

Information Systems and Use on Records Management Practices of Registry Personnel in Universities

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Abstract: This study examined the effects of information systems on records management practices of registry personnel in Lead City and Babcock Universities in South-West, Nigeria. A descriptive survey research approach was used, and all 152 registry staff members—68 and 84, respectively—from the two study-targeted institutions were sampled using a complete enumerative sampling procedure. The tool utilised to gather the data was a validated questionnaire. The following key findings were reached by using descriptive and inferential statistics, such as mean and multiple regression to analyse data from 143 respondents, or 94.1% of the sample, in order to answer and test the study's research questions and develop a hypothesis using SPSS version 23. The level of records management practices adopted in Lead City and Babcock universities is significantly high at 3.10 since the cut-off point (criteria mean) was placed at 2.50 and that high level of records creation, use, preservation and disposal exist among registry personnel in both universities. Findings also show that registry personnel from both universities adequately utilise information systems (IS) in records management, and that IS use has significant positive effects on personnel records management practices at F-ratio (3, 134) of 30.835 (significant at 0.05 level). However, several factors were found to affect registry personnel's effective use of IS in records management practices upon which recommendations were made.

Keywords: Information Systems, Records Management, Registry Personnel, Lead City and Babcock Universities.

Introduction

Organisational success largely depends on effective records management practices and the viability and sustainability of organisations across the world are usually influenced by effective records management practices. The significance of records management strategies is not understated in the national development goals of industrialised nations. Consequently, it is impossible to exaggerate the significance of records management practices. Records management, by definition, is the branch of management necessary for the systematic and efficient regulation of the creation, utilisation, upkeep, acquisition, and destruction of records (Abdulrahman, 2015; Neumann, 2014). It is the practice of obtaining and keeping records of information and evidence linked to business transactions and activities.

Hence, records management practices in organisations and institutions are concerned with proper data and information products handling and use for organisational growth and advancement. As a result, good record management is critical for the preservation of records created in institutions around the world. Records management is an important part of office administration as well as registry personnel. Effective records management programmes allow registry personnel to provide better customer service and improve critical decision-making processes for the enhancement of organisational productivity.

Consequently, records management must be given high importance in order to avoid future unrest and other issues that might result from poor office record administration (Mabera, 2020). Regardless of the format in which it was generated, registry staff at higher education institutions define a record as any recorded information that is made,

received, and retained as evidence of what occurred and when it occurred in compliance with legal and regulatory obligations.

There is a growing need for empirical research, especially in the field of student and staff records, as a result of the educational sector's growing concern about improved records management procedures and practices. Regardless of format, information created or received by universities or other higher education institutions that record their activities and has a value that necessitates its preservation for a certain amount of time is referred to in this context as records (Ailakhu, 2023). The documentation of information and data is extremely valuable and must be kept in absolute confidence. Registrars are required by law to save and preserve records of both the student's and staff's actions and proceedings. Institutions keep track of their operations and develop records to back them up. Thus, effective information systems are becoming essential and vital in achieving reliable and sustainable records management practices, especially in our modern-day organisational work environment that is currently witnessing an information explosion resulting from globalisation initiatives via technological innovations.

Information systems could be seen as digital tools dedicated to processing information, such as acquiring, transferring, storing, retrieving, altering, and presenting data (Zemmouchi-Ghomari, 2021). It is a system in which human and/or machine participants do labour (processes and activities) in order to generate informational goods and/or services for internal or external consumers' utilisation (United Nations, 2017). Most firms' information systems have evolved into their backbone. Most contemporary organisations, including banks and affiliated institutions like universities, would not be able to process payments without the aid of information systems Georgescu and Jeflea (2015). Likewise, governments would not be able to collect taxes, hospitals would not be able to treat patients, and supermarkets would not be able to stock their shelves. Records are thus crucial to the effective and successful administration of organisations, particularly educational ones (Touray, 2021).

