

Records Management Practices a Strategic Tool for Administrative Effectiveness of the University of Bamenda

Eyong Ako

Department of Organisational Sciences, Higher Institute of Commerce and Management, the University of Bamenda, Northwest Region, Cameroon

Abstract

This work seeks to investigate the effects of records management practices on administrative effectiveness with insights drawn from The University of Bamenda. Primary sources of data was used, using self-administered questionnaires. The sample population comprised staff of the University of Bamenda. A sample size of 109 respondents were selected from these staff and administrators using the Yamane's 1967 sample size formula. The study employed the Simple Linear Regression technique for data analysis. The findings reveal that manual record storage positively affects administrative effectiveness, with a regression coefficient of 0.820. The finding also show that availability of record storage equipment have a positive significant effect on administrative effectiveness with a coefficient of 0.082. The finding show that record arrangement and access have a negative and significant effect on administrative effectiveness, as its coefficient is negative. With a coefficient of 0.39. finally, the findings show that the electronic records storage has a positive significant effect on the administrative effectiveness at The University of Bamenda with a coefficient of 0.375. Based on these findings, the study recommended that hat the administration should continue to sensitize, train and orientate their staff on records management and also conduct evaluation sessions to ensure they are comfortable and able to management their records as required. Also, the administration of the Bamenda University should continue to sensitize students and staff on the usefulness of records management by organising more seminars and workshops the IT technicians are available and accessible all staff to assist them in managing their records.

Keywords

Manual Record Storage, Record Storage Equipment, Electronic Records Storage, Administrative Effectiveness

1. Introduction

Organisation generate great quantities of record due to their daily operations. These records generated are used to determined organisational output and administrative evaluation. This is why the link between record management and administrative evaluation of organisations has gained recent grounds in public-private sectors in the literature. According to [1], it is an integral part of business operations. Looking at [2], affirmed that, accurate record management is determined by specific managerial skills. This was in line with [3].

However, record management in The University of Bamenda is not efficient because the institution lacks an expert in records management thus leading to problem such as damaged, missing, retrieval and disposal of records. This is contrary to [4] who state that, record management it's a strategic tasked that was be carryout by a trained personel.it is against this background that the study seek to examined the role of records management as a strategic tool of administrative effectiveness at The University of Bamenda. The specific objectives of this would be to;

- To access how manual record storage affect administrative effectiveness in The University of Bamenda.
- To ascertain the effect of availability of record storage equipment on administrative effectiveness in The University of Bamenda.
- To analyse the effect of record arrangement and access on administrative effectiveness in The University of Bamenda.
- To examine the effect of record management on administrative effectiveness in The University of Bamenda.

Hypothesis of the Study

H₁: Manual record storage does not significantly affect administrative effectiveness in The University of Bamenda.

H₂: Availability of record storage equipment does not significantly affect administrative effectiveness in The University of Bamenda.

H₃: Record arrangement and access does not significantly affect administrative effectiveness in The University of Bamenda.

H₄: Electronic records management does not significantly affect administrative effectiveness in The University of Bamenda.

2. Literature Review

2.1 Records Management practices

Records are preserved by an Institutions to assist in the running of it activities. Records management deals with the application of techniques and strategies of coordinating sources of information generated within an organisation base on its nature of activities [5]. according to [6], it is the systematic and scientific methods of keeping information needed in the running of an organisation.

There exist two Forms of Records Management, we have the Manual or Paper-and the electronic based Record Management practices. Manual records are documents that are written and printed on papers that can be filed and can easily be track and used [7]. [8] state that, the organisational life is seen as a big paper files. While the electronic record management is been generated with the used of modern information and communication technologies [9].

2.2 Administrative Effectiveness

Administratives Effectiveness is determined or seen as the proper and timely production of report [10]. It looks at how well and organisation carry out its functions.

