MANAGEMENT OF RETIREES' RECORDS FOR STORAGE AND RETRIEVAL IN PENSION OFFICE, AHMADU BELLO UNIVERSITY, ZARIA

BY

SANI ANAS

P13EDLS8171

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SUPERVISORS

Prof. TIJJANI ABUBAKAR

Mrs. C.C.A ADIKWU

FEBRUARY, 2021

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A DISSERTATION SUBMITTED TO THE SCHOOL OF POSTGRADUATE STUDIES, AHMADU BELLO UNIVERSITY ZARIA IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF MASTER DEGREE IN ARCHIVE AND RECORDS MANAGEMENT(MARM)

SUPERVISORS

Prof. TIJJANI ABUBAKAR
Mrs. C.C.A ADIKWU

FEBRUARY, 2021

DECLARATION

I declare that this dissertation titled Management of Retirees Records for Storage and Retrieval in Pension Office, in Ahmadu Bello University, Zaria Kaduna state, Nigeria" was carried out by me and it is an original record of my own research work. It has never been presented anywhere, for the purpose of the award of any higher degree. All the literature consulted were duly cited and properly acknowledged by means of reference.

_____   _____

Anas Sani   Date

P13EDLS8171

CERTIFICATION

This dissertation titled Management of Retirees Records for Storage and Retrieval in Pension Office, in Ahmadu Bello University, Zaria, Kaduna State, Nigeria, by Anas Sani, meets the regulation governing the award of the degree of Master, Archive and records Management in Library and Information Science Department, Ahmadu Bello University, Zaria, and is approved for its contribution to knowledge and literary presentation.

_____   _____
Prof. Tijjani Abubakar   Date
Chairman, supervisory committee

_____   _____
Mrs. C.C.A Adikwu   Date
Member supervisory committee

_____   _____
Dr. Habibu Mohammed   Date
Head of Department

_____   _____
Prof. Sani A. Abdullahi   Date
Dean, School of Post graduate studies

DEDICATION

This dissertation is dedicated to the blessed memory of my late Mother, Hajiya Aishatu Sani, my Father Alhaji Sani Haruna, and all Muslim Ummah.

ACKNOWLEDGMENT

ABSTRACT

This study assessed the management of Retiree's Records for storage and Retrieval in Pension Office, in Ahmadu Bello University, Zaria, Six objectives were raised which include: to identify the types of records generated for storage and retrieval in Pension Office, to determine the procedures through which retiree's records are generated for storage and retrieval in Pension Office, to Find out the frequency of retiree's Records generation in Pension Office, to determine the formats used for organizing retirees' Record for Storage and retrieval in Pension Office, to identify the equipment used in storing Retiree's Records in Pension Office, and also to determine the devices used in retrieving retiree's Records in Pension Office. Quantitative research method was used. The population of the study comprised 13 pension staff in pension office, A.B.U Zaria. The study has no sample. Questionnaire was used as instrument for data collection. The study revealed that, computation sheet are the types of Retiree's records generated in pension Office, the study also revealed that in Pension Office Ahmadu Bello University, Zaria, generating records through receipt of file from records office. It is at the time of retirement that the pension office generates retiree's records. The format used in organizing retiree's records in pension office, in Ahmadu Bello University, Zaria is manual format, while Cabinet and Computer are the storage equipment used in storing retiree's records in Pension Office, and Records guide and print list are the retrieval devices used in retrieving retiree's records in Pension Office, in Ahmadu Bello University, Zaria. The study concluded that the retirees in A.B.U Zaria suffered a lot in retrieving records and the study recommended that computation sheet should not be the only records generated in pension office, Ahmadu Bello University, Zaria. Others records should also be generated such as pension form, certified true copy of the up –to- date of service, statement of indebtedness or non indebtedness, letter of administration, and departmental file for effective and efficient storage and retrieval of Retiree's records, receiving of staff file in the pension office among other.

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CHAPTER ONE

INTRODUCTION

1.1   Background to the Study

Pension is a plan by which a business and, generally, a worker pay into a reserve that is contributed to furnish the representative with a benefit on retirement. Retirement is seen by Willaims (2007) as the complete or partial disengagement from work or a given occupation or social life. Nwajagu (2007) considers retirement to be withdrawal or surrendering office or work through deliberate, obligatory and required organization. Whatever implies it happens; it is a progress from period of work life to another period of relaxation exercises which may not be paid for.

Pension in Nigeria is a major cause of trauma to Retirees (Egbosiuba, 2012). Retirees Families go without food and any means of good livelihood, many of their children are dropped out of school for lack of school fees, and this conditions lead to psychological trauma to the retirees that eventually leads to their death, (Oniye, 2001, Egbosiuba, 2012, Kolawole and Anetor 2013, and Mallum 2004,). This implies that retirees are faced with psychological trauma that leads to death of some of them. Before pension is given to a retiree, he has to present his documents. These document are recorded information which may be preserved or represented in order to serve as evidence for some purpose, Ali,(2014), stated that retirees' records which are continuously prerequisite by the fitting annuity office before entitlement are arranged and paid are include: Dully finished annuity structure (in triplicates) marked and stepped; Original three (3) duplicates of calculation sheets; Certified genuine duplicate of the state-of-the-art record of administration reflecting: Name of the official, Date of birth, Date of passage into administration, Date of first arrangement, Date of last advancement, Date of affirmation, Record of

move/secondment, Record of mate and youngsters; Notice of retirement and acknowledgment demonstrating obviously the powerful Date; Evidence of (if appropriate): converging of administration and authority change of name; Statement of obligation or non-obligation given by the association (or leeway structure); Letter of organization (if there should be an occurrence of death); Departmental record (if there should arise an occurrence of death) and Three (3) identification size photo (or as might be assessed from time to time).These reports are a record that must be introduced before benefits workplaces pays the retirees' qualifications. Records comprise of data made, got and kept up as proof of business exercises. The idea of a record conveys with it more importance than that of an archive: a report is only a method for recording data, though the thought of a record incorporates the jobs the basic report plays inside an Organization after some time, the relationship the member in a general public has to that record, and the connection between the record and different records. In order to alleviate the problems associated with pension schemes in Nigeria, there is compelling need to effectively store and retrieve of records of the affected personnel, Zwarich and Park (2008). Similarly, University of pretoria (2010), stated that records constitute information that is recorded in any form, created or received routinely in the course of organization's business or correspondences; and retained by the organization as evidence of such activities.

Storage of records involved those activities aimed at maintaining and preserving proper records in such a way that it cannot get missing. However, Smith (2002) is of the opinion that storage is the actual placement of records, according to a plan, into a folder on a shelf or in a file drawer. He also viewed it as electronic saving a record to a medium readable by a computer. Smith further emphasized that the term filing may be used to mean storage, but filing is usually associated with paper records only. Storage is defined as a space where you put things when they

are not being used; storage is the act of putting something that is not being used in a place where it is available, where it can be kept safety; storage is also defined as space or a place for storing, an amount stored or a merry.

Records storage is mostly for future consultation and reference; therefore, it is very important for record managers in all business organizations to maintain. Records storage is one of the key pillars that provide long-life to records, meanwhile, storing of records properly, and the life of records will be increased which internees resulted to records content maintenance. There are various equipment for proper records storage, this is because most of the business Organizations accumulate a great deal of records which are either really used or used only once. Versace (2014) maintain that, organizations waste valuable space and pay much higher fund in trying to store rarely used records. Therefore, storage equipment in every business Organization must be standard to succeed. Records storage and records filing are used interchangeably in such a way that it could be easily retrieved

Therefore, records retrieval is the process of identifying and locating of records in their storage area. It is the science of locating documents that contain particular information. Adamu (2015) maintained that records retrieval is the fruit of any records keeping system. Retrieval of Records can be inform of manual or electronic. Manual records retrieval is the process of identifying and locating print records using manual records retrieval devices (Taiwo et al. 2011). Records recovery capacities become complex when managing electronic records, particularly when they have not been satisfactorily labeled or characterized for revelation. International Council on Archives (2008) established that the electronic records nowadays come inform of designed programmes that are used with the help of electronic equipment like computer. These programmes are used to identify a particular record stored in electronic record storage device.

1.2   Statement of the problem

Records stand for all documentary materials such as correspondence, forms, reports, drawings, maps, photos, and appear in various physical forms, such as paper, cards, microfilm, tape, CD-ROM, to mention but few, which can be stored and retrieved for short or long periods. These records also stand as evidence for transactions, like the payment of benefit. As a result of the importance of records it must be properly stored for easy retrieval in any given organization. However, if this is achieved pensioners will get their entitlements with least effort.

Despite this however, Retirees still face challenges in getting their entitlements, which affect them negatively, resulting in their children drop out of school, this conditions leads to psychological trauma that eventually become fatal(Oniye, 2001, Egbosiuba, 2012, Kolawole and Anetor 2013, and Mallum 2004,). The situation in Ahmadu Bello University, Zaria records office is a case in point. Pensioners in the university suffer before they get their monthly pension benefit. In some instance, pensioners fight their representatives all in the quest to get their entitlements, which led them to collapse. Preliminary study shows that most of the issues reported by these representatives Centre are missing records, incomplete records and in some cases lack of records. Therefore, for Retirees to get their entitlements there is compelling need for proper storage and retrieval for these records in pension Office.

This study examine the management of retirees' records in the pension office, Ahmadu Bello University, Zaria.

1.3 Research Questions

The following are the research questions raised for this study:

1 What types of Retirees' records are generated for storage and retrieval in Pension Office, Ahmadu Bello University, Zaria?

2 How are retirees' records generated for storage and retrieval in Pension Office, Ahmadu Bello University Zaria?

3 What is the frequency of generating Retirees' records in Pension Office, Ahmadu Bello University, Zaria?

4 In What format are Retirees' records organized for storage and retrieval in the pension office, Ahmadu Bello University, Zaria

5 What equipments are used in storing retirees' records in pension office, Ahmadu Bello University, Zaria?

6 What retrieval devices are used for retrieving retirees' records in pension office, Ahmadu Bello University, Zaria?

1.4 Objectives of the study

The overall objectives of the study are to:

1. Determine   the types of records generated for storage and retrieval in Pension Office, Ahmadu Bello University Zaria.

