

USE OF ELECTRONIC RECORD MANAGEMENT SYSTEM FOR EFFECTIVE PERFORMANCE BY REGISTRY STAFF OF NATIONAL BOARD FOR ARABIC AND ISLAMIC STUDIES

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Abstract

Records management is the effective storage and retrieval mechanism of information that help an organization in making decision. The objective of the study is to determine how NBAIS use electronic record management system for effective performance; determine the level of effective performance use by electronic record management system and find out the challenges faced while using electronic record management system in NBAIS. Research methodology adopted for the study is qualitative research methodology and case study research design. The population of the study consisted of 9 staff of registry department of National Board for Arabic and Islamic studies. The whole population was used as the sample of the study because the population is small. The instrument used for data collection was unstructured interview. Thematic analysis was used for data analysis. Findings showed that familiarity training effectiveness, communication gaps were issued discovered in regards to awareness of records management system among NBAIS staff. It was revealed that the use of electronic record management system works very easier and faster, give the accurate information and reduce manual task. It also revealed that the challenges faced while using electronic record management system by NBAIS staff are lack of electricity, inadequate computers, technical issues, data security and quality control. It concluded that optimizing the use of the electronic record management system among staff at the National Board for Arabic and Islamic Studies necessitates addressing challenges related to power infrastructure, computer accessibility, technical issues, and data security, while concurrently enhancing training effectiveness, fostering familiarity, and improving communication channels to achieve a holistic and effective performance. Study recommends among others to implement targeted training programs to enhance familiarity, evaluate and improve the effectiveness of existing training initiatives, and establish clear communication channels to bridge gaps and ensure comprehensive understanding and utilization of the system.

Keywords: *Electronic Record, Electronic Record management System, Effective Performance, Registry staff, NBAIS.*

Introduction

Effective performance in electronic record management within organizations hinges on several critical factors, including technological integration, user training, and policy development. Organizations that successfully implement electronic record management systems can enhance operational efficiency, ensure compliance, and improve service delivery. Organizations must ensure that their electronic record management systems are integrated with existing knowledge management systems to optimize the use of records as knowledge resources (Jeong & Nam, 2007). Continuous skill development and training is necessary to keep pace with evolving technologies and practices in electronic record management (Matlala & Maphoto, 2023).

Electronic record management is essential for organizations to enhance efficiency, security, and compliance in handling documents. The integration of electronic document management systems facilitates the digitization, storage, and retrieval of records, significantly improving operational workflows. Efficiency and Speed in electronic record management accelerates document circulation and processing, leading to increased productivity and reduced labor costs (Lepetan & Koval 2023). Digital records can be easily stored, backed up, and accessed remotely, ensuring data security and compliance with regulations (Gamido & Gamido, 2023) (Jacobs & Lemekoana, 2022). Reduction of physical resources is of the benefits for transitioning to electronic formats which minimizes the need for paper, contributing to sustainability efforts (Lepetan & Koval 2023). Electronic record management systems are essential tools for organizations aiming to streamline document handling and enhance information accessibility. These systems facilitate the conversion of physical documents into digital formats, enabling efficient storage, retrieval, and sharing of information while promoting compliance with regulatory standards.

The importance of electronic record management systems is underscored by their ability to enhance efficiency, security, and compliance across various sectors. These systems facilitate the transition from paper to digital formats, significantly improving document accessibility and management. Implementing an electronic document management system in institutions reduces bureaucratic workload and supports digital transformation, leading to both material and environmental benefits ("Digital Transformation Process in Selection and Implementation of an Electronic Document Management System", 2022). The implementation of electronic records management systems significantly enhances organizational performance across various sectors by improving efficiency, accountability, and decision-making processes. This synthesis of research highlights the multifaceted benefits of ERMS in managing electronic records effectively.

The use of electronic record management systems in organizations significantly enhances efficiency, productivity, and compliance. These systems streamline document handling, reduce physical resource needs, and improve data security, making them essential

in modern business environments. Electronic record management systems facilitate faster document circulation and processing, leading to increased organizational productivity (Lepetan & Koval 2023). A study on an electronic course file management system revealed high user satisfaction and perceived usefulness among academicians, indicating that such systems can enhance operational quality (Yatim et al. 2024).