Manay studies have been carried out on record management. Other have tried to linked record management and organisational secrecy. But none of these studies tried to linked records management practices and administrative effectiveness. Thus, this present study seeks to bridge the existing literature gap in Cameroonian and to confound the relationship between records management and the administrative effectiveness at The University of Bamenda.

3. Materials and Methods

3.1 Scope of the Study

The study will be limited in terms of space to The University of Bamenda. The time will span for the study is the academic year 2024/2025.

3.2 Area of Study

The University of Bamenda (UBa) is situated in the North West Region of Cameroon. This region is made up of seven (7) divisions (Mezam, Momo, Menchum, Bui, Donga Mantung, Boyo and Ngoketunjia). The University of Bamenda is situated in the Mezam division precisely in the Tubah subdivision. It is found in a small village called Bambili that has been the centre of education in the Region. The University of Bamenda is the lone state university in the region.

The University, on its creation functioned with two schools, that is, Higher Technical Teacher Training College (HTTTC) and Higher Teacher Training College (HTTC) until the creation of the Faculty of Science (FS), Faculty of Health Science (FHS), Higher Institute of Commerce and Management (HICM), College of Technology (COLTECH) and Higher Institute of Transport and Logistics (HILT). In 2015/2016 academic year, three other classical faculties went operational that is Faculty of Arts (FA), Faculty of Law and Political Sciences (FLPS), and Faculty of Economics and Management Sciences (FEMS). The Faculty of Education (FED) and the National Higher Polytechnic Institute (NAHPI) also went operational in 2017/2018 academic year making it twelve (12) establishments (six (6) classical faculties and six (6) schools). The institution is headed by the Vice-Chancellor.

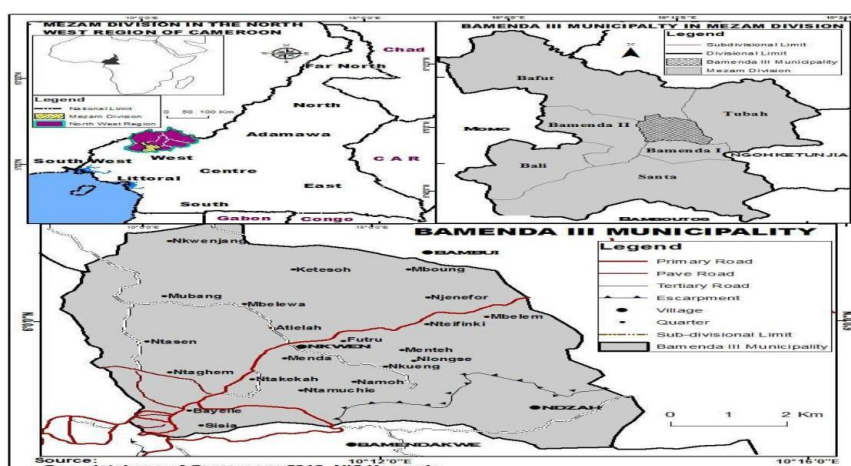


Figure 1. Map of Bamenda III subdivision

Source: Geo-database of Cameroon (2013)

3.3 Research Design

This research made use of the causal research design. This design will be utilised because it assists the researcher to identify the effect of records management practices on the administrative effectiveness of The University of Bamenda.

By collecting data from respondents with the use of questionnaires which are to be analysed to have quantitative values [19,20].

3.4 Target Population

The population consists of staff working in the admissions and records, the heads of departments of all the schools and faculties at The University of Bamenda. This will include the six (6) faculties and six (6) professional schools, the ICT Centre and the Admission Office and other officials at the Central Administration of The University of Bamenda which is estimated of about 150 personnel.

3.5 Sampling Technique

The researcher used stratified and purposive sampling techniques. Stratified sampling technique was used to structure the population between the 6 professional schools and 6 faculties.

