

The Relationship Between Good Records Management and the Strength of the Organization Service

Erratul Shela Eshak

Universiti Teknologi MARA
Alor Gajah, Melaka
errat449@melaka.uitm.edu.my

Munirah Mohd Jidi

Universiti Teknologi MARA
Alor Gajah, Melaka
munirah187@melaka.uitm.edu.my

Norlida Zakirai@Zakaria

Universiti Teknologi MARA
Alor Gajah, Melaka
norli190@melaka.uitm.edu.my

ABSTRACT

The study was conducted to investigate the relationship between good records management and the strength of the organization service in Dungun Public Municipal (Majlis Perbandaran Dungun). The objective is to identify the relationship between risk management, personnel knowledge, efficient tools and storage and organization service. This study is based on survey respondents taken from a sample size of 180 staffs from different departments at Dungun Public Municipal (Majlis Perbandaran Dungun) that has been selected randomly. Majority respondents agreed that there is relationship between three independent variables and the strength of the organization service. The finding shows that the most important factors that influence to good records management is personnel knowledge. It is anticipated that this study would improve their records management practices to be more effective and contribute to good organization service.

Keywords: Records management, risk management, organization service, personnel knowledge, Dungun Public Municipal.

INTRODUCTION

In organizations, records management is something essential and plays an important role in producing the best quality of records. It also will increase the reputation of organization for the country thus helping to develop the country in social and economic. Besides that, an organization should give a serious concern and have continuous improvement of records management in their office. Based on the previous study, there are a lot of studies that have been made for the

good records management in the government sector to find out the relationship of the good records management with the strength of the organization service. This study is made up to discover the relationship between the factors that contribute to good records management which are risk management, personnel knowledge and efficient tools and storage.

According to Aliza& Adnan (2009), they mentioned practicing good and effective records management is particularly serious to organizations. So, the good quality of records is very important and needed to make right decisions and take actions on the operation of the organizations. Trustworthy and accessible records are authoritative sources of evidence and information that support and sustain the credibility and accountability of any organizations including the government or the private sectors. It proves that the records are the backbone of the organizations. Without records, organizations cannot function smoothly. An organization depend on the records and information which is creates to analyze, reduce, and eliminate business risks such as in new ventures, losses in court proceedings, or a loss of business to a competitor or a disaster. Besides, records also help protect assets and revenues, as well as the legal right to file a claim or to prosecute another party.

STATEMENT OF THE PROBLEM

Eventhough plenty of studies have been done to find out relationship of the good record management at the workplace internationally or locally in Malaysia, there are no study had been done on the relationship between good records management and the strength of the organization service specifically in the workplace.

Furthermore, many of organization today are not aware about the importance of records management in their office. The records of their organization are not managed properly and it will affect their organization's service. According to Castillo-Soto & Baker (2011), a key component of the Information Workplace Platform (IWP) has been the development of Workplaces. Workplaces are shared environments allowing staff to share documents, communicate and collaborate as well as providing an efficient tool for records management. By implementing Workplaces, the Department for Education's (DfE) has seen significant improvements to the efficiency of records management, and a noticeable change in the willingness of staff to manage their documents. This is in the main due to a simplification in the process, and an ongoing communications campaign to encourage take-up.

Besides that, there are several government institutions that have no properly records management structured in their organization. This situation might affect their service and performance. Meanwhile, Joorabchi&Abdulhussain (2009) said

there are lacks of properly structured and centralized repository for electronic syllabus document for higher education in Ireland. Because of the situation, it has resulted in inefficient storage and retrieval methods of often out-of-date course outline, and prevented reusability of existing syllabus documents. Hence, there is a recognized the need for the development of a national structured repository that can hold syllabus documents convening the majority of course's offered by higher education institutes in Ireland.