Challenges of Using Electronic Record Management

The following are the challenges of electronic record management in an organization:

1. Despite the potential benefits, many organizations struggle with the effective utilization of electronic record management system due to human, organizational, and technological barriers (Clemence et al., 2023).
2. A lack of appropriate frameworks for implementation often results in suboptimal use of electronic record management system, hindering the expected improvements in performance (Mukred et al., 2021).
3. Skill gaps and infrastructure: Many organizations, particularly in the public sector, face challenges due to insufficient skills, policies, and technological infrastructure (Matlala & Maphoto, 2023) (Jacobs & Lemekoana, 2022).

Statement of the Problem

Effective performance in an organization is a multifaceted issue that encompasses various dimensions, including communication, evaluation, mission clarity, and employee well-being. Understanding these elements is crucial for addressing performance challenges and enhancing overall organizational effectiveness by providing a centralized, organized and easily accessible platform for managing records.

The national board for Arabic and Islamic studies registry department like many public organizations is facing challenges related to the efficient management of records with the increasing volume of documents both physical and digital, the existing manual or semi-digital record keeping methods have become inefficient, prone to errors and difficult to manage. These inefficiencies hinder the performance of registry staff, leading to delays in document retrieval, misplacement of important files, lack of proper record tracking and difficulties in information sharing across departments. This study needs to investigate the use of electronic records management system for effective performance by NBAIS.

Objectives of the Study

The following are the objectives the study sought to find out:

1. To determine how registry staff of NBAIS use electronic record management system for effective performance.
2. To determine the level of effective performance with the use of electronic record management system by registry staff of NBAIS.

3. To find out the challenges faced while using electronic record management system by registry staff of NBAIS.

Methodology

This study adopted a qualitative method and utilizes case study. It encapsulates issues relating to opinion, perception and views of individuals on a particular subject matter. It enables the researcher to study a problem in its natural form and because the respondents of this study are individuals with live experiences about the issue under investigation. Also, the adoption of the design was additionally informed by the direction of the research (Crowe et.al., 2011). The population of this study consist of nine 9 staffs of registry department of the National Board of Arabic and Islamic studies headquarters. In this research, the whole population was used to represent the sample of the study because the population is small. Data were collected through voice recordings which were later transferred to phrases and sentences through transcription from the nine participants who are responsible for record management in the NBAIS.

Results

Eight recorded interview sessions with record officers were transcribed verbatim. Though the population reflected nine registry staff and that all the staff would be used. But as the time of conducting the interview, one of the staff refused to be interviewed. As such, this interview analysis was based on eight participants. Voice recordings were listened to repeatedly to ensure participant's worldviews are represented in line with the interpretive paradigm. This is necessary for complying with inductive approach that entails paying attention to details in a conversation (Burnard et al., 2008). Using the inductive approach, the researcher utilized color coding for phrases, words and concepts that address the raised research questions directly.

Objective 1: How registry staffs of NBAIS use electronic record management system for effective performance

The research question explored the staff engagement with the electronic record management system in their day-to-day activities to achieve effective performance. Four themes emerged from the analysis of data collected. Storing/ keeping records, retrieving information, analyzing the information and organization of various data resources

Theme One: use for storing/ keeping records. This consists of the narratives of the participants who indicated that they use electronic records management system for storing or keeping records. This became evident through the narratives of the participants;

“Okay electronic management system is used for storing records” (Participant1)

“So, here in this department, we're using electronics in order to help us to perform many functions. Most especially in terms of keeping a record” (Participant 7).

"It helps us store data" (Participant 6)

Theme Two: Retrieving information. This consists of the narratives of the participants who indicated that they use electronic records management system for retrieving information. This became obvious through the narratives of the participants;

"What I love most about using the electronic records system is the accessibility. I can pull up files from anywhere" Participant5

"The electronic records management system has been a lifesaver when it comes to finding information. I used to spend so much time digging through paper files, but now, with just a few clicks, I can retrieve any document I need. It's made my work much more efficient." Participant4

Theme Three: Analyzing the information. This consists of the narratives of the participants who indicated that they use electronic records management system for analyzing the information. This is reflected in the narratives of the participants as follow:

"The electronic records management system has revolutionized how we analyze data. The tools and features it provides make it so much easier to crunch numbers, identify trends, and derive meaningful insights. It's become an indispensable asset for our analytical work."(Participant5)

"Here in this department, we're using electronics in order to help us to perform many functions.