3.6 Sample Size

The sample size for this study is then drawn on the bases of the Yamane's formula. Yamane (1967) that gives an easy formula to calculate sample sizes for proportions. The formula is given as follows:

$$n = \frac{N}{1 + N(e)^2}$$

Where: n= the sample size

N=the finite population

e= level of significant (or limit of tolerable error)

1= unity (a constant)

In order to explain how the sample size was obtained, this study adopts a 5% level of tolerable error for council staffs because a smaller population has more errors. By substituting all the value in the formula proposed by the sample size was determined as below;

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{150}{1 + 150 (0.05)^2} = 109$$

$$\rightarrow n \approx 109$$

3.7 Instrument of Data Collection

The researcher used the primary instrument of data collection based on structured questionnaires. The questions in the questionnaires were measured using the Likert Scale which is structured into 5 options (strongly agree, Agree, Neutral, Disagree and strongly disagree). This data was coded using Microsoft excel; it was subjected into cleaning for outliers, missing values and extreme points. Secondary data was equally be used to complement the primary data. This instrument was used in order to avoid pressure from the respondents and have large data.

3.8 Model Specification

In this study, we model the effects of record management practices such as manual record storage (MRS), availability of record storage equipment (ARSE), record arrangement and access (RAA), and electronic record storage (ERS) on administrative effectiveness (AE) in The University of Bamenda. The model for this study is specified as follows:

$$AE_i = \alpha_0 + \alpha_1 MRS_i + \alpha_2 ARSE_i + \alpha_3 RAA_i + \alpha_4 ERS_i + \rho_i \chi_i + \xi_i$$

Where χ_i is a vector of control variables such as age of the respondents and their educational qualifications (EDUC); ξ is the stochastic error term; α_0 is the constant term; α_1 to α_4 are coefficients of record management practices to be estimated, ρ_i , are vectors of parameters for the control variables to be estimated.

3.9 Data Analysis Technique

The descriptive and inferential statistics was used to analyze the data. The hypothesis was tested by the Simple Linear Regression analysis because of its BLUE advantages (Best, Linear, Unbiased, and Estimator). The regression model is specified in same manner as follows;

$$AE_i = \alpha_0 + \alpha_1 MRS_i + \alpha_2 ARSE_i + \alpha_3 RAA_i + \alpha_4 ERS_i + \rho_i \chi_i + \xi_i$$

4. Results

4.1 Response Rate

The results obtained in table 1 above indicates that out of the 109 questionnaires administered, 105 of them were

returned giving a percentage of 96.3% return rate. Only 4 questionnaires were not returned due to the unavailability of some of the staff, time constraint on the part of respondents and researcher, scepticisms and the confidentiality. A questionnaire return rate of 70% and above is satisfactory according to [12].

Table 1. Response Rate

Options	Frequency	Percentage
Questionnaires Returned	105	96.3%
Questionnaires Not Returned	4	3.7%
Total	109	100%

Source: Field Survey, 2025

4.2 Socio-Demographic Information of Respondents

Table 2. Socio-Demographic Characteristics

Variable	Categories	Frequency	Percentage
Gender	Male	60	57.1
	Female	45	42.9
Educational level	Diploma	10	9.5
	Bachelor's Degree	30	28.6
	Master's Degree	23	21.9
	PhD.	42	40.0
Age of Respondents	Less than 20years	5	4.8
	21-30years	40	38.1
	31-40years	44	41.9
	above 40 years	16	15.3
Marital Status	Single	49	46.7
	Married	56	53.3
Work Experience	1 - 5 years	21	20.0%
	6 - 10 years	36	34.3%
	11 - 15years	23	21.9%
	16 and above	25	23.8%
Filing system	Manual/paper records	12	11.4
	Electronic recording	93	88.6

Source: Field Survey, 2025

Table 2 above, the findings revealed that majority of participants of 60 (57.1%) were males while 45(42.9) of the participants were females. This show that mostly men are appointed and recruited at the University of Bamenda.