2. Determine the procedures through which retirees' records are generated for storage and retrieval in Pension Office, Ahmadu Bello University, Zaria.

3. Find out the frequency of retirees' records generation in Pension Office, Ahmadu Bello University, Zaria

4. Determine the formats used for organizing retirees' record for storage and retrieval in Pension Office, Ahmadu Bello University, Zaria.

5. Identify the equipment used in storing retirees' records in Pension Office, Ahmadu Bello University, Zaria.

6. Determine the Retrieval devices used in retrieving retirees' records in Pension Office, Ahmadu Bello University, Zaria.

1.5 Significance of the Study

This study will be of significant importance to retirees in retrieving their records appropriately in pension office, the staff of pension Office Ahmadu Bello University, Zaria to a proper way of storing and retrieving of retirees' records, and various individuals, bodies and institutions, government, ministries as well as the general public for effective ways of handling of records. , this study is importance to: Government (federal, state and local governments), as it will provide the effective equipment for storage and retrieval of records. Similarly, Ahmadu Bello University, Zaria may utilize the findings from this study to design a proper ways of storing and retrieval of records. Student,, scholars, and researchers could utilize this study as reference material for further studies or investigation in relation to the area, retirees' records management.

1.6 Scope of the study

This study focused on management of Retirees records for storage and retrieval in pension office, Ahmadu Bello University, Zaria. The study covered only the staff of pension Office, because, they are responsible for managing retirees' records. It is limited to the retirees' records of 2004 -2018.

1.7 Operational Definition of terms

The following terms are defined operationally as used in this study:

Entitlement: A legal obligation on a government to make payments to a person when he disengages from work.

Letter of administration: are granted by a surrogate court or probate registry to appoint appropriate people to deal with a deceased person's estate.

Pension: is a fixed sum paid regularly to a person, upon retirement from service.

Pension Records: document of retirees or senior citizens

Records: Documents that serve as evidences that are used to claim pension funds.

Records Storage Equipment: These are equipment used in storing records

Records retrieval devices: these are tools used in identifying and locating of records in their storage area.

Retiree: is one who has retired from active working life. Retirees receive pension.

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CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter is presented under the following sub- headings.

2.2 Types of Retirees' Records Generated in the Organization

2.3 Procedure through which Retiree' Records are Generation in the Organization

2.4 Frequency of Retirees' Records generation in the Organization

2.5 Formats by which Retirees' Records are Organized in the Organization

2.6 Retirees' Records Storage Equipment in the Organization

2.7 Retirees' Record Retrieval Device in the Organization

2.8 Summary of the Review

2.2 Types of Records Generated in the Organization

Record" signifies all narrative material (books, papers, photos, maps or other documentation, including computerized records, for example, email messages and connections), made or got and kept up by an organization as per law or rule or in the exchange of its official business; since they fill in as proof of the office's capacities, strategies, choice, techniques, tasks and different exercises; or due to their information worth. University of Pretoria (2010), stated that records constitute information that is recorded in any form, created or received routinely in the course of organization's business or correspondences; and retained by the organization as evidence of such activities.

Coincidentally, Shuaibu (2012), stated that, records are categorized into two, namely public and private. Public records are records of public institution such as government established e.g. local government, state government and federal government, Institution of learning and teaching like universities, both state and federal hospitals, both teaching, specialist, medical centre dispensaries, and primary health care etc. courts records consist of high courts, supreme courts, and tribunal shari'a court of appeal.

While Private records consist of records of individual and private establishment (i) records of individuals includes personal records e.g. Mal. Aminu Kano's private collection, Sa'adatu Zamfara etc. (ii) Private establishment records, are the records of non-governmental organization such as Dangote group, PZ. Banks, Kowa Store, Almadina Pharmacy Sahad store etc. These records can be inform of certificate such as birth, marriage, divorce, land (c of o), indigene etc Minutes of meetings, departmental, faculty boards, senate Annual general meeting, P.T.A. stakeholders, family tribal, village district and religions. Reports: exams, reports performance, annual reports, monthly, financial, duty, disciplinary, secretary unit and parliamentary reports. Photographs: family photographs, departmental, wedding, festival, ceremonial, group, event and incident photograph. There are many types of records; many literatures, however grouped them into two major types. For instance,

Similarly, Uhegbu (2007) grouped records into personal and official records with many sub-classes. Personal records include documents like birth certificates, academic certificates, medical reports, marriage certificates etc. On the other hand, official records include among other those records that are vital to organizations, such as certificates of occupancy, legal documents, nominal rolls, contract agreements, medical expenditures, staff development file.

According to Ali (2014), listed the example of Retirees' records such as: Dully finished annuity structure (in triplicates) marked and stepped; Original three (3) duplicates of calculation sheets; Certified genuine duplicate of the exceptional record of administration reflecting: name of the official, date of birth, date of section into administration, date of first arrangement, date of last advancement, date of affirmation, record of move/secondment, record of life partner and kids; Notice of retirement and acknowledgment indicating plainly the compelling date; Evidence of (if relevant): converging of administration and authority change of name; Statement of obligation or non-obligation given by the association (or leeway structure); Letter of organization(if there should arise an occurrence of death); departmental document (in the event of death) and Three (3) identification size photo (or as might be audited now and again).These are records that must be presented before pension offices pays the retirees' entitlements.

2.3 Procedure through which Records Generated in the Organization

Records comprise of data made, got and kept as proof of business exercises. The thought of a record conveys with it more importance than that of an archive: a report is just a methods for recording data, while the idea of a record includes the jobs the basic record plays in the Organization after some time, the relationship the member in a general public has to that record, and the connection between the record and different records. In order to alleviate the problems associated with pension schemes in Nigeria, there is compelling need to effectively store and retrieve records of the affected personnel,(Zwarich and Park (2008). Similarly, University of Pretoria (2010), stated that records constitute information that is recorded in any form, created or received routinely in the course of organization's business or correspondences; and retained by the organization as evidence of such activities. Records might be made and kept into recordkeeping frameworks by manual, semi-robotized and completely computerized strategies:

• Manual catch of a record may include setting a printed version of a letter on a correspondence document.

• Automated creation and catch into a business framework is clear in a framework that keeps a duplicate of a sent message.

• Semi-robotized catch happens where production of a record may finish a few stages required, yet extra activity with respect to the client is required to finish the procedure. For example, a document management system that captures a copy of an e-mail but which requires the user to complete data fields in a metadata profile. Each agency needs to determine which official records it must capture, Every office needs to figure out which authority records it must catch, and how they will be caught, into their recordkeeping frameworks. Frameworks should be consistent with State Records' norms. Organization staffs are answerable for the catch of the official records that they make. This is reliant on:

• The innovation being used by the organization.

• The records the executives systems and practices set up inside the office

• The nearness, or not, of devoted records the executives staff.

Organizations like media houses (Radio Corporation, Television Station and Print Media) money related establishments and other online associations rely entirely upon the innovation for brisk exchanges, data creation, handling and use. Radio Corporation libraries depend on electronic gadgets in data aggregation and spread to the planning crowds, and for successful assistance conveyance. Accordingly, the greater part of their records curve in electronic structure. This is in consonance with State of North Dakota Office of Management

and Budget Information Services Division (1998) which placed that data is fundamental to the activity of offices like media Houses, they rely upon electronically-made records to achieve their essential capacities. These electronic records begin their life cycle when they are created or received. What constitutes these records is established by the organization's policy manual. Duff (1995) asserted that these records are created daily from interview, other radio corporations through exchange programmes and request, friends of the corporations, anonymous sources, musician's performance, e-mails, recorded telephone calls, printed documents, word processing documents, voicemails, faxes, instant messaging, text messaging, digital images, scanned paper documents and other data showing how decisions evolved. These information according to Yusuf and Robert (2008) arc those centered on politics, sports, entertainment, news, religion, health, education, culture and tourism, agriculture, economic, weather forecast, transport and science. And they dwell on assortment of media, for example, individual hard drives; arrange drives, tapes, CDs, DVDs and blaze drives. Some data may likewise be made and dwell incidentally on remotely appended gadgets like individual computerized partners (PDAs) or memory sticks. Territory of Florida (2010) declared that electronic records can be made on a PC. At the point when these records are made on PCs as information documents in a database system framework, electronic records management principles must be applied to give fitting and powerful recordkeeping rehearses that guarantee statutory consistence. Association must ensure the information are connected so that clients can seriously get to the database. In the expressions of James (2012), all records m nic structure are profoundly adaptable, not at all like paper records in this manner, they become exceptionally adaptable in nature, effectively refreshed, erased, modified and they are simpler to move and can be changed starting with one setting then onto the next through duplicating, imaging or advanced exchange. Kansas State Historical

Society (2004) argued that records in the electronic environment are no longer tangible objects, they are both hardware and software dependent and both can quickly become obsolete and since the records heavily and softly depend on technology, the contents are highly prone to transformation and conversion which leads to creation of newer records.

However, some configurations of the life cycle divide creation stage into two parts. The first part is where the information is gathered and recorded on paper or in an electronic format but remains only with the creator. The second part, when the creator shares this information with others, is referred to as use. Therefore, radio corporation record is created once it is determined that the information meets the criteria for record creation. Various records and information are generated which include among others, examination results, transcripts of graduated or transferred students, examinations, board meetings, staff and students' disciplinary reports, payments of fees details, issuance of statement of results and certificates to graduating students, National Youth Service Corp Mobilization List, release of Special Bulletins, academic conferences and workshops, medical records and reports, senate standing committee meetings.

Looking at the above activities that take place and the need to document these transactions have resulted in records explosion in universities. These generated records contain valuable information useful for decision making and for progress of universities. Therefore, these records according to the Australian International Standard for Records Management ISO 15489.2 (1986) need to be properly generated, circulated, secured and disposed off in accordance with the principles of records management. Hence, all the records generated in the course of business transaction should be guided by the principles of records management so that only records that are necessary are created to avoid unnecessary records that are for a short time use. Similarly, Uwaifor (2004) emphasized that record keeping must be guided by some level of confidentiality,

proper maintenance, security, preservation of content and context or else there wouldn't be successful records generation and managing them by trained records professionals who will give good control in records generation, storage and retrieval

Electronic records management policies are very crucial in organization dealing with digital or electronic records. They are essential because they constitute the plan of action for safe keeping of these records. According to Gbaje (2011)), a policy is a plan intended to direct choices and accomplish normal results which might be applied to government, private segment associations and gatherings, just as people and it frames the column for the fruitful execution of any program. By unmistakably characterizing a lot of systems, jobs and obligations;— strategies help to advance straightforwardness and responsibility. He further clarified that these arrangements are essential pieces of dealing with the hazard related with quick PC equipment and programming out of date quality and imperative for guaranteeing consistence with procedural and lawful necessities inside an association.