Furthermore, some of the research stated that many of organization do not have any specific record plan in their organization. It will cause the organization lost their strength when they do not properly record management plan. According to Iwhiwhu (2005), records management is aimed at controlling the rapid acceleration of accumulated papers within an organization or institution. This is as a result of the voluminous records that have been created without any organized plan for their storage and maintenance, thereby constituting difficulty in the location and retrieval of needed information. Therefore, Hase& Galt (2010) an initial review showed that their poor attention to records management in particular and knowledge management in general had resulted in some unfortunate behaviors. It was resulting the staff having little understanding of accountabilities that they may, or may not have, for records management.

Other than that, McDonald (2010) mentioned, he was confused with several government officials while the person who responsible to manage the record was never meets each other. In this situation, the users, systems people, head of data administration and the departmental records managers have not cooperate each other in managing their records. McDonald (2010) said that traditionally records managers have been viewed as administrators of paper records where they are individuals who have emerged from mail room, the person who have limited skills an essentially administrators of hardcopy filing system.

OBJECTIVES

1. To identify the relationship between risk management and strength of the organization service.
2. To determine the relationship between personnel knowledge and strength of the organization service.
3. To examine the relationship between efficient tools and storage and strength of the organization service.

RESEARCH QUESTION

1. Is there any relationship between risk management and strength of the organization service?
2. How does personnel knowledge affect the strength of the organization service?

3. Does the efficient tools and storage have the relationship with the strength of the organization service?

LITERATURE REVIEW

Risk Management

Risk management is important to every organization especially in managing the organization's records. Without risk management the organization might face problem if unexpected things happened to their organization. According to Zawiyah (2008), business records are like other resources which are strategic and operational assets. As she cited from (ARMA International, n.d), so far too many companies were lack effective procedures for systematic control of recorded information. As a result they risk penalties for non-compliance with recordkeeping regulations, and fail to protect mission-critical information from loss or damage. While, Cowan (2003), for risk managers involved in the development of risk-assessment programmed within the pediatrics specialties, or working within the primary care sector, it is mandatory reading to assist with appropriate prioritization and support. In addition to this, Asogwa (2012), based on his research in Africa, the risk of technological obsolescence is further compounded by the harsh environmental conditions in Africa which is not conducive for electronic machines.

Besides, according to Lemieux (2010), in particular research that shifts disciplinary discourse from a primary focus on the next "risk around the corner", to a deeper understanding of the process of risk identification itself and indeed, investigation of other risk processes, such as risk classification, risk measurement and evaluation of the effectiveness of strategies for risk mitigation would seem to be in order for the next 20 years of the records-risk nexus.

Personnel Knowledge

This study is proposed to identify personnel knowledge of records management factors that may affect the strength of organization service. According to Madsen, Mosakowski & Zaheer (2002) personnel knowledge can be defined as the tacit knowledge and skills held by a firm's members, whether the members are established or newcomers, are therefore crucial to a firm's knowledge production. Kulcu (2010), the resource and training is important whether there is a sufficient budget for a record management program, enough trained staff to carry out all required tasks, proper facilities and equipment and sufficient supplies.

According to Kulcu (2010), there are formal guidelines to regulate who are permitted access to what records and in what circumstances. The access environment may include privacy, security, freedom of information and archival legislation. Access may relate to monitoring of user permissions and functional job responsibilities.

Furthermore, Wan Lan (2003) had mentioned, the government company has high level of professional skill in records management compared to the private sector that makes the government company's records more systematic and strength their service.

Other than that, according to Millar (2003), the National Archivists should continue to raise awareness among civil servants and information specialists about the importance of quality record keeping, and they need to ensure that their goal of strategic records management for accountability and transparency remains a high priority throughout the public sector. Besides, according to Aliza& Adnan (2011), skills and competencies are required in the process of capturing records, organizing and describing records, providing access to records, storing and protecting records, disposing of records and providing records management services.

