching aids, learning, unlearning and relearning outreach activities; providing higher educational programmes to persons suitably qualified for and capable beneficiaries; positioning the university as a national asset in the expedition of a lifelong learning; and development of information and communication technology (ICT) infrastructures as the driver for education of more rapidly and improved efficient and academic quality in order to advance community and national development ([www.uds.edu.gh](http://www.uds.edu.gh)). To achieve these, records are prerequisite for proper university management and an enabler for

carrying out university's statutory functions. Should the records be inappropriately managed or misplaced, then valuable data would be lost permanently.

Records that are difficult to access include but not limited to students sessional transcripts and academic records after graduation. Such delayed access to vital information and documents creates lags administratively in candidates' future progress either for postgraduate programmes or engagement purposes. Nwankwo (2019) explains that the growing complexities emanating from university systems enhances information generations, through distant learning programmes, admission processes to university matriculation activities. The volume of information generated is usually large and hence require proper management. Asogwa (2004) reiterated that universities data be properly managed and secured. Unfortunately, this has not been the case in most institutions (Omeyi, 2012) observed. Afolabi (2014) and Egwuyenga (2019), posit that records management system in Nigeria is inundated with such factors as inadequate skilled and experienced management personnel, inadequate funding and playing down on records as it relates to other things. These problems have huge negative impacts on records management practice in Nigerian university systems, perhaps because of the archaic record-keeping methods, and emerging technological developments including poor data storage facilities which forms part of the problems affecting effective record management.

In the light of the above, proper management of university records in the university has to be given some prominence due to their importance. Universities might find themselves in an embarrassing situations if requested records are not found as a result of poor records keeping practice. Taylor (2020) notes, litigation by aggrieved parties cannot be ruled out. Organizations, universities and other institutions that manage records will reap immediate benefits in terms of being able to utilize all available information resources for competitive advantage. Djorka and Conneen (2017) summarized the consequences of poor records management as follows: "an institution where paperwork is poorly managed, the flow of records through the life cycle is retarded, chaotic, or non-existent. Records and the information they contain are difficult to retrieve, and costly duplication of paperwork is a frequent occurrence.

### **Electronic Records Management**

Stewart and Westgate (2018) opined that an electronic record is a record stored on electronic storage media that can be readily accessed or changed. An electronic record is often referred to as a machine readable record, that is, digitized and coded information that, to be understood must be translated by a computer or other type of equipment. Electronic records have certain attributes including the content or the intellectual component of the document. Electronic records can be generated or acquired in different formats. Some of the formats include quantitative data, text, images, and sound that originate as an electronic signal. There is a need to monitor electronic records to ensure the records are accessible and readable until final disposition. Electronic records may therefore require recopying the information periodically, and testing the readability of an annual sample. Managing records electronically has a number of advantages for organizations and individuals. It helps to reduce paper storage by converting paper documents stored within the business or in an archive into an electronic form. Electronic records improve retrieval time although both hardware and software technologies can become outdated and therefore no longer supported by computer system. This creates a problem with long term access to records (Kennedy & Schauder, 2018).

### **Capacity of Physical Facilities**

Physical facilities refers to the university's plant, that is, the school buildings/structures, lecture halls, library, laboratories, toilet facilities, offices and other materials and infrastructures that would likely drive students towards learning. Physical facilities are germane to effective learning and academic performance of students (Anoke, Okafor, & Onu, 2023). Hallak (2019), identified facilities as the main factor contributing to academic achievement in the school system; they include the school buildings, classroom, libraries, laboratories and recreational facilities/equipment. Adewunmi (2010), corroborated Chandan's (2019) view, when he revealed that the availability of adequate physical facilities had significant influence on pupil's academic performance. In support of this, Nwankwo (1982), also maintained that the provision and maintenance of physical facilities such as building, laboratories, libraries, furniture, equipment amongst others are very important for effective and efficient university administration and better

academic performance (on the part of students). Also, in recent studies carried out by Okunamiri (2003), on the provision and utilization of universities' facilities, his findings revealed that although facilities were adequately provided in some universities, they have not been effectively utilized. This implies that the availability of physical facilities alone does not enhance learning. Rather, it is the adequate utilization of these facilities that can only motivate students to learn and enhance their academic performance.