In line with the level of education, the results show that 10(9.5%) are Diploma Holders, 30(28.6%) were Bachelor degree holders, 42(40%) had Master's degree, 23(21.9%) of them are Ph.D. This shows that the majority of them are well learned to provide the adequate and reliable information for this study.

Furthermore, the results on the above-mentioned table, showed that, the majority of the participant, 5(4.8%) had age range from below 20 years, 40(38.1%) range of 21 to 30 years. Also, 442(41.9%) indicated they are between 31 to 40 years while 16(15.3%) were above 40. This shows that majority of them are between above 20 years and will have the capacity and knowledge to provide adequate and reliable information for the study.

The result show that 49(46.7%) of the respondents were single while 56(53.3%) were married staff of the University of Bamenda. This shows that the married staff dominates the respondents of this study.

Final, the results show that 21(20%) of the respondents have had experience between 1 to 5 years, 36(34.3%) of them have worked for a period between 6 to 10 years, 23(21.9%) have been working for about 11 to 15 years while 25(23.8%) have had experience above 16 years. This indicate that majority has experience and will provide adequate information for the study .

4.3 Manual Record Storage (MRS)

Records based on paper are all documents written or printed on paper. The councils is accountable for generating complete and precise records of all their operations and choices according to normal criteria for records management. The table below show the views of the respondents on manual or paper records storage.

Table 3 show results obtained from the field based on manual records storage. According to the respondents, 71(67.6%) of the respondents agreed, 16(15.2%) of them were neutral while 18(17.1%) of them disagreed that The University of Bamenda is provides enough storage areas for archive records for security and easy accessibility when they are required.

The result also show that 70(66.7%) of the respondents greed, 17(16.2%) of them indicated that they are neutral while 18(17.1%) disagreed with the fact that the storage conditions of The University of Bamenda are good in archive records and easy accessibility when they are required.

Finally, 71(67.6%) of the participants agreed, 22(21%) were neutral while 12(11.4%) of them disagreed that The University of Bamenda is good in monitoring and evaluating the storage systems for archive records for security and easy accessibility when they are required. This shows that majority of the participants gave positive views on the statements regarding manual records storage and how it influence administrative effectiveness at The University of Bamenda.

Table 3. Manual Record Storage (MRS)

Item	A	%	N	%	D	%	TOTAL	
The University of Bamenda provides enough enough storage areas for archive records and easy accessibility when required	71	67.6	16	15.2	18	17.1	105	100
The storage conditions of The University of Bamenda are good in archive records and easy accessibility when required	70	66.7	17	16.2	18	17.1	105	100
The University of Bamenda is good in monitoring and evaluating the storage systems of archive.	71	67.6	22	21.0	12	11.4	105	100

Source: Field Survey, 2025

4.4 Availability of Record Storage Equipment (ARSE)

This section show results on the availability of record storage equipment and how it influence administrative effectiveness at The University of Bamenda.

The result on table 4 show that 43(41%) of the respondents agreed, 34(32.4%) of them were neutral while 28(26.7%) of them disagreed that The University of Bamenda is efficient in providing storage equipment for archiving manual records for security and easy accessibility when they are required. Again, 69(65.7%) of the participants agreed, 18(17.1%) of them were neutral while 18(17.1%) of indicated that they disagree with the statement that The University of Bamenda is efficient in providing records management software for managing records for security and easy accessibility when they are required.

Finally, the result indicate that 81(77.1%) of the participants agreed, 15(14.3) of them were neutral while 9(8.6%) disagreed that The University of Bamenda is efficient in the repair and maintenance of storage facilities/equipment for archive sustainability records (manual and electronic) for security and easy accessibility when they are required. This shows that majority of the participants gave positive views on the availability of record storage equipment and how it influence administrative effectiveness at The University of Bamenda.