Moreover, Jenkins (1987) saw strategy as a lot of interrelated choices taken by a political on-screen character or gathering of entertainers concerning the choice of objectives and the methods for accomplishing them inside a predefined circumstance where those choices should, on a basic level, be inside the intensity of those on-screen characters to accomplish. Along these lines, for any association to work adequately there must be records age. Records age is a creation or generation of archived or recorded data. At the point when a letter is delivered, a structure finished, a tape directed, or a flyer printed, a record is made. (Popoola, 2008).By assuring that valuable records are preserved and made available, needless records can be disposed of in a timely fashion since records management promotes economy and efficiency within an organization. In this "Information Age" where information is increasingly being seen as a

commodity, it its proper management becomes more important (Omoregie, 2009). Records association accordingly, includes figuring out what records an association needs to hold so as to capacity and do its duties; to what extent and well those records must be held, regardless of whether for authoritative, budgetary, or lawful reasons; what to do in the testimony of those records, whether it be by obliteration, changeless maintenance, or move to a files (UBC Archives, 2009). Who should use and how these records should be used are of equal importance.

In the opinion of Greene (2007), a record signifies the nature and identities of their parent organizations, such as countries or governments. International Organizations have their archives and records management systems are planned by persons mandated to do so. This is because records are the documentary by products of work or life processes. They cannot be used in isolation or separation from one another without loss in integrity and meaning. Records draw their significance from their context. That is, they are valued or useful only in groups and only in relation to the activities and purposes for which they were created and used. Thus records/archives managers must accurately identify and explain both the context of origin/creation and the context of use/custody and maintain the records in a way that preserve their original character and relationships (Ifedili, 2011).

Records represent or stand for human experiences, transactions, activities or accomplishments. According to Igwoku (2008), records provide objective 'proof' that something has happened or been agreed to by consenting parties and as such have an integrity that must be protected and preserved by the responsible and continuous custody and properly authenticated if that chain of responsible management is questioned. This should apply to the records of the Nigerian Universities under study.

2.4 Frequency of records generation in the organization

Records will ordinarily stay being used by the originating Department for the duration of the career of the employee being referred to. As a rule this will be decades. What's more, associations regularly assume some liability for the welfare of resigned staff. In this manner, a personnel department may need to get to individual documents considerably after the individual has resigned. In addition, the organization maintain and update a few records about a retire member of staff while that individual (or their wards) is getting an annuity. This means that decisions about the technology used to create and maintain personnel records must take into account the need to access records for at least 70 years. This is especially pertinent when electronic record-keeping frameworks are being assessed. Records comprise of data made, got and kept up as proof of business exercises. The notion of a record conveys with it more significance than that of an documents: a documents is merely is a means of recording data, while the idea of a record includes the jobs the hidden record plays inside an Organization after some time, the relationship the member in a general public has to that record, and the connection between the record and different records. In order to alleviate the problems associated with pension schemes in Nigeria, there is compelling need to effectively store and retrieve of records of the affected personnel, (Zwarich and Park 2008).

2.5 Formats by which Records organized in the Organization

Records stand for all documentary materials such as letters, forms, reports, drawings, maps, photographs, and appear in various physical forms, e.g., paper, cards, microfilm, tape, CD-ROM, etc., which can be conserved for short or long periods. According to Popoola (2000), what truly keeps the civil service going in any modern system of government is recorded information called "records," which are used for planning, controlling and decision making. The need for a records

management programme in all organizations cannot be overstressed in the digital era. The basis and essence of any record system is the correct information in the precise place in the right order, at the accurate time for the right user at the lowest cost. (Baje,1998). The appliance of Information and Communication Technology (ICT) to the organization of records therefore, will go a long way in making such records accessible and usable. Employee records may be defined as "record that contain initial application forms, results of physical examination, interviewers' notations, test scores, periodical appraisals, transfer and promotions, disciplinary actions, releases and retiring wages, salaries, taxes paid, contributions and similar items" (Soveign, 1984). A few or all the accompanying data might be likewise remembered for a representative document: complete name, address phone number, age and sex, nationality, ethnic cause, religion, participation in worker's guild and so forth. In numerous associations these records are ineffectively composed and underutilized in spite of the imperative or significant data contained there. (Emerson 1984)

Therefore, Shehu,(2007), expressed that, there are two essential configuration of records stockpiling in association, these organization are manual and electronic.

Manual stockpiling framework includes keeping records in composed structure in the

Following arrangements:

• Files

• Shelves/organizers

• Cabinets/drawers

Records on understudies and other staff, for example, educators and

non-showing staff, association types of gear and projects can be composed or graphically

exhibited on paper, for example, books, reports, records, to make reference to however not many, and kept in documents on racks or secured cupboards in the workplace.

Electronic Storage framework includes the utilization of electronic gadgets in putting away Hierarchical information either in composed or realistic structure, they have huge recollections for putting away data. Such gadgets include:

• Handsets

• Personal Computers (Desktops, PCs, Notebooks, and Palmtops)

• Microfilms

Handsets can be customized to store significant records on work force and occasions in association, and set to update. The new Blackberry handsets are configuration to assist administrators with arranging while PC hard circle has huge memory for putting away information. In like manner, removable recollections, for example, diskette (practically out of date), reduced plate (CD) and flash drives can be utilized as reinforcements to store applicable records for future use microfilms-significant occasions and authoritative exercises can be record into tapes/films and put away for future survey/projection. Retrieval follows the same pattern as the storage system it could be manual or electronic. Manually stored data are retrieved from file, cabinets and shelves by going through the papers filed either alphabetically or numerically. Electronically stored data are retrieved by logging into the system to open the document.

Electronically stored data are retrieved by signing into the system to open the documents. The information are then seen/got to, utilized and spared back or erased as required. The data could be printed out on paper. Recorded

tapes can be seen or anticipated utilizing fitting projector. It ought to be noticed that the use of computer and other electronic devices make organization data better stored and processed

to data that can be retrieved to help the organization in taking effective decision. Graphical portrayals are likewise more precisely and effectively customized into the computer. Retrieval of store data is similarly simpler for both individual and group use. Orderliness in the scheme of things allows free flow of work and easy achievement of goal and objectives of a planned programme.

Therefore, organization enables or aids functionality of a system. Every record must be stored in a definite order so that it can be protected, located and retrieved when needed. Organizing records requires storage equipment, containers and filing supplies to hold and equally identify records. The commonly used equipment in filing systems are steel cabinets, steel shelves, vaults and saves. Filing supplies are file jackets, filing boxes and labels, file folders and file pockets while electronic filing equipments are computer systems, digital camera, memory cards etc. organization of records is therefore an activity that must be carried out with holistic approach to avoid difficulties in accessing and retrieving stored records. Once records are not properly organized some will be lost among others and delays in accessing them resulting in frustration and failure in utilization. Stewart and Melesco (2002) opined that good records organization allows record to be easily identified among similar records, located and retrieved thereby achieving the purpose of a filing system. They went further to state that records organization could be done using any of these common arrangements:

1. Alphabetic order

2. Numeric order

3. Alphanumeric order

4. Geographical order

5. Subject order (topic)

6. Chronological order (according to date)

Agencies have the obligation to create awareness among their staff that records they generate in their establishments must be retained and eventually damaged according to traditional record management procedure set out by their respective records laws. This implies that, human resources are paramount in the operations of records keeping and requires professionals. Institutions where clerks and office assistants are the only personnel (without requisite training) fully involved managing record system, Poor records operations may be common than where professionals are employed to manage such systems. Unskilled records staff or inexperienced records personnel and low priority on the part of management contributes negatively to records organization (Afolabi, 1999).

Arrangement of records allows easy access to a particular record, if records of an institution are poorly arranged, they could be mishandled or misplaced and access denied frustration, delays and disappointments highly prevalent. National Electronic Commerce Coordinating Council (NECCC) (2004) posited that failure to arrange records in good order will result in "costly delays, lost business opportunities, frustrated office personnel and managers, business and citizens being forced to make decisions based on inadequate information.

Information managers and scholars have attempted to give a proper definition to electronic records. For instance, State of North Dakota office of Management and Budget Information Services Division (1998) is of the opinion that electronic records are records that are in machine-readable form. "Electronic records may be any combination of text, data, graphic, images, video or audio information that is created, maintained, modified or transmitted in digital form by a computer or related system." It is further described as "a series of is and Os that

require computer hardware and software to interpret and present. Unlike information written on paper, or available on microfilm, electronic records are not human-readable. They require something hardware and software to translate those Is and Os into a language we can understand and see". (Duranti, 1984).Electronic records involve recordings on tapes, optical disks, other forms of disks that are generated or received by an officer or organization of the state like, Media residence, organization of a town or city, municipal, company and other public authority or political entity. State Archives Department, Minnesota past Society (2004), describes "Electronic records as a record created, retrieved, communicated, received or stored by electronic means." Also section 325L.02 of Minnesota—status of State Archives Department, Minnesota Historical Society (2004) described electronic records as "Information that is inscribed on a tangible medium or that is stored in an electronic or other medium and is retrievable in perceivable form".The description and the definition of digital records by different scholars revolve round a single meaning. All electronic records can only be retrieved through computer system devices and other technological devices that are well-matched with the format of the records.

Kansas State Historical Society (2000) stated some of the various ways in which electronic records are created: interview, other radio corporations through exchange programmes and request, friends of the corporations and musician's performance. In addition, it added that digital records can be generated and stored using different types of storage media and formats, including computer system on single medium or as multimedia.