This research primarily focuses on internal indicators of information systems usage, such as perceived utility and convenience of use, among others, which eventually aid in enhancing worker productivity, particularly when taking into account the attitude of the workforce towards IS use. Perceived usefulness refers to how much a person believes that a certain system will boost productivity, while perceived ease of use refers to how easy they believe a system would be to use (Luo *et al.*, 2024). It is the extent to which employees, such as registration staff, think that using a certain system will improve their capacity to do their duties.

In all organisations and human endeavours, information systems—also known as information and communication technologies, or ICTs—have become essential to accomplishing set goals and tasks (Adelana *et al.*, 2023). These emerging information technological circumstances have brought to the fore the embracement of information systems as a means to complement the traditional method of records management which cannot be taken away completely but with the introduction of information systems, records can be managed properly, easily accessible and retrievable as and when needed. Nevertheless, despite the numerous benefits that come with employing information systems for efficient records management procedures among registry staff, many Nigerian organisations have not yet adopted them (Enakrire, 2020; Ferrari *et al.*, 2024), with a focus on perceived utility and perceived ease of use, which is also true for universities. The extent to which these information systems innovations are adopted and utilised as well as their impacts on their service outcome is yet to be also ascertained in most Nigerian institutions of higher learning. It is on this premise that the present study examines information system's impact on records management practices among registry personnel in two Nigerian universities.

Literature

The research objectives were used to guide the review of relevant literature for this study. Key terms including record management methods, information system utilisation, and variables influencing the usage of information systems were investigated in order to provide relevant information.

Types of record management practices

Numerous studies have examined how companies maintain their records. For instance, Abdulrahman (2015) looked at how to handle university records in the North for effective administration. A descriptive survey was used as the research approach in this study. Using a comprehensive enumeration approach, the population consisted of 513 university administrators, deans, heads of departments, records staff, and clerical officers who manage records at all ten federal and state institutions in North Central Nigeria. Structured questionnaires and interviews were the instruments employed to analyse data. Data analysed were presented through percentages, frequency counts, mean score and so on, while the interview was summarised. The findings revealed that record management adopted includes record creation, record retrieval, record scheduling, filing as well as correspondence management.

Similarly, research on record management among Adamawa State staff was carried out by Umar (2020). For this study, a descriptive survey research design was used. The primary way of gathering data was a questionnaire, of which 220 out of 235 were sent, filled out, and returned. The research found that document retention and disposal were the two main record management strategies used by staff members at federal higher education institutions in Adamawa State. Obo (2022) also investigated how records management procedures affect work environments and administrative efficacy in Lagos. The study's population consisted of 328 administrative staff members in Lagos, Nigeria, and it used a survey design research methodology. The enumeration technique, sometimes referred to as the census, was used. Both descriptive and inferential multiple and linear regression statistics were used to examine the collected data. The research discovered that the work environment had a combined impact on administrative performance and that records management procedures, such as record production and usage, were the most often used practices. In addition, it was shown that good records management techniques enhanced administrative efficiency.

In their investigation of records management systems at Kwara State's Federal Polytechnic Institute of Continuing Education, Bakare, Owolabi, and Yusuf (2019) noted. A case study research design technique was adopted by the researchers. Twenty personnel made up the study population: the director of the institution, the deputy registrar, the secretary to the director, and all officers and staff participating in the registration. Due to the small sample size of the research, all members of the population were included. Data was gathered using a structured questionnaire in addition to in-person observations. The data was evaluated using simple descriptive statistics such as percentages and frequency counts. The findings demonstrated that student academic records, admission letters, results file verification, registration kits, matriculation lists, and leaving and incoming mail were the main components of the institute's records management operations.

It is implied from the review above that several kinds of records management techniques exist. Academic records, student admission letters, verification of results files, registration kits, student matriculation lists, incoming mail, record creation, record retrieval, record scheduling, filling, and correspondence management are just a few examples of the various record management practices made available by the currently published literature.

Use of information systems for effectiveness records management practices

The utilisation of information systems has no doubt accelerated the practice of record management in organisations including universities. The way records are saved, stored, analysed, and managed has also been completely transformed by the use of cloud computing, data analytics, artificial intelligence, mobile devices, blockchain, and other technologies. This has improved the efficiency and accuracy of records management procedures. For record management, public libraries recognise the benefits of digital technologies like blockchain, cloud computing, and IoTs (Masenya, 2020). The influence of ICTs on Nigerian record management procedures was also studied by Enakriye (2020). According to the research, staff members of Nigeria's Ministry of Health understand the importance of ICTs in records administration and use them for a number of tasks, such as expediting information access, updating records, and simplifying records management processes.