Table 4. Availability of Record Storage Equipment (ARSE)

	A	%	N	%	D	%	TOTAL	
I am satisfied that The University of Bamenda is efficient in providing storage equipment for archiving manual records for security and easy accessibility when they are required	43	41.0	34	32.4	28	26.7	105	100
The University of Bamenda is efficient in providing records management software for managing records for security and easy accessibility when they are required	69	65.7	18	17.1	18	17.1	105	100
The University of Bamenda is efficient in the repair and maintenance of storage facilities/equipment for archive sustainability records (manual and electronic) for security and easy accessibility when they are required	81	77.1	15	14.3	9	8.57	105	100

Source: Field Survey, 2025

4.5 Record Arrangement and Access (RAA)

The table 5 below show result on the Record Arrangement and Access (RAA) and its influence on administrative effectiveness at The University of Bamenda.

Table 5. Record Arrangement and Access (RAA)

	A	%	N	%	D	%	TOTAL	
The University of Bamenda is capable to carryout efficient arrangement on record management	72	68.6	17	16.2	16	15.2	105	100
The University of Bamenda is apt to carryout procurement analysis on record management	77	73.3	16	15.2	12	11.4	105	100
The University of Bamenda is apt to align with the requirements laydown by the law	76	72.4	22	21.0	7	6.67	105	100

Source: Field Survey, 2025

The result on table 5 show that 72(68.6%) of the participants agreed, 17(16.2%) of them were neutral while 16(15.2%) disagreed that The University of Bamenda is efficient in arranging records per the logical structure of the recording process. Also, 77(73.3%) of the respondents agreed, 16(15.2%) of them were neutral while 12(11.45%) disagreed with the fact that The University of Bamenda is efficient in the analysis of procurement records in terms of the type of materials, provenance, functions, activities, work processes or transactions and contents. Lastly, 76(72.4%) of the participants agreed, 22(21%) were neutral while 7(6.7%) of them disagreed with the statement that The University of Bamenda is efficient in arranging records per the requirements of the law. This show that majority were positive with all the statements as they gave positive views.

4.6 Electronic Records Storage (ERS)

The table below display the views of respondents on Electronic Records Storage (ERS) and how they influence administrative effectiveness at The University of Bamenda.

Table 6. Electronic Records Storage (ERS)

Statement	A	%	N	%	D	%	TOTAL	
The University of Bamenda is efficient in preparing and submitting the annual plan to the government	81	77.1	8	7.6	16	15.2	105	100
The University of Bamenda is efficient in preparing and submitting monthly procurement reports to the government	72	68.6	24	22.9	9	8.57	105	100
The University of Bamenda is efficient in preparing and submitting quarterly procurement reports to the government	79	75.2	16	15.2	10	9.52	105	100
The University of Bamenda is efficient in preparing and submitting annual reports to the government	77	73.3	11	10.5	17	16.2	105	100
The University of Bamenda is efficient in preparing and submitting contract completion reports to the government	76	72.4	23	21.9	6	5.71	105	100

Source: Field Survey, 2025

The result show that 81(77.1%) of the respondents agreed, 8(7.6%) of them were neutral while 16(15.2%) of them disagree with the statement that The University of Bamenda is efficient in preparing and submitting the annual plan to the government. The result also show that 72(68.6%) of the participants agreed, 24(22.9%) of them were indifferent while 9(8.6%) disagreed that The University of Bamenda is efficient in preparing and submitting monthly procurement reports to the government. Again, 79(75.2%) of the respondents agreed, 16(15.2%) of them were neutral while 10(9.5%) disagreed with the statement that The University of Bamenda is efficient in preparing and submitting quarterly procurement reports to the government. This show that majority of them agreed on all the statements.

Table 7 show result on the administrative effectiveness of The University of Bamenda as a result of efficient record management practices. From the responses obtained from the staff concerned, 59(56.2%) agreed, 34(32.4%) were indifferent while 12(11.45) disagreed that effective records management improves the ease of administration. The result again show that 69(65.7%) of these participants agreed, 17(16.2%) of these respondents were neutral while 19(18.1%) disagreed with the statement that adequate record keeping encourages staff to be more effective.