Therefore, digital records are made up of data in binary form and stored in electronic media. Hunter (2000) asserted that electronic records found in media house include electronic programs, electronic events, electronic news, electronic mails, and electronic music. Similarly, State of Florida (2010) stated that the following are the electronic records available in media

house which needed to be managed in order to stand the test of time; electronic-programs, electronic-events and digital -music which are recorded or transmitted in digital form such as electronic spreadsheets, word processing files, databases, electronic mail, instant messages, scanned images, digital photographs, and multimedia files. The emergence of the information age or digital age indicates that a lot of our history, "cultural memory and records of evidence is now recorded in electronic format. For that reason, there is the need for proper management of Electronic record in our private and public organization. As with records in other formats, electronic records must be managed through their entire life cycle from creation, when the records are created or received; through their active life, when the records are accessedregularly (at least once a month); through their inactive life, when the records are no longer active but have to be retained for a lawful period of time, fiscal, administrative, or historical reasons; until their final disposition which could be damage or preservation as a everlasting record Again, the society needs to manage records as this will assist to provide encouraging and handy information to present generation and the generations to come. To this need, modern electronic records are necessary,(Terry, 1992).

Thus, the State of North Dakota Office of Management and Budget Information Services Division (1998) posited inter alia "The integrity of maintaining electronic records over a period of time is very critical as it helps to show the evidence of events. The preservation of this integrity requires that all records worthy of management be reliable, complete, authentic, and posses sufficient context."Maintenance of electronic records thus provide the framework for ensuring that records are either created or received, and maintained to serve as evidence for accountability, transparency and what transpired in the society between an individual, governments or firms and corporate organizations. It allows for the systematic, controlled, and

authorized storing and retrieval of records throughout an organization. Authentic and dependable records provide an unmistakable link between an authorization, a particular assigned person, and data. They serve to recognize abuse, misuse,: and disobedience with instruction in the civil society. Meanwhile, modern organizations are ceasing the opportunity of current information technologies to execute their operations electronically over networks. Such includes technologies like digital imaging, Electronic Data Interchange (EDI), Geographical Information Systems (CIS) to execute their paperless activities. These technological changes and manipulations according to Alan (1997) have a substantial impact on organizational abilities to create, managed and use records to support legal responsibilities and business needs.

These new technologies offer vast enhanced ways and methods of gathering information for the citizens and about the citizens. According to Archival Authority of New South Wales (1995), "agencies need ready access to the right information at the right time to provide services and make informed decisions. The objectives are to conduct the business transaction satisfactorily and to maintain records of what transpired for future references." Electronic records are characterized by series of management challenges for information managers attempting to preserve evidence and its entire management. For instance, the challenge is to maintain records in a way which will enable retrieval of all documents relevant to a transaction when they are needed. Also the challenges is to ensure that records are not be held for any longer than necessary, in order to avoid both overloading systems and to avoid indiscriminate dumping, Adamu (2003) opined that, "with growing quantity and diversity of electronic records, we face a major challenge, that is, developing strategies, standards and process to ensure electronic records are accessible for as long as they are needed".

Interestingly, many organizations and government units like Kansas, Ohio and Minnesota governments have adopted record management, workflow and software. The aims and the rationale of these are to capture records for easy retrieval and use when necessary and through its overall management. Archival Authority of New South Wales (1995) looked at electronic records management as the efficient management of records stored on computerized systems." The key to management of electronic records revolves round the entire life cycle of such records. Considering the fragility and the prone nature of electronic records, it therefore needs qualify manager and sound management by adopting "best practice"- that is, practices formally adopted or generally accepted by a profession or discipline which will help organizations in preservation of the integrity of electronic records (Kowlowitz and Kristine, 1997).

2.5.1 Organization of Electronic Records

Electronic records are never complete without the description and organization for easy retrieval and access to such digital records. Organizations should protect the integrity of the records by capturing them into record keeping systems that routinely capture all records, organize the records in a way that reflects the functions of the office, protect the records from alteration and/or unauthorized disposal, and provide ready access to the information contained in the records. Electronic records are organized intelligently by arranging them into categories/subjects through which users navigate to find individual records.

"According to David (2007)," organization refers to the process whereby electronic records are arranged using the classification system that matches the records subject. Selection of the appropriate system should also be based on characteristics of the agency's records practices and software limitations. However, classification system goes hand in hand with cataloging to the extent that some libraries group them together as technical services. In agreement with this,

Popoola and Udo (2001) asserted that cataloguing and classification was once extolled as democratizing knowledge. On the other hand, they have been described as a necessary evil, an inevitable way of organizing library records.

Therefore, classification is the system of coding, assorting and organizing records (printed or electronic) in a logical order according to their index, subject or / and degree of likeness and allocating call number to them. It is also the scheme for the arrangement of records in logical sequence according to the subject on shelves, subject catalogue and arrangement of information on the computer. Cataloguing is strictly the art of describing records, pointing out important bibliographic information about record(s). Examples arc authors, composers, artists, title, subject, publishers, presenters, producers, place of publication, date and time of presentation, date and time of repetition.

The main idea is to develop a system that is workable yet maintains record integrity, on the off chance that this is done reliably for every single electronic record, the removal and maintenance choices will be appropriately applied to the correct records, and they will be filed at the correct occasions. The staff will likewise invest less energy searching for data and additional time effectively following up on the data thereby making access to information easier which therefore form the concept and purpose of electronic records organization.

Baumann (1988) directed his view of organization towards intellectual control of records. The intellectual control of electronic records revolves round "metadata"- it is regarded as "data about data". This assertion was further stressed by Anne and Adrian (2003) that "metadata is structured information that describes and allows us to find, manage, control, understand or preserve other information overtime". Metadata is attributed to records in an electronic

environment that information managers have always collected to describe and control records and other information resources. Radio Corporation organizes their electronic records; using special classification.

2.5.2 Methods of Organizing Records in Database

Hierarchical databases-These are tree-organized. That is, their rationale goes from the more extensive significance to a smaller importance through one or a few stages. Each progression fans out into littler units, and with each progression, different alternatives are disposed of. It is a procedure of "narrowing the field" to the ideal thing. In spite of the fact that this structure disentangles looking, it isn't especially appropriate for broad arrangements of data. Social databases-This permits information to be gotten too dependent on connections among a few information base documents. This implies inside a foreordained arrangement of information fields and their connections, you can recover explicit data through one order. System databases-This grant information to be organized in TcT groupings that can be associated using pointers. These pointers give clients a lot of adaptability and speed in scanning for information, despite the fact that the pointer structure is generally mind boggling to build up.

Similarly, Texas State Government (2011) asserted that electronic records after creation are organized in the following ways: grouping files practically into records arrangement, Arranging documents in a sensible request and Standardizing record names, Grouping of document as practically into Records Series. Records arrangement is a gathering of indistinguishable or related records that are ordinarily utilized as well as documented as a unit, and are assessed as a gathering for maintenance planning purposes. Electronic records are filed in the computer as electronic files, and they are arranging into series based on their programs and activities function.

Arranging Files in a Logical Order- Electronic files are arranged in a logical order within the records series in the computer. The arrangements are done in the following ways;

Alphabetically (name of person, place, subject)**:-** Numerically (social security number, project number), Chronological (date and time) and Alpha-numerically (a combination of letters and numbers, such as an abbreviation of a name and a date).

Standardizing File Names:- This is a system of arrangement whereby the computer operating systems require that every new file is expected to be given a file name. This flic name is differentiated from the already existing one by adding decimal and a three-character extension to the already existing one. Some software automatically creates file name extensions based on the software used to create the Records while others allow Patrons to create, add, or leave out extensions. Since file names must be distinctive, whereas file name extensions are common to the file type, files by file name-extension is a useful feature in electronic records management. This is used as a means of locating and arranging general types of files.

There are many benefits to standardizing the terminology used in naming electronic files: Accessing files easily and rapidly, training new employees in less time, the managers of electronic records differ with organizations. The following are inclined to manage electronic records in organizations including the radio corporation libraries; archivist, historians, librarians and database administrators. Their role is to manage or coordinate the records activity of any agency

2.6 Retirees' Record Storage Equipment in the Organization

Storage simply means safe keeping, Adikwu (2007) defined storage as those operations aimed at maintaining and preserving records or archives in the storage areas of a records canters

or archival building. Smith (2002) viewed storage as the actual placement of records, according to a plan, into a folder on a shelf or in a file drawer. He also viewed it as electronic saving arecord to a medium readable by a computer. Smith further emphasized that the term filing may be used to mean storage, but filing is usually associated with paper records only. Storage is defined as a space where you put things when they are not being used; storage is the act of putting something that is not being used in a place where it is available, where it can be kept safety; storage is also defined as space or a place for storing, an amount stored or a merry.

Records storage is mostly for future consultation and reference; therefore, it is very important for record managers in all business organizations to maintain. Records storage is one of the key pillars that provide long-life to records, meanwhile, it is only properly storing records that the life of records will be increased which resulted to records content maintenance.There are various equipment for proper records storage, this is because most of the business organizations accumulate a great deal of records which are either really used or used only once. Versace (2014) maintain that, organizations waste valuable space and pay much higher fund in trying to store rarely used records. Therefore, storage equipment in every business organization must reach standard to be succeed. Records storage and records filing are used interchanbly. In support of this smith (2004) stated that, storage technique is a systematic way of storing records according to an alphabetic, subject, numeric or chronologic arrangement. A precise system for organizing and arranging records can be referred to as record management or filing system often these terms are used synonymously.Records storage equipments according to smith are: Vertical file cabinets; Lateral file cabinets; Shelf files and Mobile shelving.Vertical file cabinets: this is storage equipment that is deeper than it is wide. Generally, the arrangement of records in the file

drawers is from front to back. Vertical file cabinets are the conventional storage cabinet in one to five drawer designs. We have 2, 4 and 5 storage cabinets' drawers design.

Lateral cabinets: a lateral file cabinet is storage equipment that is wider than a deep – records are accessed from the side (horizontally). Records can be arranged in the drawer from front to back or side to side. Because the long side opens, lateral file cabinets are particularly well suited to narrow aisle spaces.

Shelf files: this is an open – shelving facilities in which records are accessed horizontally from the open side. This may be an open style or have roll-back or roll – down fronts. And they can be stationary shelves or shelves arranged in rotary form. The rotary shelf files make space available in the back of cabinets by rotating the bank shelves so that records can be stored and accessed from both sides of the shelves.