In addition, Nwaomah (2015) presented the results of a survey-based study on how ICT use affects record-keeping among Nigerian students. From federal, state, and private universities in the South, 1,123 student records officers and 470 university administrators were randomly chosen to make up the study population. 237 administrators and 564 records officers, for a total of 801, were selected for the research using a stratified random selection approach. Data analysis was conducted using 531 completed copies of the questionnaire, yielding a 66% return rate. A self-structured questionnaire was used to gather the data, and the overall Cronbach alpha reliability score was found to be =0.81. The data was analysed using both descriptive statistics and regression analysis. With p-values of 0.9324, 0.8478, and 0.0004 at the 0.05 level of significance, the results demonstrate that ICT had a substantial and beneficial influence on students' records management effectiveness at private institutions but a negative and insignificant impact in federal and state universities.

Guto (2020) utilised a case study research technique to evaluate the implementation of ICT in the proper record management practices in Kenya. Purposively chosen, 64 people participated in the study. The head of department (HOD) and the dean of schools were included in the sample, and the administrative staff was selected using the census approach. The primary tool used to gather information from each department's staff was a questionnaire; the data was collected through observation, interviews, and documentation from department heads and school deans; the interview schedule and other materials were analysed using thematic content analysis, and the questionnaire was analysed using descriptive statistics like percentages and tables. According to the report, using ICT to improve record-keeping procedures may help stop corruption. The dean who was interviewed said that information and communication technology (ICT) improves accountability and transparency by keeping track of records on how tasks are completed.

Similarly, Babayi, Jalo and Makintami (2021) reported on a study of ICT influence on management, and storage in federal medical centres in Nigeria. Four research topics are addressed in the study, which used a descriptive survey approach. There were 73 employees in the population, and a census was conducted to choose a sample of all responses. The primary tool used to gather data was a questionnaire, and standard deviation was used in descriptive statistics to assess the information gathered. The study found that the majority of respondents firmly believed that managing records practices in the hospitals tested may be accomplished using ICT resources such as CD ROM. Additionally, the majority of respondents said that the ICT tool used in hospitals for information resource and record administration is Personal Health Record (PHR) software.

The aforementioned review confirmed that the importance of information systems in organisations' use of records management procedures cannot be understated, as it has been reported that IS has improved the organisation's operation in terms of record management, prevented corruption, and allowed for timely access to records.

Challenges of information systems use in organisations

In spite of the benefits of IS use in organisations, several factors have been reported to have limited their effective usage among organisational personnel. Among these challenges, according to Mabera (2020), is the slow uptake of IT/IS devices due to a lack of information technology infrastructure and insufficient technical support, knowledge, and skills. Additionally, Mohammed, Tetteh, and Azumah (2018) used the Ordinary Least Square (OLS) approach with one-way ANOVA and mean deviation to underline potential issues influencing records management in Ghana. Inadequate security measures for records, a shortage of professional records officers with the requisite training, a lack of resources to improve proper records management procedures in the organisation, a lack of space for records management, the loss or misplacement of important records within the organisation, a lack of computer terminals, a lack of policies for effective record practices, a lack of record retention, ineffective methods of retrieving records within the organisation, and a lack of funding to purchase technological equipment that can improve quick record retrieval in the institution are just a few of the problems revealed by the research (Ayanwale *et al.*, 2023).

Similar findings were made by Masenya (2020) in a research on the use of contemporary technology in public library records management. A review of the literature on the use of modern technology for records administration in public libraries served as the basis for the research, which aimed to show how these advancements may completely transform library operations. It was discovered from the findings that lack of information technology infrastructure, technical support as well as competencies in maximally utilise IT for proper records management were some of the challenges listed in the study which was also corroborated by Ogedengbe and Quadri (2020). In addition, Adusei and Senyah (2022) used a survey design approach to evaluate staff understanding of records management in Ghanaian local government. Both descriptive and inferential statistics were used to examine the data. The study discovered several obstacles to Ghana's effective records management practices, including inadequate ICT backup capabilities, inadequate storage facilities, undertrained staff, inadequate data security, and improper records management.

