InfoSphere :
NAVIGATING THE WORLD OF INFORMATION

Preserving the Past, Valuing Present, Enriching the Future

UNIVERSITI TEKNOLOGI MARA
Fakulti Sains Maklumat

InfoSphere:
Navigating the World of Information

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Preface

It gives me great pleasure to present *InfoSphere: Navigating the World of Information*, a collective effort that brings together insightful discussions, empirical findings, and critical reflections from academics in information management, library management, records management, and information and communication technology (ICT).

In today's digital era, the vast and complex landscape of information continues to expand at an unprecedented pace. The convergence of technology and information systems has transformed how data is created, organized, stored, and utilized. This book aims to navigate that dynamic "infosphere" , a term that reflects the interconnected environment in which information flows seamlessly across platforms, disciplines, and contexts.

The chapters compiled here explore diverse perspectives and contemporary issues shaping the management of information resources and services. From emerging trends in digital librarianship and knowledge governance to innovations in ICT applications and recordkeeping practices, each contribution highlights the growing importance of integrating technology, policy, and human expertise in managing information effectively.

This publication also serves as a reflection of our faculty's commitment to advancing scholarship and practice in the information domain. It showcases the intellectual depth and interdisciplinary collaboration among academics who continue to shape the future of information work.

As the Chief Editor, I wish to express my sincere appreciation to all the contributing authors for their dedication and scholarly rigor, and to the editorial team for their meticulous effort in ensuring the quality and coherence of this volume. Special thanks are also extended to the Faculty of Information Science and Universiti Teknologi MARA Cawangan Johor for their continuous support and encouragement in realizing this publication.

I hope that *InfoSphere: Navigating the World of Information* will inspire readers among students, educators, researchers, and practitioners alike to engage critically with the evolving information landscape and to contribute meaningfully to its advancement.

Azura Abdul Jamil @ Kamarudzzaman
Chief Editor
InfoSphere: Navigating the World of Information
2025

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SIGNIFICANCE OF ELECTRONIC RECORDS IN HIGHER LEARNING INSTITUTIONS

By Rohayu Ahmad, Nor Diana Abd Rahman, Azura A.Jamil @ Kamarudzzaman, Dr Siti Nuur-Ila Mat Kamal
Email: rohay555@uitm.edu.my

1.0 Introduction

Electronic records are a crucial part of how higher learning institutions manage their information. They include electronic copies of academic, administrative, and research-related data that have been made, saved, and kept electronically. The integration of electronic record management systems (ERMS) has completely changed how higher learning institution work by making departmental service delivery, efficiency, and transparency better. Electronic records management systems (ERMS) have changed higher learning institutions for the better by making them more efficient, open, and able to provide better service in all areas of academics, administration, and research.

ERMS function as centralized electronic repositories that adhere to recordkeeping regulations and standards, facilitating secure collection, access, tracking, management, and long-term preservation of higher learning institution documents, including contracts, student files, budgets, policies, and research data. The solutions enhance administrative efficiency by enabling effortless retrieval, fostering improved collaboration, ensuring data security, minimizing errors, and aiding compliance with legal and organizational mandates. Obstacles to adoption encompass user training and resistance to change; yet, the overall implementation of ERMS markedly enhances operational efficiency and accountability in higher learning institution.

Electronic records encompass any information or data documented in a machine-readable digital format, including numeric, graphic, audio, video, and textual modalities. Records may be generated, received, preserved, or communicated digitally via files including emails, word processing documents, databases, scanned photographs, and multimedia files. They can be classified as born-digital records (produced digitally, such as emails or PDFs) and digitized records (converted from physical documents, such as scanned papers).

Electronic records necessitate meticulous maintenance to guarantee their authenticity, secrecy, and integrity, and they must adhere to applicable rules and regulations when representing public or official information. They provide advantages including enhanced accessibility, efficiency, and adherence to regulations, however, necessitate specific concerns such as metadata management and safe storage on network drives or authorized cloud services.

2.0 Administrative efficiency

One of the primary significances of electronic records is their role in enhancing administrative efficiency. They enable faster retrieval, storage, and sharing of information, reducing reliance on manual processes (Chinyemba & Ngulube, 2021). This efficiency supports effective decision-making, minimizes delays, and enhances productivity among academic and administrative staff.

Tsvuura and Ngulube (2020) stated that electronic records are documents created and maintained by digital technology. Technology itself has created the possibilities to improve the quality of service delivery in most, if not all, organisations around the world. Today, the ability of any organisation to perform well hinges on its adoption of technology and how that organisation infuses into sustainability of that technology.

3.0 Accountability and transparency

Higher Learning Institutions are also more responsible and open when they preserve electronic records. Electronic records that are accurate and easy to find make it possible to check decisions and actions, which builds trust and honesty in the way institutions are run (Katuu, 2018). For instance, keeping electronic records of students, money, and research results makes it easier to follow the rules and keep track of things.

4.0 Research preservation and dissemination

It's also very significant to preserve and share research online. Higher Learning Institutions are good places to learn about assignment. Electronic records management protects research data and results and makes it easy to find them later (Chigariro & Mnjama, 2020). This helps preseeve information alive and makes it easier for academics to find.

5.0 Sustainability and cost-effectiveness

Also, electronic recordkeeping has the benefits of being environmentally friendly and cost-effective. They reduce the need for physical storage, paper use, and manual processing, which makes institutional operations more environmentally friendly and cost-effective (ISO, 2022).

6.0 Student services

More over, electronic records improve student services by making it easier to access academic transcripts, registration systems, and other administrative tasks online. This makes the whole student experience better and encourages digital change in colleges and universities.

7.0 Conclusion

In conclusion, the use of electronic records in higher learning institution is necessary to improve the efficiency of administration and the governance of the institution. Electronic records help businesses be more open, follow the rules, protect the environment, and keep improving the way they deliver services. To improve institutional accountability, protect intellectual property, and maintain high standards of operation, it is important to build strong electronic records management systems.

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