The result on table 7 show that 76(72.4%) of the respondents agreed, 20(19%) were neutral while 9(8.7%) disagreed. Finally, 78(74.3%) agreed, 20(19%) were neutral while 7(6.6%) disagreed that enough safety of records enables availability of such records facilities and this improves the ease of administration. This show that records management influence the effectiveness of the administration at The University of Bamenda.

Table 7. Administrative Effectiveness (AE)

	A	%	N	%	D	%	TOTAL	
Effective records management improves the ease of administration	59	56.2	34	32.4	12	11.4	105	100
Proper record keeping encourages staff to be more effective	69	65.7	17	16.2	19	18.1	105	100
Do proper document handles improves organisational performance	76	72.4	20	19.0	9	8.57	105	100
Enough safety of records enables availability of such records facilities and this improves the ease of administration	78	74.3	20	19.0	7	6.67	105	100

Source: Field Survey, 2025

4.7 Inferential Statistics

4.7.1 Descriptive Statistics

A summary of the descriptive characteristics of the variables such as the mean, variance, minimum, maximum values, the skewness and kurtosis values are presented the table below.

Table 8. Summary Statistics

Variables	N	Min	Max	Mean	Std.Dev.	Skewness	Kurtosis
Manual Record Storage	105	1.00	5.00	2.0381	1.200	.742	-.808
Availability of Record Storage Equipment	105	1.00	5.00	2.0762	1.238	.783	-.641
Record Arrangement and Access	105	1.00	4.00	1.9810	1.009	.725	-.581
Electronic Records Storage	105	1.00	4.00	2.0286	.9246	.687	-.270
Administrative Effectiveness	105	1.00	5.00	1.8286	1.155	1.409	1.328

Source: Field Survey, 2025

Table 8 the results shows that all the variables have a minimum value of 1 and maximum value of 5. this implies that their standard deviation are relatively small, less than half of their mean. The normality of the distributions is determined by their Skewness and Kurtosis as they have Skewness less than one and Kurtosis less than three.

4.7.2 Correlation Analysis

The researcher uses the pair-wise correlation to ascertain the relationship between the variables used in the model and it also used as a pre-test for multicollinearity. The pair-wise correlation table is as presented below:

Table 9. Correlation Matrix

Variables	MRS	ARSE	RAA	ERS	AE
Manual Record Storage	1.000				
Availability of Record Storage Equipment	.142	1.000			
Record Arrangement and Access	-.074	.269***	1.000		
Electronic Records Storage	-.143	-.129	.298***	1.000	
Administrative Effectiveness	-.040	-.161	.076	.132	1.000

Source: Field Survey, 2025

Table 9 above shows that all the correlation coefficients along the diagonal are unitary, indicating that each variable has a perfect positive correlation with itself. The table also reveals that manual record storage has a positive relationship with availability of record storage equipment. Also, availability of record storage equipment has a positive relationship with record arrangement and access. The relationship between record arrangement and access and administrative effectiveness is positive. The relationship between record arrangement and access, electronic records storage, administrative effectiveness and manual record storage is negative. Also, the relationship between availability of record storage equipment, electronic records storage and administrative effectiveness are also negative.

The relationship amongst the independent variables is weak, suggesting that there exists no multicollinearity amongst them.

Table 10. Variance Inflation Factor (VIF)

Variable	Vif	Tolerance (1/Vif)
Manual Record Storage	1.798	.556
Availability Of Record Storage Equipment	1.118	.895
Record Arrangement And Access	1.139	.878
Electronic Records Storage	1.099	.910
Administrative Effectiveness	.878	1.139

Source: Field Survey, 2025

Table 10 shows the VIF result which is used to measure the degree of multicollinearity. If the VIF of a coefficient of a variable exceeds 2.5, then that variable is highly collinear, and multicollinearity becomes a problem. The VIF test for multicollinearity showed no evidence for the existence of multicollinearity since the VIF coefficients are less than 2.50.