### **Records Management Practices and Performance in Tertiary Institutions**

Most universities are continuously deploying integrated records management as a means of improving the decision making as well as enhancing their service delivery quality. Adu (2014) It is also generally recognized that at the core of the numerous complex university problems, is a low capacity for records management. Tagbator, Adzido and Agbanu (2015), assert that the primary function of records management is to facilitate the free flow of records through an organization, and ensure information is available rapidly where and when it is needed. Gold (2015) equally characterized an organization's management of its records as the 'corporate secret weapon' and 'the winning strategy' that give the organization the competitive edge. Yet, few organizations, including universities, pay attention to the management of this corporate resource.

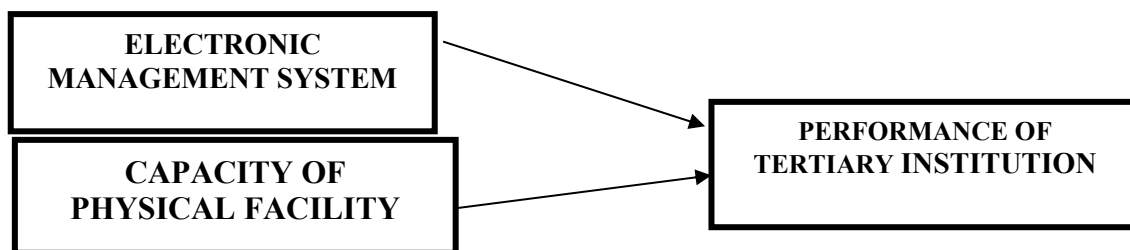
Chinyemba and Ngulube (2005) admitted that proper records management could help universities to manage their information, efficiently fulfil their mandate, protect them from litigation, preserve their corporate memory, and foster accountability and good governance. Virtually, all Universities in articulating their missions, state how committed they are to academic excellence, innovative research and critical engagement with society. The process of carrying out these activities enhances the university's visibility. If such records are not properly managed or misplaced, then valuable evidence would be lost forever. Tertiary institutions might find themselves in an embarrassing position if requested records are not found as a result of poor records systems (Taylor, 2010). While proper records management is applause to the concerned universities, poor records management on the other hand can be risky to universities.

### **Modern Day Implications**

Chiwanza and Mutongi (2016) pinpointed number of implications of not properly keeping or effectively managing records in higher institution of learning, where there is failure or inability to safely secure history of an organization, gradual fading away/disappearance of institutional data or memory; arbitrary decision making; repetition of tasks which leads to waste of resources and time; failure to provide accurate student results; unable to trace students records if they come for reference years later; unable to reconstruct after a disaster etc. Other inferences are difficulties in accounting, for every decision taken (Anoke,2022) administrative delay in making decisions, coinciding of authority and responsibilities among management personnel and registry staff (Nkebukwa, 2019), loss of institutional memories (Netshakhuma, 2019). Another implication of poor records management is that it could also affect universities' quest for better recognition as international ranking. This simply implies that students' academic records, are not well organized and managed as such, the university systems including the students may suffer some huge consequences. Allison and Otuza (2017) in another study, x-rayed factors as inadequate number registry staff, with the required qualifications, staff negative attitude to work, badly implemented records management system, insecurity of records in the university system, absence of training, insufficient computer terminals and technological resources to ineffective retrieval processes, inadequate retention and disposition schedule as well as absence of policy and filing procedure manual. These challenges are enormous difficulties in administering, developing and supervising educational systems (Amanchukwu & Ololube, 2015) leading to administrative delay in graduating students (Mabera, 2015).

**Conceptual Framework for the study**

**RECORD MANAGEMENT PRACTICES**



Source: Researchers' Model (2025)

This study adopted this framework as lens for theoretical and empirical analysis.