Efficient Tools and Storage

Every organization should have the good facilities such as efficient tools and storage for record-keeping to ensure the good records management thus contributes to the strength of organization service. According to Millar (2003), the technological facilities should be enhanced in order to conduct record procedures effectively in organization. According to Millar (2003) also, without effective programs to manage electronic records, the goals of e-government may be lost. The consequence is resources will be wasted, and the inadequacies of technology will undermine the government's aims of accountability and transparency.

Manage electronic records effectively, governments need to look beyond immediate technological practices to the legislative, administrative, and professional underpinnings of effective and accountable government, and recognize the long-term consequences of their action, and inaction (Millar, 2003).Meanwhile, Zawiyah (2008) said when organizations have good records managements systems, the information contained in records can be readily retrieved, thus facilitating the administration.

METHODOLOGY

The study utilizes data collection through questionnaire which is based on survey respondents taken from a sample size of 180 staffs from different departments at MajlisPerbandaran Dungun (MPD) in Terengganu that has been selected randomly.

FINDINGS

Table 1 below shows the results from the statistic of frequency of respondent’s profile in the SPSS version 19.0. Out of 162 respondents in this study, 69 are male and 93 are female people who involved in this survey. Their percentages were 42.6 % and 57.4 % respectively. In terms of age, the respondents are divided into 4 categories, 87 respondents were in the second category which is 21-30 years old, and this constituted 53.7 % of the sample. This is the largest group of age of my respondents. This followed by those in third category which is the age 31-40 years old, 49 respondents constitute 30.2 %. For category 41 years & above it accumulated 23 respondents which are constitute 14.2 % and only 3 respondents (1.9%) came from the age below 20 years. All the respondents (100%) involved in this study are Malay.

Table 1 Frequencies of Respondents Profile

Respondent Profile	Frequency	Percentage (%)	Respondent Profile	Frequency	Percentage (%)
Gender			Years of service		
Male	69	42.6	<1 years	19	11.7
Female	93	57.4	2-5 years	64	39.5
			6-10 years	36	22.2
			>10 years	43	26.5
Total	162	100	Total	162	100
Age			Level of education		
Below 20 years	3	1.9	SPM	40	24.7
21-30 years	87	53.7	STPM	22	13.6
31-40 years	49	30.2	Diploma	46	28.4
41 years & above	23	14.2	Bachelor	49	30.2
			Master	4	2.5
			PhD	1	0.6
Total	162	100	Total	162	100
Race			Department		
Malay	162	100	Administration	76	46.9
			Financial	12	7.4
			Engineering	18	11.1
			Health	6	3.7
			Planning & Landscape	18	11.1
			Assessment & Property Mgt	10	6.2
			Enforcement & Licensing	18	8.6
			Citizen Development	8	4.9
Total	162	100	Total	162	100

64 out of 162 respondents are working for 2-5 years, followed by 43 respondents who are working for more than 10 years. This represent 39.5 % and 26.5 % respectively. While 36 respondents are working for 6-10 years that represented 22.2 % and 19 respondents were working below than 1 year that constitutes only 11.7%. In terms of level of education, most of the respondents which are 49 respondents (30.2%) were in Bachelor level, followed by 46 respondents (28.4%) was in Diploma level. 40 respondents that constitute 24.7 % are from SPM education level while 22 respondents (13.6%) of them are from STPM education level. Only 2.5% represent 4 respondents who are from Master level and 0.6% represents 1 respondent from PhD level.

Majority of the respondents' department is Administration that constituted 76 respondents (46.9 %). For department of Engineering and Planning & Landscape constituted same value which are 18 respondents (11.1%). This followed by Enforcement & Licensing department that constituted 14 respondents (8.6 %) and 12 respondents (7.4%) from Financial department. Assessment & Property Management department constituted 10 respondents with 6.2%. 8 respondents (4.9%) from Citizen Development department and lastly only 6 respondents (3.7%) were from Health department.