Table 11. Cronbach Alpha

Index	Cronbach Alpha	Number of Items
Manual Record Storage	0.614	3
Availability of Record Storage Equipment	0.516	3
Record Arrangement and Access	0.601	3
Electronic Records Storage	0.727	5
Administrative Effectiveness	0.5645	4

Source: Field Survey, 2025

The result of the scale reliability of the indexes as measured using the Cronbach Alpha revealed strong evidence of internal consistency as it is above the minimum cut off criteria of 0.5 as recommended for new index by Nunally and Bernstein (1994).

The intercept (constant term) is the expected mean value of Y when all independent variables = 0. The results show that holding all the other variables constant, administrative effectiveness will have a significant increase of 1.773units.

Table 12 show the R-squared which measures the joint contribution of the independent variables to the dependent variable. The adjusted R-squared is 0.760. This means that 76% variation in administrative effectiveness is explained by the independent variables in this model. The also show that the remaining 24% is explained by other variables not included in our model. With at least 70% contribution, we can conclude that our variables fit the model.

Table 12. Regression Result

Admin_Effectiveness	Coefficient	Std. Error	Beta	T	P>t
Manual Record Storage	.820	.061	.866	13.375	.000
Availability of Record Storage Equipment	.082	.091	.087	.899	.371
Record Arrangement and Access	-.397	.112	-.347	-3.534	.001
Electronic Records Storage	.375	.120	.300	3.109	.002
Age	.305	.294	.206	1.040	.301
Education	.134	.074	.180	1.826	.071
(Cons)	1.773	.401		4.427	.000
Observation = 105					
F (6, 98) = 15.794					
Probability > F = 0.000					
Adjusted R-squared = 0.760					

Source: Field Survey, 2025

The Fisher's F test is used to reject hypothesis that are positive. From the result above is less than 1%, this implies the independent variables in the model are statistically significant globally at 1% level of significance. This therefore shows that digitalisation has significant effects on administrative effectiveness.

From the results, the coefficient of manual record storage is positive, meaning manual record storage positively affects administrative effectiveness, indicating that manual record storage will lead to an increase in administrative effectiveness. Specifically, from the result, an increase in manual record storage by 1 standard point, will lead to a 0.820units decrease the administrative effectiveness. This result is statistically significant at 1% level of significance since the p-value of 0.000. We thus reject the first null hypothesis, which stated manual record storage has no significant effect on administrative effectiveness.

The results also show that availability of record storage equipment have a positive effect on administrative effectiveness. Indicating that an increase in availability of record storage equipment will result in an increase in administrative effectiveness. This means that availability of record storage equipment will have the tendency to increases administrative effectiveness by 0.082units. This result is statistically insignificant since the p-value is 0.371. We therefore accept the second null hypothesis and reject the alternative hypothesis.

The results show that record arrangement and access have a negative effect on administrative effectiveness, as its coefficient is negative. Indicating that, an increase in record arrangement and access decreases administrative effectiveness. Specifically, a point increase in record arrangement and access analysis will decrease administrative effectiveness by about 0.39 units. This result is statistically significant at 1% level of significance since the p-value of .001 is less than 1%. We thus reject the third null hypothesis and accept the alternative.

The findings again show that the coefficient of electronic records storage is 0.375 indicating that electronic records storage has a positive effect on the administrative effectiveness at The University of Bamenda. Specifically, a unit increase in the electronic record storage will result in a 0.375 units increase in administrative effectiveness. This result is statistically significant at 1% level of significance since the p-value of 0.002 is less than 1%. We thus reject the third null hypothesis and accept the alternative.