### **Review of Empirical Studies**

Otobo (2022) examined the influence of records management practices, work environment and administrative effectiveness in Lagos State Judiciary, Nigeria. This study adopted a survey research design. The population consisted of 328 administrative staff of Lagos State Judiciary, Nigeria. Total enumeration was used. Cronbach's Alpha reliability coefficients of study constructs ranged from 0.93 to 0.94. A response rate of 100% was obtained. Data were analysed, using descriptive and inferential (multiple and linear regression) statistics. Findings indicated that records management practices and work environment could jointly influence administrative efficiency and effectiveness (Adj.  $R^2 = 0.333$ ,  $F(2, 326) = 39.520$ ,  $p < 0.05$ ). This suggests that records management practices has a significant influence on administrative efficiency and/or effectiveness ( $R^2 = 0.290$ ,  $t(326) = 8.897$ ,  $\beta = 0.538$ ,  $p < 0.05$ ). Work environment has a positive significant influence on administrative efficiency/effectiveness ( $R^2 = 0.160$ ,  $t(326) = 37.337$ ,  $\beta = 0.400$ ,  $p < 0.05$ ). The study concludes that records management practices and work environment contribute to administrative efficiency/effectiveness and recommends that judges should motivate staff to enable them sustain good records management practices while enhancing administrative effectiveness.

Another study conducted by Njoku, Shagari, Nwabueze, Nwokoma and Okehi (2022) examined records management and organizational performance in Renaissance University, Ugbawka - Enugu State, Nigeria. This study specifically sought to: find out the relationship between records keeping and employee effectiveness and document handling and employee performance as well as adequate records safety and availability of record facilities. The study adopted survey research design. Primary sources of data were used for the study. Fifty-eight full time academic staff of Renaissance University Ugbawka, in Enugu state participated in this study, out of which, 47 responses were used for analysis. Data were collected and analysed, using tables and simple percentages. Study hypotheses were tested using Multiple Regression Analysis at 0.05 level of significance using SPSS v. 21. The study findings found a positive and significant relationship between record keeping and employee effectiveness, and between document handling and employee performance.

Allison (2021) also conducted a study on, records management practices and job performance of registry staff of Universities in Ogun State, Nigeria. The study adopted a survey design. The population of the study consisted of 1311 university registry staff in Ogun State, Nigeria while the sample size of the study was 300 registry staff with the assistance of Krejcie and Morgan (1970). Purposive sampling technique was used to select the members. A self-developed questionnaire was the instrument for the study. The instrument was validated and the reliability was through Cronbach Alpha and the overall Cronbach's alpha reliability coefficient obtained was 0.82. The data collected from the study were analyzed with descriptive statistics as well as regression analysis with significant level fixed at alpha of 0.05%. The findings of the study showed that there was a significant relationship between records management practices and job performance ( $R^2 = .085$ ,  $P < .05$ ). The study concluded that records management practices contributed immensely to the job performance of university registry staff of Ogun State Universities, Nigeria. The study recommended regular and effective training of records managers to boost their knowledge of records management with the aim of strengthening the system.

Ameyaw and Frempong (2020) conducted a study to ascertain records management practices at the Ghana Communication Technology University (formerly Ghana Technology University College) a mid-sized Ghanaian public university located in Accra. All the staff at the Admissions and Records departments participated in the study. This comprised two (2) heads of department and seven (7) senior staff from both departments. The face-to-face interviews were employed as a data collection instrument for this study. The findings indicated that the University has neither a policy to regulate the management of students' records nor a professional archivist to manage records. It was recommended that the University should employ a professional archivist to manage student records, provide adequate storage facilities, organize periodic training for staff as well promulgate a policy to guide records management in the Admissions and Records offices

Shehu (2020) assessed students' perceived implications of poor management of students' academic records in Nigerian universities. The study followed the single case study and was conducted at the Usmanu Danfodiyo University, Sokoto (UDUS). The population of the study comprised of 5905 final year students from eleven faculties of the University in 2018/2019 session. Data was collected by means of a questionnaire. Simple random sampling technique was used to select

361 respondents. 320 representing 85% responded. The data collected were analyzed using mean and standard deviation to find answers to the research questions. From the analyses it was established that delays in decision making, in graduating students, as well as losing opportunities by the students were identified as part of the implications of poor management of the students' academic records. The managements of the UDUS should consider the findings of the study and address these malaises for proper record management and the associated benefits.