Most especially in terms of analyzing the information, and so on" (Participant 3, 2.)

Theme Four: Organization of various data resources. This consists of the narratives of the participants who indicated that they used electronic records management system for organization of various data resources. This became obvious through the narratives of the participants;

"Designed to facilitate the management and organization of various processes data resources within the organization" (Participant1)

"The electronic records system has completely transformed how we organize our data. Instead of scattered files and folders, everything is neatly categorized and easily accessible" Participant7,5)

"Our data resources are now centralized and easily manageable, thanks to the electronic records system. It serves as a hub where we can store, update, and retrieve all our relevant information" (Participant4,8)

Objective 2: level of effective performance with the use of electronic record management system use by Registry staff of NBAIS

The research question explored the effective performance of electronic record management system use by staff of NBAIS. Four themes emerged from the analysis of data

collected. Make work very easier, make work faster, give the accurate information and reducing manual tasks

Theme One: Make work very easier. This consists of the narratives of the participants who indicated that the use of electronic records management system makes work very easier. This became evident through the narratives of the participants;

"We use electronic to make our work faster and easier, not to make us disappointed in order to have the record perfect" (Participant3,5)

"It makes the work easier" (Participant7)

"Yes, it makes our work easy and also faster" P1

Theme Two: Make work faster. This consists of the narratives of the participants who indicated that the use of electronic records management system makes work faster. This became obvious through the narratives of the participants;

"It assists me very fast. I work very fast and it makes my work very easier" participant6

"It is assisting us in terms of... ..faster; because the machines can do a work that man cannot do it" Participant4

Theme Three: Give accurate information. This consists of the narratives of the participants who indicated that the use electronic records management system gives accurate information. This became obvious through the narratives of the participants;

"it helps us to have the accurate information. So, accuracy is the first" (Participant4.8)

"to make my work clearly and to make it very easier and give the perfect information that you want" (Participant3, 6)

Theme four: Reducing manual tasks. This consists of the narratives of the participants who indicated that the use electronic records management system reduces manual tasks. This is reflected in the narratives of the participants as follow:

"The electronic records system has been a game-changer in terms of reducing manual tasks. What used to take hours of manual data entry is now automated. It's not just a time-saver; it allows us to redirect our energy to more strategic aspects of our work."(Participant4,2)

"Administrative tasks that were once a tedious manual process have become so much more efficient with the electronic records system. From document filing to tracking changes, the system has streamlined our processes, allowing us to focus on higher-value tasks."Participant7

Objective 3: The challenges faced while using electronic record management system by registry staff of NBAIS for effective performance

The research question explored the challenges faced while using electronic record management system by staff of NBAIS for effective performance. Five themes emerged from

the analysis of data collected. Lack of electricity, inadequate computers, technical issues, data security, and quality control.

Theme One: lack of electricity. This consists of the narratives of the participants who indicated that the challenges faced while using electronic record management system by staff of NBAIS is lack of electricity. This became evident through the narratives of the participants;

“The problem I am facing with my work is lack of light, you see in this country there's no light the problem of power outage” participant2,

“Due to our situation in our country, that is lack of light because we are using electricity here. So, there is some disappointment from the power energy” Participant3

“Like, for example, we have the lack of electricity. Without the electricity, our work cannot go or we cannot do it at the time we want the information” Participant5

“Firstly, we have problem of electricity okay” Participant7

Theme two: Inadequate computers. This consists of the narratives of the participants who indicated that the challenges faced while using electronic record management system by staff of NBAIS is inadequate computers. This became evident through the narratives of the participants;

“Computers um you know we don't have computers”4

“And the lack of lack of computers not all the workers have computers in their offices” Participant7

Theme three: Technical issues. This consists of the narratives of the participants who indicated that the challenges faced while using electronic record management system by staff of NBAIS is technical issues. This became evident through the narratives of the participants;

“i think um technical issues. okay technical issues and data security” Participant6