The reliability of a measure indicates the extent to which it is without bias and thus ensures consistent measurement across time and across the various items in the instrument. In other words, the reliability of a measure is an indication of the stability and consistency with which the instrument measures the concept and helps to assess the “goodness” of a measure (Sekaran, 2011). The consistency reliability or also called Cronbach's alpha reliability gets to 1.0 is the better. Besides, a value of 0.500 or less generally indicates unsatisfactory internal consistency reliability.

Table 2 Reliability Statistic

Variable	Cronbach's Alpha	Cronbach's Alpha based on Standardized Items	N of items
Organization Service	.918	.918	12
Risk Management	.922	.923	13
Personnel Knowledge	.925	.925	12
Efficient Tools and Storage	.919	.920	12

The reliability analysis was tested to determined consistency of instrument. From result had been obtained, the reliability can be estimated from the Cronbach's Alpha value. Based on Table 4, the result has obtained from the analysis shows the first variable which is organization service with the reliability is 0.918. Then the second variable is risk management which has reliability about 0.922. While, for the third variable which is personnel knowledge has reliability about 0.925. The last variable which is efficient tools and storage has reliability about 0.920.

This result shows all the variables have excellent strength. It is because all the respondents agreed that all the variables are the important factors that influence to the good records management thus give the strength of their organization's service.

Correlation coefficient that used in analyzing the data is to identify the relationship between two variables. The result will indicate the direction, strength and significance of the bivariate relationship of all variables for the study.

Table 3 Pearson Correlation between variables

Variables		Organization Service	Risk Management	Personnel Knowledge	Efficient Tools and Storage
Organization Service	Pearson Correlation	1	.730**	.729**	.656**
	Sig. (2-tailed)		.000	.000	.000
	N	162	162	162	162
Risk Management	Pearson Correlation	.730**	1	.712**	.705**
	Sig. (2-tailed)	.000		.000	.000
	N	162	162	162	162
Personnel Knowledge	Pearson Correlation	.729**	.712**	1	.803**
	Sig. (2-tailed)	.000	.000		.000
	N	162	162	162	162
Efficient Tools and Storage	Pearson Correlation	.656**	.705**	.803**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	162	162	162	162

** . Correlation is significant at the 0.01 level (2-tailed).

As indicated in the table 4.10 above, it shows that there were significant relationships between all the identifiable independent with the main variable of the study. All the three independent variables were significant at 0.01 significant level ($p > 0.01$) based on two-tailed test. However the strength of the relationship differs for certain variables.

Hypothesis 1:

Significant positive exist between risk management and organization service and the strength of correlation is strong. The result of correlation between these variable was 0.730 and the significant 0.000 level ($r = 0.730, p < 0.000$). It can be conclude that risk management of records can influence the strength of the organization service. In order to maintain the organization service, the organization should have the risk management of records.

Hypothesis 2:

The relationship appears to exist between personnel knowledge and organization service and the strength is also strong. The result of correlation between the variable was 0.729 and significant at 0.000 level ($r = 0.729, p < 0.000$).

In other words, I found that there are a relationship between personnel knowledge in records and the strength of organization service. It can be conclude that the question indicate in the section was agreed by respondents which are personnel knowledge is one of the important things. The organization should improve the personnel knowledge of records to maintain their organization's strength.

Hypothesis 3:

Besides, the relationship also appears to exist between efficient tools and storage and the strength is also strong. The result of correlation between these variable was 0.656 and the significant at 0.000 level ($r=0.656$, $p<0.000$). It can be conclude that efficient tools and storage is very important to the records in order to maintain organization's service. The organization should have more efficient tools and storage to keep records.

CONCLUSION

As the conclusion, the entire variable test in this study has strong and high value. However, the efficient tools and storage value is the low variable among the others variable. In order the organization should do an action to enhance and improve the records keeping effectiveness in their organization. It can be conclude that efficient tools and storage was practice in MajlisPerbandaran Dungun (MPD). In order to improve the records storage and efficient tools use in the organization, the organization should ensure that their records management practices is good and effective. In addition, the respondents were agreed that their organization have the good records management practices that contribute to the strength of their organization. Besides that, the highest variable among the other variable is personnel knowledge.