Akomolafe and Olubunmi (2016) examined the relevance of physical facilities in enhancing the level of motivation and the academic performance of senior secondary school students in South West Nigeria. The study adopted ex-post facto design. The population consists of all senior secondary students in South West Nigeria. The samples for the study include one thousand and fifty senior secondary school students from three states out of the six states in the South West Geopolitical zone. The researcher made use of a questionnaire and an inventory to collect data. A self designed questionnaire tagged "Motivation and Academic Performance of Senior Secondary School Students" (MAPSSS) was used to elicit information from the respondent. The result showed that there was a significant relationship between physical facilities and students level of motivation and academic performance. It was recommended that more priority should be given to allocation of funds to make public school conducive for teaching and learning to take place; this will improve the academic standard of public schools.

Okoli and Onuigbo (2014) examined the impact of records keeping on office managers in tertiary institutions in Nigeria. Two research questions and two hypotheses guided the study. A descriptive survey research design was used for the study. The study was carried out in Ebonyi and Enugu States of Nigeria. The entire population comprising of 100 office managers was studied. A four point response item questionnaire was used as the instrument for data collection. Two experts in the department of business education and one expert in educational measurement and evaluation were given the drafted copies of the questionnaire for face and content validity. Cronbach Alpha was used to ascertain the reliability of the instrument. The data collected were analyzed using mean, standard deviation and t-test statistics. The findings showed that records' keeping is very important for effective planning of the office. It was recommended that government and school authorities

should provide adequate funds and sufficient skills for the effective management of office records, adequate training and retraining of office managers and adequate infrastructure in schools.

### **Theoretical Review**

#### **Life Cycle Theory**

Life cycle approach can help us make choices. It implies that everyone in the whole chain of a organization's life cycle, from input to output, has a responsibility and a role to play, taking into account all the relevant impacts on the economy, the environment, organization and the society. The lifecycle is based on the notion that *some records retain their value for a longer period of time than others*. The International Records Management Trust (IRMT) (1994) and International Management Trust (IMT) (1999) indicates that records can only be managed effectively and efficiently if attention is paid to their handling from the time they are created until when they are disposed of or released to the archives. The life cycle theory is that recorded information has a life similar to that of a biological organism, in that it is born, it lives, and it dies. Schellenberg (1956) confirm the life cycle concept of records and iterate that the idea was developed in North America. In others, they are equated to the records management activities of creation, maintenance and use, and disposal (IRMT, 1994; IMT, 1999). Each of the phases has various elements associated with it and functional activities are performed within each element (Penn, et al, 1994). This to establish a sound methodology for evaluating situations so that the most appropriate course of action can be taken in each instance.

### **RESEARCH METHOD**

The main instrument for data collection was structured questionnaire. The administrative staff of Delta State University Abraka participated in the study. A sample size of One hundred and fifty seven (157) from various Units/Departments in Delta State University, Abraka including Exams and Records, Student Affairs, Library, Academic planning, Directorates and other faculties of the focused university. Statistical Package for Social Sciences (SPSS version 23.0) was used to analyze data.

### **RESULTS AND DISCUSSION**

**Hypothesis One**

H01: electronic record management does not have significant effect on Nigerian tertiary institutions in Delta State.

<b>Table 3 Model Summary</b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.332 <sup>a</sup>	.110	.106	1.6560

a. Predictors: (Constant), Electronic Record Management (ERM)

<b>Tables 4 ANOVA<sup>a</sup></b>						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	66.393	1	66.393	24.210	.000 <sup>b</sup>
	Residual	534.774	195	2.742		
	Total	601.168	196			

a. Dependent Variable: Performance of Tertiary Institutions (PTI)  
 b. Predictors: (Constant), Electronic Record Management (ERM)

<b>Tables 5 Coefficients<sup>a</sup></b>						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.890	1.026		10.615	.000
	Electronic Record Management (ERM)	.292	.059	.332	4.920	.000

a. Dependent Variable: Electronic Record Management (ERM)

**Source:** Field Survey Analysis, 2025

From the regression result in the table 4.8 above, the p-value is less than 0.005. This shows a positive beta value of .332 (33%), which shows that Electronic Record Management (ERM) has a significant effect on Nigerian tertiary institutions in Delta State, as the probability value of .000 is also less than the critical level of significance (i.e.  $p < 0.005$ ).