The results show that all the control variables have positive and significant effects on administrative effectiveness but for age of respondents which have positive and insignificant effect on administrative effectiveness at the University of Bamenda.

4.8 Discussion of Findings

This study seeks to examine the effects of records management on the administrative effectiveness of the University of Bamenda. The result show that the p-value of the F-statistics (0.000) is less than 1%, this implies the independent variables in the model (Manual record storage, availability of record storage equipment, record arrangement and access, electronic records storage and the control variables age and education) are statistically significant globally at 1% level of significance. This therefore shows that digitalisation has significant effects on administrative effectiveness. This finding is in line with the study conducted by [3] on records management and organizational performance in Renaissance University Ugbawka, Enugu State, Nigeria. Their study found positive and significant relationships between record keeping and employee effectiveness and between document handling and employee performance. Statistically speaking, their study did not find any positive and significant relationship between adequate records safety and availability of facilities.

From the finding, manual record storage positively affects administrative effectiveness, indicating that manual record storage will lead to an increase in administrative effectiveness. This result is statistically significant at 1% level of significance since the p-value of 0.000. the study corroborate with [13] who conducted a research to determine the influence of effective record management on delivery of service in the department of land in Kenya. The study found that the land department was using manual and digital record management systems however; the processes were rarely audited for compliance thus affected record management and service delivery in the land department.

The finding also show that availability of record storage equipment have a positive effect on administrative effectiveness. Indicating that an increase in availability of record storage equipment will result in an increase in administrative effectiveness. This result is statistically insignificant since the p-value is 0.371. the study is in line with [14] who researched on the assessment of records management practices among the Administrative staff of the University of Education. The major findings of the study revealed that the administrative documents are stored in both manual and electronic forms. This leads to quick decision making, saves office space and promotes good corporate governance. It was further indicated that there were insufficient resources in terms of professionally trained records managers, training starved administrative staff and office space.

The findings show that record arrangement and access have a negative effect on administrative effectiveness, as its coefficient is negative. Indicating that, an increase in record arrangement and access decreases administrative effectiveness. This result is statistically significant at 1% level of significance since the p-value of .001 is less than 1%. the study concur with [15] the researcher found out that efficient record management access enhanced service delivery.

The findings again show that the coefficient of electronic records storage is 0.375 indicating that electronic records storage has a positive effect on the administrative effectiveness at The University of Bamenda.

This result is statistically significant at 1% since the p-value of 0.002 is less than 1%. This finding is inline with [16] who examined the relationship between electronic records and its influence on procurement productivity in buyers organisation in USA. Also in the case of [17,18] The results shows that electronic record management positively affect the performance of health organizations by facilitating accessibility of patient records.

5 Conclusion

From the above results and discussion ,we can conclude that records management practices plays a vital role in the administrative effectiveness at the University of Bamenda.

5.1 Recommendations

It is therefore recommended that the administration should continue to sensitize, train and orientate their staff on record management and conduct evaluation sessions to ensure they are comfortable and able to management their records as required.

The administration of the Bamenda University should continue to sensitize students and staff on the usefulness of records management by organising more seminars and workshops the IT technicians are available and accessible all staff to assist them in managing their records. This can be offered through the Information Management and Communication programme offered at the University of Bamenda HICM.

5.2 Limitations of the Study

The inadequate human, material and financial resources as well as time constraints retarded the gathering of information exhaustion that this piece of work requires.

There were power failures due to constant electricity cuts in the region during the time of the project writing. This greatly hampered the writing of the project since the main source of energy available to the researcher was electricity.

The researcher intended to administer 109 questionnaires but at the end only 105 were collected. This was due to the fact that some respondents collected but did not finally fill because of insufficient time or were unavailable during the period of collection.

Some respondents needed a lot of serious convincing before accepting to welcome the researcher not to talk of their willingness to respond to the questionnaire for fear of disclosing information which they considered confidential.

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