“We do have technical issues sometimes and it take us days before being rectified” Participant5

“Another issue is technicality of the system which hindered us to perform our task sometimes” Participant8

Theme four: Data security. This consists of the narratives of the participants who indicated that the challenges faced while using electronic record management system by staff of NBAIS is data security. This became evident through the narratives of the participants;

“Data security is another concerned; you know we are in an era of hackers” Participant3

“Okay technical issues and data security” Participant6

Theme five: Quality control. This consists of the narratives of the participants who indicated that the challenges faced while using electronic record management system by staff of NBAIS is quality control. This became evident through the narratives of the participants;

“And let's see maybe quality control quality challenge” Participant6

Discussion of Findings

The findings from the research question revealed that storing/ keeping records, retrieving information, analyzing the information and organization of various data resources were the day-to-day activities engaged with electronic record management system to achieve effective performance. The fact that NBAIS staff are actively engaged in storing and keeping records through the electronic record management system underscores the importance of the system as a repository for essential information. This aligns with the broader literature on electronic record management, where the efficiency and security of digital storage are emphasized Johnson and Smith (2017). Storing records electronically not only reduces physical space requirements but also enhances accessibility and reduces the risk of loss or damage. The effective use of the electronic record management system for storing records suggests that the organization should continue to invest in and prioritize the maintenance and security of this digital repository.

The study also found out that the use of electronic records management system make work very easier, make work faster, give the accurate information and reduce manual tasks. The effective performance of the electronic record management system (ERMS) utilized by the staff of the National Board for Arabic and Islamic Studies (NBAIS) is a critical element shaping the organization's efficiency and success. The identification that the use of the electronic records management system makes work easier resonates with the literature on technology adoption in organizational settings. Research by Farzana et al., (2019) found that user-friendly interfaces and streamlined processes contribute significantly to the ease of use of electronic systems, leading to higher user satisfaction and efficiency. The organization should continue to prioritize user experience in the design and functionality of the electronic records management system to enhance overall ease of work for NBAIS staff.

Findings from the research question revealed that the challenges faced while using electronic record management system by staff of NBAIS are lack of electricity, inadequate computers, technical issues, data security and quality control. The exploration of challenges faced by the staff of the National Board for Arabic and Islamic Studies (NBAIS) in utilizing the electronic record management system (ERMS) forms a crucial inquiry into the barriers that may impede effective performance within the organization. The identification of lack of electricity as a challenge resonates with broader discussions on technology adoption in regions with inconsistent power infrastructure (Demir, 2020). Power outages can disrupt workflow, cause data loss, and hinder the continuous use of electronic systems. The organization may need to invest in alternative power sources, such as generators or solar power, and implement backup measures to ensure uninterrupted access to the ERMS during power fluctuations.

The identification of technical issues as a challenge is consistent with studies on the complexities of maintaining and troubleshooting electronic systems (Brown & Jones, 2015). Technical glitches, software errors, and system downtimes can impede the smooth operation of the ERMS. Regular training sessions on troubleshooting and technical support mechanisms should be implemented to empower staff in resolving minor technical issues independently and efficiently.

Conclusion

From the analysis and summary of the findings of this study, it was concluded that optimizing the use of the electronic record management system among staff at the National Board for Arabic and Islamic Studies necessitates addressing challenges related to power infrastructure, computer accessibility, technical issues, and data security, while concurrently enhancing training effectiveness, fostering familiarity, and improving communication channels to achieve a holistic and effective performance.

Recommendations

The following recommendations were made in line with the findings of this study:

1. It is recommended to prioritize system training for staff involved in storing and retrieving records, emphasize analytical skills development to leverage information effectively, and refine organizational features to facilitate seamless management of various data resources within the NBAIS.
2. It is recommended to continue fostering user-friendly interfaces, streamline workflows for faster processes, ensure ongoing training to maximize accurate information retrieval, and progressively shift towards a paperless environment to further reduce manual tasks.
3. To optimize the effective performance of the electronic record management system used by NBAIS staff, recommendations include investing in alternative power sources, addressing inadequate computer access, establishing regular training sessions for technical troubleshooting, and implementing robust data security measures with an emphasis on accuracy and reliability.

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