In support of the earlier assertion, Malake and Phiri (2020) also reported on a research on records and information management among Zambian oil merchants. The study used a purposive non-probability sampling strategy, and the tool used to gather data was a questionnaire. The respondents were sent a total of 151 questionnaires, and 53% of them responded. Chi-Square and SPSS were used to evaluate the gathered data. Poor retention and disposal, a lack of room for a suitable storage facility, and record security were identified to be the main issues that oil company employees in Zambia had to deal with.

While staff members at establishments like university libraries see the value of contemporary technology like blockchain, cloud computing, and the Internet of Things for managing records (Afolashade *et al.*, 2024), Katekwe and Mutsagondo (2018) also discovered that adoption of these technologies is sluggish for a number of reasons. Employees and information handling specialists therefore found it challenging to fully use the advantages of these technologies as a result of all these obstacles, and they still find it difficult to comprehend how these technologies can be integrated into their organisations.

Perceived usefulness, perceived ease of use and attitude towards using IS in records management practices

TAM might be used to predict how patients will utilise personal health record systems, according to a study by Alsyouf *et al.* (2023). Approximately 389 Saudi Arabians took part in the cross-sectional study. Using structural equation modelling (STEM) of partial least squares (PLS4), eight hypotheses were developed and examined. The findings indicate that perceived utility, convenience of use, and security about the intention to use all had an impact on the usage of the personal health record system. Perceived utility, ease of use, and desire to utilise the system were also correlated, and willingness to use the system favourably affected personal health records and perceived ease of use.

Furthermore, Luo *et al.* (2024) examined how the adoption of health information records systems was influenced by perceived value, financial strength, and ease of use. The study gathered information from 602 medical experts from 20 hospitals in Pakistan using a closed-ended questionnaire. The PLS-SEM was then used to examine the data. The results demonstrated that the adoption of health information systems was positively impacted by the hospital's perceived usefulness, perceived ease of use, and financial position. Mijin *et al.* (2017) investigated perceptions about the use of electronic medical record systems. Data was gathered from the Korean hospital's doctors and nurses using a questionnaire. The data was evaluated using confirmatory factor analysis and STEM. The results demonstrated that although dependability had no appreciable effect on perceived usefulness, security, accuracy, and compatibility all had positive effects. Additionally, self-image functions as a moderating factor in the relationship between attitudes and perceived utility as well as the ease of use of electronic medical record systems.

There is limited literature review from the above section. Nonetheless, the few literature evaluated research confirmed that the adoption of health record systems was positively impacted by perceived utility and usability. The researchers thought this might add to our understanding of the portion mentioned above.

Theoretical framework

A theory is bound to explain the variables in a particular topic. Although, there are theories in the realm of records management, the most popular among them is the record life cycle which specifically aims at explaining records behaviour in an organisation or tertiary institution inclusive. Matlala and Maphoto (2020) affirmed that the records life cycle theory is capable of promoting a sense of order via a systematic method for the total management of information recorded. It must be noted that the record life cycle was viewed as a direct process that is not applicable or concerned with the electronic environment. The records life cycle is the most widely utilised theory in the area of records management, and studies like Luyombya and Ndagire (2020) and Matlala and Maphoto (2020) have indicated that the theory will remain important for effective and efficient record management practices.

Records life cycle theory, which focuses largely on the development and ultimate disposal of records, excludes technology from records management practices. Its failure to integrate electronic technology into records management led to the development of the records continuum paradigm. The record continuum model is more relevant and useful when compared to the records life cycle especially to understand the record-keeping complexity. Matlala and Maphoto (2020) acknowledged that the records continuum model is broadly accepted and used to manage records both in paper and electronic format. The model is also capable of allowing the active involvement of records officers in management at all stages in the life of a record as stipulated by (Matlala & Maphoto, 2020). Therefore, for the purpose of this study, the records continuum model was adopted to explain the records management practices in information systems environment using the perceived ease of use and perceived usefulness.