Mobile shelving: mobile shelving is a series of shelving units that move on tracks attached to the floor for access to files, and some movable equipment, the shelves behind the moved shelves are then exposed for use. Mobile shelving move or operate with electronic power or may be moved manually by the operator. Storage is an important aspect in the management of records, without proper and adequate storage equipments there can be no proper storage and retrieval of records. According to Diebold (1985) one of the basic functions of an office is storage and retention of information for future referral or use.   In view of the above, Filing could be seen as the process of arranging and storing records as information in an order, so that the information could be located with ease when required. It is of one the forms or format of information storage. It is a way of preserving records and information storage. It is a way of preserving records and information, filing is one of the tools in effective records organization.

Similarly, Afolabi, (1991), maintained that records that are found to be useful and would be consulted at a later time, they are stored and properly protected. According to him records that are considered to be highly useful are stored in an insulated cabinet that are capable of withstanding extreme heat in the event of fire.

According to Atom, (2006), Storage could be manual electronic or electro-mechanical. According to him manual method is the traditional ways of doing things by hands with virtually no input from mechanical or other equipment; storage in this method is done by filling system (file jacket, cabinet etc) which very much in practice in most registry system in the public sector.

The electro – mechanical according to him is a more technologically oriented method which is basically the mechanization of the manual method; source coding system and document reduction system. The electronic method involves the use of computers, card readers, punch, magnetic tape, visual display units, diskettes, printers, digital cameras. Scanners etc. Once information has been processed, distributed and used, it should then be stored for future use. Great and precise administration of records, particularly the proficient administration of all records stockpiling territories, is an effective strategy for guaranteeing the endurance of the material. ISO 15489-1 (2001) called attention to that a suitable stockpiling frameworks ought to be viewed as when structuring the records frameworks. Hence, the capacity condition can significantly affect the long haul protection of records and the data they contain.

BCIT (2011), semi-dynamic records stockpiling area must hold fast to the accompanying norms:

- Sufficient utilization of semi-dynamic records to warrant nearby capacity

- Fire, vermin and water security

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- Adequate floor stacking limit

- Temperature and humidity level within the acceptable ranges

- Protection from unauthorized access

- Use of rack and capacity unit locator number framework for including and erasing boxes

Time spent on searching for missing or misfiled records in non-productive. A decent Record Management program can assist any association with upgrading its record keeping frameworks so data recovery can be upgraded with correspondence enhancements in office proficiency and profitability. A very much structured and worked recording framework with a successful list can encourage recovery and convey data to clients as fast as they need it (NARS 2003). Where the organization is little and not many records are delivered, given that it will be anything but difficult to follow a specific record. Be that as it may, the bigger the association and the more voluminous the records, the more troublesome will be the procedure. It is along these lines fundamental for the records to be put away as indicated by a particular consistent framework with the goal that they can be recovered, by the individual who documented them, yet in addition by any other person (NARS 2000). Right now individuals will invest more energy chipping away at data as opposed to searching for it.

Records ought to be put away in a protected zone with controlled and archived access for work force. Security is particularly significant for the capacity of private or security ensured records. Similar security contemplations ought to be given to the capacity and utilization of electronic records too. Explicit methodology ought to likewise be made if a program or file is utilized to follow records. Use checkout controls for records removed from the storage area to

ensure accurate tracking and proper refilling is significant for effectively storage. Occasionally survey the capacity program as requirements may change after some time.

In the capacity of records as per VPRA (2014) effective record stockpiling framework ought to incorporate capacity boxes and racking; Storage boxes should: be uniform in size, have twofold dividers/bottoms so they can be securely stacked and reused, be made of corrosive free material if putting away lasting/long haul records. More affordable non-corrosive free, stockpiling boxes can be utilized for non changeless records stockpiling. Racking units ought to be estimated to guarantee that the heaviness of the stacked racks doesn't surpass the floor-load limit, have base retires at any rate three crawls off the floor to help keep harm from flooding, give adequate space to the containers to be pulled off the racks effectively, be tied down to the floor where conceivable, in a perfect world, be put with the goal that they don't contact any dividers, however particularly outside dividers, be open by a tough and size-fitting stepping stool, varying. Notwithstanding, Pack records appropriately with the goal that they can be securely and productively set on racks, when pressing and stacking boxes: keep records in the first document envelopes while putting in boxes except if the records are changeless, perpetual records ought to be put in corrosive free organizers and boxes. Try not to pack boxes firmly, since this could hinder record expulsion. Take into consideration up to an inch of room to stay in the container subsequent to pressing, consider bigger records and materials, such as, maps and drawings that will have special handling, packing, and shelving needs, place in regularly got to records on the top or base racks, neither records nor boxes ought to be in contact with a divider or floor. IRMT (2014) stated that in a centralized storage facility if a series of records is referenced more than once every month, it is commonly viewed as dynamic. Dynamic records ought to be kept inside, or in nearness to, the workplace. Records that are utilized less much of

the time are viewed as inactive and are eligible for off-site or concentrated storage. If storing inactive records with either a commercial service provider or the State Records Center isn't feasible, at that point government entities need to recognize a reliable, secure, and lower-cost area to store these records in-house. Maintaining centralized records storage facility encourage proficient operation by saving important office space and combining departmental recourses. Creation or utilization of centralized records storage facility should be endorsed by the agency of locality's governing official or body, and written procedure should be clearly communicated to staff.

2.7 Retirees' Records Retrieval Devices in the Organization

Records retrieval is the process of identifying and locating of records in their storage area. It is the science of locating documents that contain particular information. Adamu (2015) maintained that records retrieval is the fruit of any records keeping system. Retrieval of RECORDS can be in form of manual or electronic. Manual records retrieval is the process of identifying and locating print records using manual records retrieval devices (Taiwo et al. 2011). Hence, in addition to being able to store records, organization must also set up the proper capabilities for retrieval of records, in the event they are needed for reason such as an audit or legal action, or for the case of destruction. Records retrieval capabilities become complex when dealing with electronic records, especially when they have not been adequately tagged or classified for discovery.

Records retrieval involves locating a particular document, file or record, and delivering it for use (Opara, and Nadozie, 2006). The purpose of record retrieval is to provide information that changes the knowledge state of a user so that the user is better able to perform a present task, either solve a problem or make a decision, and is better able to assimilate information needed for

a future task. Responding to requests for records and information from a requester is the institution legislative duty, implying the access functions should be adequately resourced. However, Federal Higher Institutions of learning do not have sufficient number of staff in their records office, both in the access to information office and the program area, to properly respond to the number of access to records requests they receive. These higher institutions of learning are usually understaffed in most cases, and are unable to even acknowledge receipts of access requests, creating a huge backlog of tasks due to the high volume of requests. This results in the available numbers of staff not being able to respond to requests in a timely manner. Insufficient human resources in aspect of not having work plan schedules can also be noticed among staff of records office in these higher institutions. When there is no work plan, members of staff will not have duties and tasks assigned to them, no set targets for any assignment given to them, and no time frame to achieve tasks, resulting in a situation where each person ends up working at their own individual pace. Such a scenario leads to lengthy time extensions on retrieval requests, causing requesters and intending users of such records information to wait indefinitely.

The main path to access information is through literacy. One must have the intellectual skills to deal with information. Battle (2004) and Birch (2012) maintained that these necessities for literacy are a function of both the knowledge and skill level for members of staff working at the record office, and the economic level of the requesters and user of the information required. Members of staff working at the records office must have access to the information technologies which store and convey these records, and the tools for processing the retrieval of records when they are needed. These technologies and tools include, radios, televisions, telephones, and increasingly, personal computers and terminals linked via network to mainframes. However, in a situation in which the knowledge and skill level of personnel in the records retrieval office are

not up to date or inadequate for the situation, it will lead to chaotic scene, where both the personnel, and intending users of such records will become frustrated. This will hamper the institution's ability in running a smooth administration.

Federal higher institutions of learning have the legislated duty to make every effort in assisting requesters and to respond accurately to the records requested. Accuracy of the records retrieved has to do with the authenticity and fidelity of the information divulged in accordance to the query. Misinformation or inaccurate records divulged will lead to an all-round failure on the part of the user in whatever purpose the information is needed for, and also tarnish the image of the institution. Failure to retrieve the required records either due to a lack of understanding of the query, or a mix-up in the retrieval process will lead to incorrect and incomplete responses given to requesters. When privacy concerns and property rights come to play in the records retrieval processes, personnel of the records office are exempted from divulging information requested by a requester. This situation will also lead to incomplete responses to requests by the records retrieval office.

2.7.1 Types of Records Retrieval Devices

Records retrieval devices irrespective of their formats in records and information centres are critical when it comes to the access to the stored records. As records and information centres receive and create their records such records are stored for future use. Before the utilization of such records, access to them is necessary. Records access is only possible when right retrieval tools or devices (printed or electronic) are used. Records retrieval tools provide the records of information management the ability to find the location, the device, the reference number of a particular record to be retrieved for use. United Nations Archives and Records Management Section (2012) established the records to be retrieved tools for their use. Also, University

Archives (2007) showed that syllabi, reading lists, minutes of the meeting, reports etc. are retrieved and used by the institution whenever the need arises.

Records retrieval devices appear in two formats. They are printed or manual and electronic. Manual records retrieval tools are printed devices that are used in identifying and locating print or physical records. Aduku and Abdul (2012) listed the following as printed records retrieval tools:

1.   Records guides

2.   Records inventories

3.   Print index

4.   Prints lists

5.   Print registers

6.   Special

7.   Print catalogue among others.

The above printed records retrieval tools are devices enable the records retrievers to search and access the needed records using physical writing materials such as papers for the records that are created and stored in such physical writing materials. The printed records of nowadays, come inform of slips, bank tellers, wedding card, hospital patient card, personal identification card, examination card, and student report card to mention but few.

However, Texas State Library and Archives Commission, (2012) listed the following as electronic records retrieval devices:

1.   Electronic catalogue

2.   Electronic index

3.   Electronic guide

4.   Electronic registers

5.   Electronic inventories among others.

The above electronic records retrieval tools are devices that enable the records retrievers to search and access the needed records using electricity for the records that are created and stored in electronic records storage devices. International Council on Archives (2008) established that the electronic records nowadays come inform of designed programmes that are used with the help of electronic equipment like computer. These programmes are used to identify a particular record stored in electronic record storage device. Some of these programmes according to Natio nal Archives and Records Administration (2012) include Bitcarator, CINCH, Digital Records object identification (DROID) and the rest. In the same vain, Burke (2009) agreed that designed programmes (Soft wares) are used by information centres in order to retrieve the stored records of the organization. These soft wares provide the room for accessing the records of the organization's databases. This is done in order to achieve the goal of retrieving the right information, at the right time in order to make a right use of the records, (Akforhonor & Basil, 2007).