We can see that knowledge is one important things need in good records management. Most of the respondents agreed that personnel should have the knowledge about records in handling and managing record management. Without proper knowledge, the organization might have problem with their records management. The knowledge in records management can help the organization to increase their service performance. The records management practices in the organization also will run smoothly. So that it is a good to the organization to train their employees to have knowledge about records management. Based on the result of correlation between personnel knowledge of records and organization service, it can be assumed that the question indicate in this section just what respondents agreed which is personnel knowledge is one of the factors the good records management in performing organization service.

Therefore, the three variables consist in this study are risk management, personnel knowledge and efficient tools and storage. It can be concluded that all

variables are significant to the organization service. Thus, the result also stated the meaning that all variable are contributed to good records management in the organization. Through the result and finding from this study also show that the correlation between personnel knowledge and organization service is higher than other variables. That's mean personnel knowledge factors is more important in records management and will give impact to organization service.

This study may contribute to the existing literature done by researcher. In addition, future research may focus on other variables or other factors that may contribute to practicing good records management. Thus, sound records management also may examine on other organization that may carried out in a large scale.

REFERENCES

Aliza Ismail & Adnan Jamaludin, (2009). Towards establishing a framework for managing trusted records in the electronic environment. *Records Management Journal*, Vol. 19. Retrieved on April 26 from Emerald Database.

ArashJoorabchi and Abdulhussain E. Mahdi. (2008). An automated syllabus digital library system for higher education in Ireland. *The Electronic Library*.Vol 27.Retrieved on April 21, 2013 from Emerald Database.

Brendan E. Asogwa. (2012). The challenge of managing electronic records in developing countries: Implications for records managers in sub Saharan Africa. *Record Management Journal*, Vol 22. Retrieved on March 21, 2013 from Emerald Database.

Castillo-Soto & Baker. (2011). A new approach to records management with the Information Workplace Platform. *Records Management Journal*, Vol 2. Retrieved on March 21, 2013 from Emerald Database.

Cowan, Jane. (2003). Risk management, records and the Laming Report. *Records Management Journal*.Vol 8.Retrieved on May 1, 2013 from Emerald Database.

Hase, Stewart and Galt, Julian. (2010). *Records Management myopiya: a case study*. *Records Management Journal*, Vol 21. Retrieved on March 15, 2013 from Emerald Database.

- Iwhiwu, Enemute Basil. (2005). Management of records in Nigerian universities: Problems and prospects. *The Electronic Library*, Vol 23. Retrieved on April 10, 2013 from Emerald Database.
- Kulcu, Ozgur & Kulcu, Hande Uzun (2010). Contextual analysis of the e-records management requirements of Turkish Red Crescent Society. *Records Management Journal*. Retrieved in March 14, 2013 from Emerald Database
- Madsen , Tammy L., Mosakowski, Elaine, & Zaheer, Srilata, (2002). The dynamics of knowledge flows: human capital mobility, knowledge retention and change, *Journal of Knowledge Management*, Vol. 6. Retrieved date April 2, 2013 from Emerald Database.
- Malhotra, D. (2004). Trust and reciprocity decisions: The differing perspectives of trustors and trusted parties. *Organizational Behavior and Human Decision Processes*, 94(2), 61-73.
- McDonald, John. (2010). Records management and data management: closing the gap. *Records Management Journal*, Vol 20. Retrieved on April 20, 2013 from EmeraldDatabase.
- Millar, Laura.(2010). Additional Resources for Electronic Records.Retrieved on May 4,2013 from International Records Management Trust.
- Zawiyah M. Y. (2008). Nurturing attitudes for records management in Malaysian financial institutions.*Records Management Journal*, Vol. 19. Retrieved on March 30, 2013from Emerald database.