Objectives of the study

The main objective is to examine the information systems impact on records management practices of registry personnel in two Nigerian universities in the South-West. The specific objectives are to:

1. find out the types of record management practices adopted by registry personnel in two Nigerian universities in the South-West;
2. ascertain the level of information systems usage (internal indicators of information systems use such as perceived ease of use and perceived usefulness) among registry personnel in two Nigerian universities in the South-West; and
3. examine factors affecting the use of information systems among registry personnel in two Nigerian universities in the South-West;

Hypothesis

The below research hypothesis was formulated and tested at a 0.05 level of significance.

H₀₁: There is no significant influence of internal indicators (Perceived Usefulness, Perceived ease of use and Attitude towards IS usage) among registry personnel in two Nigerian universities.

Methodology

The research design approach used in the study was a descriptive survey. All 152 of Lead City and Babcock University's registry employees made up the research population. The total enumerative sampling technique was employed to sample all the 152 registry personnel made up of 68 and 84 respectively from both institutions targeted for the study. The face validity method was used to validate the instrument. Ninety-four percent of the questionnaires, or 143 in total, were completed. The Statistical Product and Services Solution (SPSS) version 23 was used to analyse the data using descriptive and inferential statistics, such as mean and multiple regression, in order to answer/test the study questions and develop hypotheses. The decision rule for determining the study results is that all items with a mean score of 2.5 or higher are considered significant.

Ethical Considerations

Before the study, ethical approval was granted by the issuing authorities. The ethical approval was obtained from the University of Ibadan/University College Hospital (UI/UCH) ethical committee, protocol number UI/EC/23/0620. Informed consents were secured from the participants. The participants were assured of the confidentiality and their identities were anonymised in the data. Participation in the study was voluntary, and the participants had the right to withdraw at any stage during the survey.

Results

The findings of the result were presented starting with the research objectives.

OBJ 1: What is the type of records management practices adopted by registry personnel in Lead City and Babcock University using the?

Table 1: Records Management Practices Adopted by Registry Personnel

Records Management Practices	SA		A		D		SD		Mean
	N	%	N	%	N	%	N	%	
Record Creation	62	43.4%	65	45.5%	12	8.4%	4	2.8%	3.29
Records Use	74	51.7%	63	44.1%	4	2.8%	2	1.4%	3.46
Records Preservation	78	54.5%	60	42.0%	3	2.1%	2	1.4%	3.50
Records Disposal	40	28.0%	52	36.4%	39	27.3%	12	8.4%	3.12
									3.34

Table 1 presents the responses provided by the participants regarding the kinds of records management procedures. The average score for each statement indicates that the respondents accept and agree that the two university registry departments' records management practices include the following elements: records creation (3.29), records use (3.46), records preservation (3.50), and records disposal (3.12). As a result, research showed that a significant portion of respondents use record management techniques. The average mean of 3.10 overall satisfies the acceptance requirements. Thus, it can be seen that the four main records management procedures followed by the registration staff at Babcock University and Lead City are significant and high.

OBJ 2: Ascertain the level of information systems usage (internal indicators of information systems use such as perceived ease of use and perceived usefulness) among registry personnel in two Nigerian universities in the South-West;

Table 2: Internal Indicators of Level of Information Systems (IS) Usage among Registry Personnel