Similarly, Stewart & Molesco (2002), stated that, the purpose of organizing any information resource is to ease retrieval within the shortest time possible. No matter the nature of arrangement adopted by an organization, the undermining purpose is to locate a desired

document timely for use, Record retrieval is a process that is carried out by professional records managers to make their records retrievable from their records systems whether paper or electronic based. The records management coordinator of an organization is responsible for retrieval and re-filing of retrieved records as well as disseminating the records to authorize use (Sacramento State University Records Management, 2013).

Retrieval of records is the final measuring standard of the labour a record manager has passed through. Unless stored documents are timely retrievable, the labour expendable on arrangement and securing records would amount to waste.

i. Records management is considered a business process planned to support business goals.

ii. Records are considered as resource and are utilized fully and cost effectively to realize business goals.

Each governmental body creates and maintains a culture which will promote efficient and effective records management to facilitate efficient and timely decision. Finding aids are guides, descriptions or pointers to the total holding of any information centre such like the library, archives, record centre, museum, office, electronic resources like data bases, programmes. Leland (2013) stated that, finding aids are retrieval devices that aid users in locating records or information of their need timely and accurately saving time and energy. Hurley (2013) sees finding aids as a logical structure that seeks to encode a descriptive process and surrogates for records as an aid to retrieval. The United Nations Records and Archives administration, (2010) defined finding aid as a tool used by researchers to navigate archives and records collections.

Gbaje (2009) views findings aids as the equivalence of card catalogue in librarianship. Similarly, the Dictionary of Library and Information Science (2004) defined finding aid as a

published or unpublished guide, inventory, index, register, calendar, list or other systems for retrieving archival primary source materials providing more detailed description of each item than is customary in a library catalogue cards. This comprehensive definition reveals that without finding aids in record centre's, valuable information available in archives and records centres would not be adequately exploited by researchers. Good design of finding aids is as good as the records themselves. That means finding aids put archives and records centres to full use, researchers would experience fruitful search, saves researchers' time and energy for going through volumes or records. (Monash University of Information Technology Research Groups, 2013). Similarly, The National Electronic Commerce Coordinating Council (NECCC) (2014) listed the following as links to information resources in records centres:

i. Simple list

ii. Special list

iii. Labeling

With finding aids in a record centre, the workload on records personnel will be reduced and save them time to perform other duties. Finding aids will bring orderliness in any information centre as well as increase ease of access to desired records by researchers and the records personnel as well.

Records finding aids is an area concerned with searching for information within documents and searching structured storage, relational databases, and other documents related files. Many organizations use records retrieval devices to provide access to files, reports and other documents. An effective retrieval device encourages information flow. Records retrieval could be efficient and effective by the proper use of computer and its

accessories, codes, catalogues, indexing, durries and microfilms. Nakpodia, (2011), writes that records would be maintained for easy retrieval by:

1) Ensuring that files are constantly retrieved.

2) Ensuring good sorting, change or outright destruction or archiving some before filling (storage).

Finding aids is the equivalence of card catalogue in librarianship. It carries the full description of the materials as arranged in the archives. It could be listings by volume, numbers by authors or by topics. It could be kept online or manually in book form or cabinet format. Finding aids can be seen as detailed inventories, registers, catalogue, container list, simple list, indexes and guides that described the collections of primary source of materials under control, Olatokun (2008). Organizational records are still housed in conditions that leave much to be desired. Organization often experience information excess. Without a good records storage arrangement, end users (employees) spend enormous amount of business time searching for a preferred record. It is therefore suitable for organization to make sure that their records are easily retrievable. This would reduce the time wasted by staff searching for records. It must be borne in mind that time is the biggest assets of any organization. If not stored and retrieved properly, the organization is likely to fall down.

BCIT (2011), stated that Finding aids are the lists and indexes that increase the collection of folders. The file list shows the case file names within a division, the date of reporting for the files, the classification number, and the transfer date. Other types of filing aids are: registers; computer database; list of principles and abbreviations. The following findings aids are:

- File lists and index within a custodian's filling station

- Cross references and synonyms search capability

- Disposition lists

- Full-text search capability

Indiana Commission on Public records (2013) identified the following selection criteria for equipment in records storage and retrieval: Openness: a specific bit of hardware ought to give fast and simple access to the records it houses. Since records are petitioned for future reference, recovery of the data ought to be the chief thought. The records ought to be as open as conceivable to approved clients, situated close to their work region and can possibly be utilized by a few people all the while. Cost: Storing office costs requires determination of the most efficient gear that gives availability of records and speed recovery. Gear is thought about as far as cost per inch of real documenting space.

Space Utilization: Office space is a repetitive expense. Geared requiring exercise space could be more exorbitant over the long range than the first expense of increasingly costly, however progressively minimized, hardware. Documenting gear ought to devour least office space. Security: Most recording hardware can be furnished with locks to give controlled access. The expansion of locks is the least powerful technique for giving security. Regularly bolts on documenting gear can be promptly opened with a paper clasp or nail record, and ace keys are accessible which will open for all intents and purposes all locks made by one maker. A bolted bit of gear will just keep out the inquisitive. In the event that security is of foremost thought, the best and most economical strategy is to make sure about the documents zone and confine access to the records. Portability: Filing hardware ought to be assessed for its versatility. Workplaces that move frequently ought to obtain generally portable hardware. Hardware ought to likewise be versatile inside the organization itself.

2.8 Summary of Review

Literature were reviewed under the sub-headings of types of records generated, retirees records generated, format for organizing records, record storage system and record retrieval devices. These studies were reviewed because they are related to this study. The storage of organizational records in all formats; include proper filing of paper records and placing electronic records according to a stated plan, with the aim of maintaining and preserving these records. Moreso, these records could be saved in files and folders or on computers for safety. These studies concentrated on storage and retrieval of retirees' records in organizations and the procedures and equipments needed to achieve proper storage. They concentrated on records that are not being used. This study concentrates on records of retirees that are seen as files in the pension's office. These records are used on a monthly basis to effect the payment of these retirees.

Furthermore, these records have to be retrieved before they are used. So literatures on records retrieval were reviewed. These studies reviewed retrieval devices as locating documents, files, records and delivering them for use. The studies also see records retrieval devices as the fruit of any record keeping system. They also postulated that when records are not properly stored, retrieval becomes a complex task. This study looked at the problem of retirees from this perspective. Since their records are not properly stored, their records retrieval will be very difficult.

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CHAPTER THREE

RESEARCH METHOLODOGY

3.1 Introduction

This chapter is presented under the following subheadings:

3.2 Research Methodology Adopted

3.3 Population of the Study

3.4 Sample and Sampling Techniques

3.5 Instrument for Data collection

3.6 Validity of the Instrument

3.7 Reliability of the Instrument

3.8 Procedure for Data collection

3.9 Procedure for Data analysis and Discussion

3.2 Research Methodology adopted

The research methodology adopted for the study was quantitative. This is because, quantitative research methodology is geared towards statistical generalization, it takes a sample of the population administers the treatment and generalize to the population (Creswell, 2014). It is not uncommon however, for the study to take the whole population as a sample. This is where the population is manageable by the researcher.

However, the study adopted survey research design. In survey design, the researcher will administer a questionnaire to collect data on variable of interest from the respondents. This design was considered appropriate for this study because survey research design describes data and characteristics about the population being studied. (Obotu, Uganneya, , and Ogezi, .2018). According to Obeka, (2011) survey research whether cross- sectional or any other type, is

concerned with the collection of data for the purpose of describing and interpreting existing conditions, prevailing practices, beliefs, attitudes and ongoing processes. This research design is appropriate because it involves collecting data about a target population from a sample and generalizing the findings obtained from the analyses of the sample to the entire population under study. Sulaiman (2007) maintained that survey research design allows the researcher to collect the facts, opinions and experiences from the respondents. He further stated that the purpose of survey is not only the collection of data but the discovery of meaning in the data collected, so that facts from such data can be better understood.

3.3 Population of the Study

Population is defined as a collection of individuals items whether of people or things that enable to be observed in a given problem situation (Adamu & Johnson, 1997). Similarly, Mugo (2010) stated that population is a group of individuals, persons, objects or items from samples are taken for measurement. The target population of this study is the staff of pension office Ahmadu Bello University, Zaria. They are thirteen (13) staff in number in the pension office. Because of the number of individuals in the population is manageable, all of the staff were used for the study.

Table 3.1 Population of the Study

S/N	Pension Office A.B. U. Zaria	Number of Staff
1	Old Pension Office	7
2	New Pension Office	6
Total		13

Source: Pension Office, Ahmadu Bello University, Zaria, (2017).

3.4 Sample and sampling techniques

Sampling as opined by Aina(2002) is the selection of units from a study's population of one's interest. In other words it is a technique that allows the researcher to make inference about a population based on the nature of the sample. The targeted respondents are the entire staff of Pension Office Ahmadu Bello University, Zaria. This is because the population is not much, so the researcher can use them all. Rosco (1997) in Maina(2013) is of the view that, if the population of the study is not that much, the researcher can use all as sample.

3.5 Instrument for Data Collection

The main instrument for data collection for this research is questionnaire which was designed by the researcher under the guidance of the supervisors and administered to the targeted literate respondents. Closed ended questionnaire was used in this study. The instrument was consisted of six main sections. The first section solicited for demographic information of the respondents, the second section solicited for information on types of records generation, the third section solicited information on the procedures through which records are generated, the fourth section solicited for information on frequency of records generation, the firth section solicited for information on formats by which records are organized, the sixth section solicited for information on equipments used in Records storage, while the last section was solicited for information relating to records retrieval devices.

3.6 Validity of Instrument

Validity is the appraise of truth or falsity of the data obtained through using the researcher instrument. It is classified as internal and external validity of the measuring

instrument (Burns & Grove, 2001 & Joppa, 2000). In order to ensure that the questionnaire items designed were capable of eliciting the required data and information from the respondents, the instrument was subjected to supervisors for face and content validation were used. The corrections made were incorporated into the instrument to strengthen its appropriateness.