**Hypothesis Two**

**H02:** capacity of physical facility does not have significant effect on Nigerian tertiary institutions in Delta State.

**Table 6: Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.156 <sup>a</sup>	.024	.019	1.7343

a. Predictors: (Constant), Capacity of Physical Facility (CPF)

**Table 7 ANOVA<sup>a</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	14.644	1	14.644	4.868	.029 <sup>b</sup>
	Residual	586.524	195	3.008		
	Total	601.168	196			

a. Dependent Variable: Performance of Tertiary Institutions (PTI)  
 b. Predictors: (Constant), Capacity of Physical Facility (CPF)

**Table 8 Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients	Standardized Coefficients	T	Sig.
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		B	Std. Error	Beta		
1	(Constant)	13.575	1.063		12.775	.000
	Capacity of Physical Facility (CPF)	.143	.065	.156	2.206	.029

a. Dependent Variable: Performance of Tertiary Institutions (PTI)

Source: Field Survey Analysis, 2025

In table 8 above shows a positive beta value of .156 (16%), which shows that Capacity of Physical Facility (CPF) has a significant impact on Performance of Tertiary Institutions (PTI) (i.e.  $p > .005$ ).

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.837	1.390		7.075	.000
	ERM	-.034	.053	-.050	-.631	.529
	CPF	.061	.063	.073	.974	.331

a. Dependent Variable: Performance of Tertiary Institutions (PTI)

Source: Field Survey Analysis, 2025

The results in table 9 above, shows that the tested variables exhibited positive coefficients, implying that, there is a significant positive effects between the studied variables of record management practices and performance of tertiary institutions in Delta State. Also, apart from electronic record management with a higher beta significant value of .050, capacity of physical facilities also exhibited better positive beta values. Electronic record management seems to be most significant variables to Performance of Tertiary Institutions in Delta State.

### Discussion

From the result obtained, findings revealed that electronic record management is significantly associated with performance of Tertiary Institutions ( $005 < .332$ ). This result is also in line with Stewart and Westgate (2018) stated that electronic records management enhance staff productivity

since less time is spent searching for documents or trying to find the most recent version. Therefore, these findings imply that majority of tertiary institutions have confidence in the ability of electronic-based record keeping systems to address records keeping challenges. The results obtained also showed a positive correlation with capacity of physical facilities and Performance of Tertiary Institutions ( $0.05 < .029$ ). This result also is in tandem with Hallak (2019) who found that the quality, appropriateness and adequacy of these items contribute to performance in the university system. Recent studies have emphasized the importance of the availability of physical facilities - periodic audits that provide an enforcement vehicle that assesses the clarity of procedures, quality records are kept, to achieve a level of instructional effectiveness.

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

#### **Summary of Findings**

Key Findings revealed the following:

- i. Electronic Record Management has significant effect on Nigerian tertiary institutions in Delta State ( $0.05 < .332$ ).
- ii. Capacity of Physical Facilities has significant effect on Nigerian tertiary institutions in Delta State ( $0.05 < .029$ ).

#### **Conclusion**

The rationale for undertaking this study was to find out how records are being managed in Nigerian tertiary institutions focusing on Delta State University, Abraka. Extant studies support findings of this study. The research revealed that efficient and effective records management is not a choice but compulsory in order to provide continuity of operations in an emergency or disaster and maintain its educational and institutional memory. The study thus concludes that records management and performance of Nigerian tertiary institutions is significantly related.

#### **Recommendations**

The following recommendations have been made. Thus:

- i) Electronic record keepers must stay up-to-date on current database applications, software and data security issues so as to safeguard the sanctity of records.

- ii) Institutions should likewise secure database applications and record keeping software for their record keepers. It is important that institutions also procure antivirus software and a constant Internet supply (for updates) to protect student academic records against viruses.
- iii) Sensitive documents in different formats to be kept under strict security. This will help to reduce the rate of data loss and delays in retrieving records during power outages and hard drive crashes.
- iv) Record keeping staff should be retrained on expected challenges affecting their work made evident to them to guard against possible misconduct.

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