	SA		A		D		SD		Mean
	N	%	N	%	N	%	N	%	
Perceived Ease of Use									
The information system in my unit is user-friendly	56	39.7%	69	48.9%	7	5.0%	9	6.4%	3.22
The designed information systems(IS) in my unit are suitable for record-capturing	44	31.2%	82	58.2%	13	9.2%	2	1.4%	3.19
The information systems(IS) in my unit are designed in such a way that the preservation of created records is easily done.	50	35.5%	82	58.2%	7	5.0%	2	1.4%	3.28
I find Information Systems (IS) in my unit flexible to interact with	53	37.6%	73	51.8%	13	9.2%	2	1.4%	3.26
The operation of Information Systems (IS) in my unit makes it easy to perform my job as a registry personnel	47	33.3%	81	57.4%	12	8.5%	1	0.7%	3.23
									3.24
Perceived Usefulness									
I could do jobs faster if I used information systems (IS) in my work.	80	56.3%	58	40.8%	4	2.8%	0	0.0%	3.54
Using Information Systems (IS) would improve my job performance.	68	47.9%	72	50.7%	2	1.4%	0	0.0%	3.46
Using Information Systems (IS) for my job would increase my productivity	58	40.8%	72	50.7%	12	8.5%	0	0.0%	3.32
Using Information Systems (IS) would enhance my effectiveness on the job.	64	45.1%	75	52.8%	2	1.4%	1	0.7%	3.42
Using Information Systems (IS) would make it easier to do my job	64	45.1%	77	54.2%	1	0.7%	0	0.0%	3.44
I believe it is a good idea to use information systems (IS) in the creation of records	75	52.8%	63	44.4%	4	2.8%	0	0.0%	3.50
I believe it is a good idea to use Information systems (IS) in the preservation of records.	73	51.4%	67	47.2%	2	1.4%	0	0.0%	3.50
I believe employing information systems (IS) for records disposal is a smart approach.	59	41.5%	72	50.7%	9	6.3%	2	1.4%	3.32
									3.44
Attitude Towards Information Systems (IS) Usage									
I think using information systems (IS) to create records is a smart approach.	71	50.0%	65	45.8%	5	3.5%	1	0.7%	3.45
I think using information systems (IS) to make my job as registration staff easier is a wonderful concept.	64	45.4%	71	50.4%	4	2.8%	2	1.4%	3.40
I believe it is a good idea to use information systems (IS) in the preservation of records as a registry personnel	72	51.1%	63	44.7%	3	2.1%	3	2.1%	3.45

I like the idea of using information systems (IS) for record disposal as a registry personnel	73	51.8%	60	42.6%	5	3.5%	3	2.1%	3.44
									3.44
Grand Average									3.33

The respondents' responses about the internal indicators that gauge the degree of information systems (IS) use by registry staff are shown in Table 2. Regarding the perceived ease of use, all respondents concurred that they use IS because it is easy to use (mean score of 3.22), appropriate for capturing records (mean score of 3.19), easy to preserve created records (mean score of 3.28), flexible to interact with (mean score of 3.26), and easy to perform my duties as some registry personnel (mean score of 3.23). All respondents also agreed that the use of IS makes it possible for them to accomplish tasks more quickly (3.54), improve my job performance (3.46), increase my productivity (3.32), enhance my effectiveness on the job (3.42), make it easier to do the job (3.44), support better creation of records (3.50), maintain better preservation of records (3.50) and easy records disposal (3.32). The average mean score of 3.44 in Table 2 above suggests that respondents were using IS for records management practice because of its perceived usefulness. It was also revealed that on the respondent's attitude towards IS usage, they believe it is a good idea to use IS in records creation with a mean score of 3.45, believe it is a good idea to use IS because of its easy operation of my task as registry personnel with a mean score of 3.40. It was also believed that it is a good idea to use IS in the preservation of records as a registry personnel with a mean score of 3.45, and like the idea of using IS for record disposal as a registry personnel with a mean score of 3.44. However, the registration staff's attitude towards IS use is one of the key internal factors that determine the extent of IS utilisation, as shown by the mean score of 3.43 on the user attitude survey. The grand average mean of 3.33 indicates that internal factors such as perceived ease of use and consideration have a major determining influence on the quantity of IS utilisation among registry personnel.

RQ3: What are the factors affecting the use of Information Systems (IS) among Registry Personnel in Lead City and Babcock University?