3.7 Reliability of the Instrument

Reliability is the degree of consistency with which the instrument measures an attribute. It further refers to the extent to which independent administration of the same instrument yields the same result under comparable conditions (Polit & Hunger, 1999).

A Pilot study was conducted in Federal College of Education, Zaria records/pensions Office. Split -half reliability test was used to analyse the reliability of the instrument. A 0.72 coeficient of reliability was obtained. This is to say that the instrument is reliable.

3.8 Procedure for Data Collection

The researcher administered and retrieved the copies of questionnaire by himself within the period of three weeks.

3.9 Procedure for Data Analysis

The data collected for the research was presented and analyzed using descriptive statistics of frequency count, table, and simple percentage.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1 INTRODUCTION

This chapter is presented under following sub- headings:

4.2   Response Rate

4.3   Analysis of Personnel Information

4.4   Data Presentation and Statistical Analysis

4.2 Response Rate

The researcher administered thirteen (13) copies of the questionnaires to the respondents

and twelve were filled and returned, while one was not returned.

Table 4.1 Response rate

Respondents	copies of questionnaires administered	Copies of questionnaires returned	Percentage %
Old pension office staff	7	7	53.8
New pension office staff	6	5	38.5
Total	13	12	92.3

Source: Pension Office, Ahmadu Bello University, Zaria, (2017).

Table 4.1 shows that 7(53.8%) copies of questionnaire were filled and retuned from the old

pension office, of   Ahmadu   Bello university, Zaria   while 5(38.3%) copies also filled and

returned from new Pension Office, Ahmadu Bello Uiversity, Zaria.

4.3 Qualification of the Respondents

This question was asked to determine the educational qualification of staff in the Pension office, Ahmadu Bello University, The table 4.2 presents the responses of the staff in the pension office.

Table 4.2 Qualification of the Respondents

Qualification	Frequency	Percentage %
Primary school Certificate	0	O
Secondary school Certificate	7	58.3
Diploma Certificate/ NCE	4	33.3
First Degree/ HND	1	8.4
Masters / PGDE	0	0
PhD	0	0
Total	12	100

Source: Field work

Table 4.2 shows the educational qualification of the respondents in pension office Ahmadu Bello University, Zaria. It was discovered that 7(58.3%) of the respondents possessed secondary certificate, while 4(33.3%) possessed diploma and NCE certificate, 1(8.4%) possessed first degree, none of the respondents possessed Master and PGDE equally there was no Primary certificate, and PhD holder. This implies that majority of the staff in the pension office possessed secondary school certificate and so do not have the requisite knowledge of records management.

4.4 Descriptive Statistical Analysis

This section presents the data collected and analyzed using descriptive statistics. Frequency scales and percentages were used in the computation of the data collected and analyzed in this section.

4.4.1 Types of Retirees Records generated for storage and retrieval in pension Office, Ahmadu Bello University, Zaria.

In order to collect data on this, the list of the type of Retirees records were provided for the staff to tick as many types as found applicable. Their responses are reflected in Table 4.3

Table 4.3 Types of records generated in Pension Office A.B.U Zaria.

S/N	Types of records	Frequency	Percentage %
1	Computation sheet	12	100
2	Certified true copy of the up to date record of Service	0	0
3	Notice of retirement acceptance	0	0
4	Statement of indebtedness or non-indebtedness	0	0
5	Letter of administration and Departmental file	0	0
6	Total	12	100

Source: Field work

Table 4.3 shows that the types of records generated in pension Office, Ahmadu Bello University, Zaria. The finding revealed that the respondents indicated that nominal roll (12:100%) is the type of records generated, while none of the respondents indicated certified true copy of the up to date record of service, the finding revealed that none of respondents indicated notice of retirement acceptance, and also none indicated of indebtedness or non-indebtedness. lastly no respondent which indicated letter of administration and departmental file. From the table it is obvious that

certified true copy of the up to date record of service, notice of retirement acceptance, statement of indebtedness or non-indebtedness, letter of administration and departmental file are not types of records generated at the pension office. It can be seen from the table that majority of the respondents indicated that computation sheets is the only records generated in pension Office. This is surprising because, Ali (2014), opined that departmental file, nominal roll, Dully completed pension form (in triplicates) signed and stamped; certified true copy of the up-to-date record of service reflecting: Name ofthe officer, date of birth, date of entry into service, date of first appointment, date of last promotion, date of confirmation, Record of transfer/ secondment, Notice of retirement and acceptance showing clearly the effective date; Evidence of (if applicable): statement of indebtedness or non-indebtedness issued by the organization (or clearance form); Letter of administration (in case of death);etc. These are records that should be generated by organization to ease records management. The implication of the finding was that the records that were supposed to be generate are not there which affect the retirees negatively; therefore, the retirees find it difficult to access their benefit.

4.4.2 Retiree's Records Generated for Storage and Retrieval in Pension Office, Ahmadu Bello University, Zaria.

This section gave the method used in generating retiree's records in pension office, Ahmadu Bello University, Zaria. In order to collect data on this, a list of ways of generating retirees records was provided for the staff to tick as many as found appropriate. Their responses are reflected in Table 4.4

Table 4.4 Method for Generating Retirees Records

S/N	Method of Records Generation	Frequency	Percentage %
1	Manual Opening of file	1	8.3
2	Receipt of file	10	83.4
3	Both by Manual Opening and receipt of file	1	8.3
	Total	12	100

Source: field work

Table 4.4 shows that the methods in which records are generated in pension office, Ahmadu Bello University, Zaria. The finding revealed that (1:8.3%) indicated manual, while (10:83.4%) respondents indicated receipt of files and lastly 1 respondent which constituted (1:8.3%) indicated both manual and receipt of files. From the table, it is obvious that retiree's records are not created in Pension Office Ahmadu Bello University, Zaria. Table 4.4 shows that majority of the respondents indicated that receive of file from records office is the only method used in generating retiree's records. This is surprising because, Zwarich & Park, (2008) stated that Retirees records should be created and received to ease records management. This implies that retiree's records are not created in pension office, Ahmadu Bello University which leads to retirees not accessing his or her benefit.

4.4.3 Frequency of Retiree's Records Generation in Pension Office, Ahmadu Bello University, Zaria.

This section gave the frequency of generating retiree's records in pension office, Ahmadu Bello University, Zaria. In order to collect data on this, a list was provided for the staff to tick as many as found appropriate. Their responses are reflected in Table 4.5

Table 4.5 Frequency of Records generation

S/N	Frequency of Records generation	Frequency	Percentage %
1	Daily	0	0
2	Weekly	0	0
3	Monthly	1	8.3
4	Annually	1	8.3
5	At time of retirement	10	83.4
	Total	12	100

Source: field work

Table 4.5 shows the frequency in which records are generated in Pension Office, Ahmadu Bello University, Zaria. The finding revealed that majority of the respondents (10:83.4%) indicated that Retirees' Records generated at the retirement period, while (1:8.3%) respondents indicated that Retirees' records generating on monthly, and 1(8.3%) respondents indicated it is generated annually. None of the respondents indicated weekly, or daily. It is obvious that retiree's records are not generated yearly in pension office Ahmadu Bello University, Zaria. The table shows that majority of the respondents indicated that retirees records are received during the retirement period in records unit. This is surprising because, Zwarich and Park, (2008) stated that retiree's records should be updating annually in order to ease records management. This implies that since

records management starts in their retirement years many retirees will not get their pensions on time because some of the records are not easy to acquire.

4.4.4. Format of Retiree's Records Organized for Storage and Retrieval in Pension Office, Ahmadu Belllo University, Zaria?

This section gives the format used in organizing retiree's records in pension office, Ahmadu Bello University, Zaria. In order to collect data on this, a list of format of records organization was provided for the staff to tick as many as found applicable. Their responses are reflected in Table 4.6

Table 4.6 Format of Records generated

S/N	Format of Records generated	Frequency	Percentage
1	Electronically	2	16. 7
2	Manually	8	66.6
3	Both	2	16.7
	Total	12	100

Source: field work

Table 4.6 shows the format in which records are organized in Pension Office, Ahmadu Bello University,Zaria. It can be seen from the table that majority of the respondents (8:66.6%) indicated manual format, while (2:16.7%) indicated the electronically, the finding revealed that (2:16.7%) both are used for storing retiree's records. From the table it is obvious that electronic records organization is not the format used in organizing Retiree's Records in Pension Office, in Ahmadu Bello University, Zaria. This implies that majority of their records are organized using manual format. This is surprising because, Shehu(2007) opined that format of records generation

should be manual and electronic to eases records management in the organization. This implies that since there are many retirees and the records are generated manually there is room for error and this can lead to delay in records retrieval for pension administration.

4.4.5 Equipments Used in Storing Retiree's Records in Pension Office, Ahmadu Bello University, Zaria.

This section shows the storage equipment used in storing retiree's records in pension office, in Ahmadu Bello University, Zaria. In order to collect data on this, a list of records storage equipments was provided for the staff to tick as many as found applicable. Their responses are reflected in Table 4.7

Table 4.7 Records Storage Equipments

S/N	Storage Equipments	Frequency	Percentage %
1	Cabinet	9	75
2	Computer	3	25
3	Digital Camera	0	0
4	Free acid Box	0	0
5	Shelves	0	0
6	Cartons	0	0
	Total	12	100

Source: field work

Table 4.7 shows the records storage equipment used in pension office, Ahmadu Bello University, Zaria. Table 4.7 revealed that majority of the respondents (9:75%) indicated the use of cabinet, while (3:25%) indicated the use of computer. None of the respondents indicated digital camera, and none also indicated free acid box. None indicated carton, lastly and shelves. It is obvious that computer, Digital camera and free acid Box are not used in storing Retirees

records in pension office, in Ahmadu Bello University, Zaria. It can be seen from the table that majority of the respondents indicated that cabinet is their major storage equipment. This is amazing because, Atom (2006), stated that computer, digital camera, free acid box, carton are the most common storage equipment used in storing records in the organization to ease records management. Since these equipments are not used, there is room for losing retirees records.