Table 3: Factors Affecting Use of Information Systems (IS) among Registry Personnel

	SA		A		D		SD		Mean
	N	%	N	%	N	%	N	%	
Technological Phobia	43	30.1%	69	48.3%	19	13.3%	12	8.4%	3.00
Inadequately trained staff.	39	27.3%	86	60.1%	11	7.7%	7	4.9%	3.10
Outdated hardware and software.	60	42.0%	52	36.4%	25	17.5%	6	4.2%	3.16
Lack of availability of information systems (IS) security	62	43.4%	70	49.0%	10	7.0%	1	0.7%	3.35
High cost of information systems (IS) acquisition	53	37.1%	71	49.7%	12	8.4%	7	4.9%	3.19
High cost of information systems (IS) maintenance.	34	23.8%	73	51.0%	27	18.9%	9	6.3%	2.92
									3.12

Table 3 above represents the factors affecting the use of IS among registry personnel. Technological phobia (mean score: 3.00), staff with insufficient training (mean score: 3.10), obsolete hardware and software (mean score: 3.16), lack of IS security (mean score: 3.35), high acquisition costs (mean score: 3.19), and high maintenance costs (mean score: 2.92) are all factors that respondents agreed were influencing registry personnel's use of IS level. The average mean score for the variables influencing respondents' usage of IS is 3.12 overall, indicating that those factors have a significant impact on registry staff's use of IS.

Hypothesis

H₀₁: There will be no significant influence of internal indicators (Perceived Usefulness, perceived ease of use and Attitude towards usage) in using IS on records management practices among registry personnel in Lead City and Babcock University.

Table 4: Regression Analysis Result of Influence of Internal Indicators in Using Information Systems (IS) on Records Management Practices

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate	
1	.639 ^a	.408	.395		4.35220	
a. Predictors: (Constant), attitude, Ease of use, usefulness						
ANOVA^a						
Model		Sum of Squares	Df	Mean Sig.	Square F	
1	Regression	1752.221	3	584.074	30.835	
	Residual	2538.185	134	18.942		
	Total	4290.406	137			
a. Dependent Variable: Record						
b. Predictors: (Constant), attitude, Ease of use, usefulness						
Coefficients^a						
Model		Unstandardised Coefficients		Standardised Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.318	3.620		2.850	.005
	Easeof use	.727	.162	.315	4.477	.000
	usefulness	.636	.149	.373	4.256	.000
	attitude	.379	.255	.126	1.487	.139
a. Dependent Variable: Record						

The information in Table 4 illustrates how registry personnel's records management procedures are impacted by internal factors (Perceived Usefulness, Passive Ease of Use, and Attitude towards Usage). From the figures presented in the table, perceived usefulness ($\beta = .315$, $t = 4.477$, $P < .05$), perceived ease of use and ($\beta = .373$, $t = 4.256$, $P < .05$) have relative contributions to IS usage on records management practices among registry personal. While attitude towards usage ($\beta = .126$, $t = 1.478$, $P > .05$) does not significantly influence the usage of IS on records management practices among registry personnel. In addition, a coefficient of multiple correlation R² of .408 is included in the table. This suggests that the three predictor variables—reported utility, perceived ease of use, and attitude towards usage—account for 40.8% of the variance when taken together. The remaining variation may have been explained by other variables that were not included in the model. The importance of the composite contribution was assessed using $P < .05$. Additionally, the table shows that the F-ratio (3, 134) of 30.835, which is significant at the 0.05 level, was obtained using the regression analysis of variance. Although attitudes towards the usage of IS for records management practices were not relatively significant joint contributions and influencing usage of IS for records management practices by registry personnel exist. Therefore, it was shown that although registration staff attitudes towards use were not significantly impacted, internal indicators (perceived usefulness and perceived ease of use) of IS use significantly influenced records management practices among Lead City and Babcock University registry officials. Nonetheless, with respect to the three factors, they together impacted registry individual use of IS for the records management procedures at the two colleges that were studied.

Discussion of findings

The first goal was to determine the kinds of records management procedures that registry staff in the sampled institutions used. It was discovered that all forms of record creation, use, preservation, and disposal were accepted as types of record management procedures in the institutions. This is in line with research conducted in 2015 by Abdulrahman on the administration of university records, which found that the methods used for record management include creating, retrieving, scheduling, filling out, and managing communication. Similarly, Umar (2020) reported among personnel in federal higher educational institutions that record disposal and retention were the type of record management practices in the institution at Adamawa state. This was also supported by (Otobo, 2022; Onyemah *et al.*, 2024) who found that record creation type was the adopted management practice by the personnel in Lagos.