4.4.6 Retrieval Devices Used in Retrieving Retirees' Records in Pension Office, in Ahmadu Bello University, Zaria

This sought to determine the retrieval devices used in retrieving retiree's records in pension office, Ahmadu Bello University, Zaria.. Their responses are reflected in

Table 4.8

Table 4.8 Records retrieval Devices

S/N	**Records retrieval Devices**	**Frequency**	**Percentage**
1	Records guide	8	66.6
2	Print list	4	33.4
3	print catalogue	0	0
4	electronic catalogue	0	0
5	electronic index	0	0

Source: field work

Table 4.8 shows the records retrieval devices used in pension office, in Ahmadu Bello University, Zaria. From the table records guide are the most commonly available records retrieval Devices with respondents (8:66.6%) while (4:33.4%) which constituted print list use in retrieving retiree's records, no respondents indicate print catalogue, and also Electronic catalogue and Electronic index. It is obvious that print catalogue, electronic catalogue and

electronic index are not types of retrieval devices used in pension office, in Ahmadu Bello University, Zaria. It can be seen from the table that majority of the respondents indicated Record guide. This implies that majority of their records are retrieved using record guide. This is shocking because, Abdul (2012) emphases that print catalogue, electronic catalogue, and electronic index are the Records Retrieval devices that are used in retrieving of records in the Organization to ease records management. The implication of the finding is that if electronic retrieval devices are not used, there is room for error in retrieving retiree's records.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1   Introduction

This chapter presented the summary of the major findings, Conclusion and

Recommendation, based on the findings of the study and present under the following heading:

5.2 Summary of the Study

5.3 Summary of the major findings

5.4 Contribution to knowledge

5.5 Conclusion

5.6 Recommendation

5.7 Suggestion for further study

5.2   Summary of the Study

This study was conducted to investigate the management of retiree's records for storage

and retrieval in pension office, in Ahmadu Bello University, Zaria. To achieve the aims of this

study, five research questions and objectives were raised. The significance of the study,

scope,(pension office A.B.U Zaria)and operational definition of term.

Related literatures were reviewed. Under the following sub- heading: types of records

generated, procedure through which records are generated, format by which records are

organized, records storage equipment, records retrieval device in the organization and summary

of the review.

Quantitative research methodology was used, survey research design was also used, questionnaire was used as instrument for collecting data, and the population of the study was pension staffs which are thirteen (13)

Based on the data collected analysis and interpretation of data using frequency count, table and simple percentages, were used.

Summary, conclusion and recommendation of the study

5.3 Summary of the Major Findings

1. Computation sheet are the types of Retiree's records generated in pension Office, in Ahmadu Bello University, Zaria.

2. That Pension Office in Ahmadu Bello University, Zaria is generating records through receipt of file from records office.

3. It is at the time of retirement that the pension office, in Ahmadu Bello University, Zaria generates retiree's records.

4. The format used in organizing retiree's records in pension office, in Ahmadu Bello University, Zaria is manual format.

5. Cabinets and Computers are the storage equipment used in storing retiree's records in Pension Office, in Ahmadu Bello University, Zaria

6. Records guide and print list are the retrieval devices used in retrieving retiree's records in Pension Office, in Ahmadu Bello University, Zaria.

5.4 Contributions to Knowledge

From the findings the study established that:

1. At the time of retirement that the records of retirees are generated. This account for the delay in the administration of their pensions.

2. At this time of electronic records management, the pension office, Ahmadu Bello University, organizes retirees' records manually.

5.5   Conclusion

From the findings of this study, it was concluded that storage and retrieval of retiree's records in pension office, Ahmadu Bello University, Zaria need to be improved, because, retirees suffered an inability to access their pension benefit, due to improper records storage and retrieval. Also, from the findings of the study, it was obviously understood that the types of retiree's records available in the pension office, Ahmadu Bello University, Zaria is only computation sheet, which is not supposed to be, the retirees records should be generate such as; : Dully finished annuity form (in triplicates) marked and stamp; original three (3) duplicates of calculation sheets; certified genuine duplicate of the state-of-the-art record of administration reflecting: Name of the official, date of birth, date of passage into administration, Date of first arrangement, date of last advancement, date of affirmation, record of move/secondment, Record of mate and youngsters; Notice of retirement and acknowledgment demonstrating obviously the powerful date; Evidence of (if appropriate): converging of administration and authority change of name; Statement of obligation or non-obligation given by the association (or leeway structure); Letter of organization (if there should be an occurrence of death); Departmental record (if there should arise an occurrence of death) and Three (3) identification size photo (or as

might be assessed from time to time). to enable the retirees to access their benefit. The findings of this study also revealed that pension office, Ahmadu Bello University, Zaria are not using electronic format for storage and retrieval of retires records.

5.6 Recommendations

Based on the findings the following recommendations are made as follows:

1. Computation sheet should not be the only records generated in pension office, Ahmadu Bello University, Zaria. Others records should also be generated such as pension form, certified true copy of the up –to- date of service, statement of indebtedness or non-indebtedness, letter of administration, and departmental file for effective and efficient storage and retrieval of Retiree's records.

2. Receiving of staff file in the pension office, should be the only way of generating retirees records, it should be created also in the pension office to avoid missing of retirees records.

3.   A part from staff files in records office each and every employee supposed to have another file in pension office, and also the file should be updating annually by the staffs of pension office, A.B.U Zaria, for easy and immediate processing of retirees benefit.

4. Retirees' records should be store electronically by staffs of pension office, A.B.U Zaria, for safer storage not using only manual format.

5.   More storage equipment to include: computer and its facilities, carton, free acid box and shelves should be provided management of A.B.U Zaria, in large quantity to the retiree's records in pension office, Ahmadu Bello University, Zaria for proper storage.

6. There should be a provision of electronic records retrieval devices by the management of A.B.U Zaria, which include: electronic catalogue, electronic index and electronic registers for retrieving of retirees records appropriately.

5.7 Suggestion for further study

1. Assessment of Retiree's Records filling system in pension Office, North East Universities in Nigeria.

2. Assessment of Retiree's Records   Organization in North West Universities in Nigeria.

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DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

AHMADU BELLO UNIVERSITY, ZARIA, NIGERIA

Vice Chancellor: Professor Ibrahim Garba, B.Sc. (Hons) Geology, M.Sc, (Mineral Exploration) ABU, Ph.D Geology (London), D.I.C., FNMGS
Ag. Head of Department: Dr. Mohammed Habibu, NCE, BLIS, MLIS, Ph.D (ABU)
e-mail: lis@abu.edu.ng   Tel: 08174568401/09033706347

P13EDLS8171

22nd July, 2017

The Officer in-charge,
Pension Office,
Ahmadu Bello University
Zaria.

Dear Sir,

INTRODUCTORY LETTER: ANAS SANI

This is to certify that ANAS SANI with Registration Number P13EDLS8171 is a Postgraduate Student in this Department. He is currently engaged in a research titled "**Management of Retiree Records for Storage and Retrieval in Pension Office, Ahmadu Bello University Zaria**". We would be grateful if you could kindly give him the assistance he requires for conducting the research work successfully.

Thanks for your cooperation.

Yours sincerely,

Dr. Habibu Mohammed
Head of Department

APPENDIX 2

Questionnaire

Department of Library and Information,

Science

Ahmadu Bello University, Zaria

Date……………………….

To whom it may concern

Dear Respondent

Request for completion of questionnaires

I am a master's student in the above department conducting a research on the topic titled. "Assessment of Retiree's Records Management for Storage and Retrieval in the Pension Office Ahmadu Bello University, Zaria" as a partial requirement for the award of Masters Dgree in Archives and Records management (MARM).

Please read the statement contained in this questionnaire, the information requsted is purely for research purpose. Please help to respond honestly to the questions. All information given will be treated confidentially.

Thanks for your cooperation.

Yours faithfully,

Anas Sani

P13EDLS8171

08036844909, 08021154133

Anassani8171@gmail.com

SECTION A: Demographic Information

General instructions: Tick [　]

1. Identify the highest qualification you obtained

(a) Primary school certificate　　[　]

(b) Secondary school certificate　[　]

(c) Diploma certificate / NCE　　[　]

(d) First Degree / HND　　　　[　]

(e) Masters / PGDE　　　　　[　]

(f) Doctorate / PhD　　　　　[　]

(g) Other please specify ……………………….

SECTION B: TYPES OF RETIREE'S RECORD GENERATION

(2) What types of Retiree's records are generated in your unit? Tick as many as applicable

(a) Pension form　　　　　　　　　　　　　　　[　]

(b) Computation sheets　　　　　　　　　　　　　[　]

(c) Certified true copy of the up to date records of service　[　]

(d) Notice of retirement and acceptance　　　　　　　[　]

(e) Statement of indebtedness or non indebtedness   [   ]

(f) Letter of administration   [   ]

(g) Departmental file   [   ]

(h) All of the above   [   ]

(i) Others please specify …………………………………

SECTION C: HOW RETIREES RECORDS ARE GENERATED

(3) How are retirees records generated in your unit?

(a) Manual opening of file   [   ]

(b) Receive of file   [   ]

(c) Both by manual opening of file and receive of file   [   ]

SECTION D: FREQUENCY OF RETIREE'S RECORDS GENERATION

(4) How frequent are records generated in this unit?

(a) Daily   [   ]

(b) Weekly   [   ]

(c) Monthly   [   ]

(d) Annually   [   ]

(e) At the time of retirement   [   ]

SECTION E: FORMAT OF RETIREES RECORDS ORGANIZATION

(5) How retiree's records are stored?

(a) Manually   [   ]

(b) Electronically   [ ]

(c) Both   [ ]

SECTION F: EQUIPMENT USED IN STORING RETIREE'S RECORDS

(6)What equipments used in storing retires records?

     (a) Use of shelves   [ ]

     (b) Use of cabinet   [ ]

     (c) Use of computers   [ ]

     (d) Use of Digital camera   [ ]

     (e) Use of carton   [ ]

     (f) Use of free acid box   [ ]

     (g) Other please specify ……………………..

SECTION G: RECORDS RETRIEVAL DEVICES

(7)What records retrieval devices are used?

(a) Records guides   [ ]

(b) Print lists   [ ]

(c) Simple list   [ ]

(d) Print catalogue   [ ]

(e) Electronic catalogue   [ ]

(f) Electronic index   [ ]

(g) Electronic registers   [ ]

(h)