The second objective was to assess the degree of information systems utilisation using internal metrics, such as registry staff members' perceptions of the systems' utility and usability in the sampled institutions. Regarding perceived ease of use, all respondents agreed that they use information systems because they are user-friendly, suitable for capturing records, preserving created records, and so on. It was also found that personnel believe it is a good idea to use IS in records creation and also believed that it is a good idea to use IS in records preservation. Masenya (2020) and Enakrire (2020) bolster this claim with their research, which shows that new technologies like blockchain and cloud computing may be utilised to manage personnel records, update records, access records, and enhance records management procedures. On the other hand, Nwaomah (2015) found that ICT had a negligible and adverse impact on the efficiency of record management in South-South Nigerian federal and state colleges. Similarly, Guto (2020) and Babayi, Jalo, and Makintami (2021) confirmed that the use of ICT facilities like CD-ROM is sufficient for managing record practices and that ICT use in connection to record management practices is capable of avoiding corruption (Afolashade *et al.*, 2024).

The third objective examined the factors affecting IS use among registry personnel in the sampled universities and found that challenges like technological phobia, inadequate trained staff, outdated hardware and software as well as high cost of maintenance were the identified challenges in the study. This is in agreement with a study by Mabera (2020) who reported that lack of IS infrastructure, poor technical support and IS skills were the listed factors affecting IS adoption and use among personnel in the organisation. The loss or misplacement of important records within the organisation, a lack of computer terminals, a lack of policies for efficient record-keeping, a lack of record retention, ineffective methods of retrieving records within the organisation, untrained records officers, a lack of space for records management, inadequate safeguards for records, and a lack of funding to acquire technological equipment that can improve speedy record retrieval within the organisation are all factors that Tetteh and Azumah (2018) confirmed. Masenya (2020), Adusei and Senyah (2022) and Malake and Phiri (2020) also supported the above findings on challenges posed by IS use for effective records management practices.

Perceived usefulness and perceived ease of use have relative contributions to IS usage on records management practices among registry personnel, according to the hypothesis illustrating internal markers of perceived usefulness, perceived ease of use, and attitude towards IS usage on records management practices. However, attitude towards usage has no discernible relative influence on IS usage on records management practices. This result is consistent with that of Luo *et al.* (2024), who showed that hospital adoption of health information systems was positively impacted by perceived utility and simplicity of use. Likewise, Alsyouf *et al.* (2023) discovered in Saudi Arabia that there was a relationship between perceived utility and willingness to use the system, and that the intention to utilise the system positively impacted both personal health records and perceived ease of use.

Conclusion and Recommendations

It is impossible to overstate the importance of information technology in records management in contemporary businesses. Accordingly, the research discovered that the registry staff at Lead City and Babcock Universities engages in high levels of records management procedures, including the production, use, preservation, and disposal of documents. Furthermore, internal characteristics that affect how often registry workers utilise information systems (IS) for records administration processes include perceived utility, perceived convenience of use, and attitude towards utilisation. The usage of information systems for performing records management activities is highly effective according to external metrics like operational and technical effectiveness among registry staff. In essence, the usage of information systems (IS) internally has a positive impact/effect on how records are managed by the registry staff at Lead City and Babcock Universities irrespective of the observed challenges in this study. Consequently, the recommendations listed below were suggested.

In addition to continuing to use the information systems (IS) that are currently in place to manage all student and staff records, the management of Lead City and Babcock Universities should look for ways to make these systems better, particularly when it comes to the use of computer-based records for the management of student results, disciplinary actions, admissions process details, and storage of all records related to school-related activities on cloud computing mechanisms to prevent records from being lost due to flood or other unfavourable circumstances. Lead City and Babcock Universities should look into information systems (IS) services that adhere to international standards in order to increase the efficacy of records management procedures. They should also look into any and all avenues for resolving the issues that registry staff members have been identifying with regard to the efficient use of IS adoption for records management practices, among other things.

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Availability of data statement

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