CHALLENGES OF RECORDS MANAGEMENT FACED BY SECRETARIES IN THE ERA OF INFORMATION AND COMMUNICATION TECHNOLOGY IN UNIVERSITY OF BENIN, EDO STATE

BY

CHUKWUKA, MERCY IFEOMA

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A PROJECT SUBMITTED TO THE DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT, SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY, AUCHI POLYTECHNIC, AUCHI, IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF HIGHER NATIONAL DIPLOMA (HND) IN OFFICE TECHNOLOGY AND MANAGEMENT

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CERTIFICATION

We, the undersigned, hereby certify that this project was carried out by **Chukwuka, Mercy Ifeoma**, with Matric. No. **ICT/221200460** of the Department of Office Technology and Management, Auchi Polytechnic, Auchi.

We also certify that the project is adequate in scope and quality in partial fulfillment of the requirements for the award of Higher National Diploma (HND) in Office Technology and Management.

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DEDICATION

I dedicate this project work to God Almighty my Creator, my Strong Pillar, my Source of Inspiration. He has been the source of my strength throughout this programme and his wings only have I soared.

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ABSTRACT

The Challenges of Record Management in the Era of Information and Communication Technology Faced by Secretaries in University of Benin, Edo State is the focus of the study, Relevant literature were reviewed in line with the existing guidelines, using APA style. In the course of carrying out these study, four research questions were formulated to provide direction for the study. Survey research design was used. The population of this study is 275 and a sample size of 120 was used while sample random technique was used to select the respondents. The questionnaire was the instrument used to collect the data. Simple percentage was used to analyze the data collected. The study reveals amongst others that the use of unprofessional record managers and poor installation of ICT related facilities are core challenges militating against records storage. The study recommended amongst others that University of Benin should constantly be involved in the development of ICT for both staffs and students.

CHAPTER ONE

INTRODUCTION

Background to the Study

In every profession, there is lot of challenges facing the staff depending on their professional fields (Sehgal, 2012). For instance in higher institutions the challenges facing them both males and females workers is that most of them feel cheated, when they are talking about the hierarchy People that are controlling them feel they are higher than them. In banks, there are lot of challenges facing the workers, some managers feel that those who are under their care are not good. They feel the other workers are not qualified to work with them (Assaf and Alswalha, 2013). In any establishment, the secretary is seen as a key factor to other personnel in an organization. It is quite impossible to by-pass the secretary to other executives; hence the role of the secretary cannot be over-emphasized. A secretary has been given so many titles as pillar, mirror and skeletal structure of an establishment (Carruthers *et al.,* 2010).

In a lay man's language, a secretary is one who assist the boss in taking down the minutes of the meeting, writing letters, filling incoming and outgoing correspondences of an organization (Agomuo, 2015). A secretary should relate the functions of the office to the whole organization. she should appropriate action independently when accurate records of proceedings and relieves executive of various administrative details, co-ordinates and maintains effective office procedure set by employer, establishes and maintain harmonious working relationship with superiors, co-workers subordinates, customers and clients and suppliers (Solomon *et al.,* 2012). A secretary is the principal administrative support position in an office and increases the effectiveness of program staff by coordinating the paper flow of the office and carrying out the day-to-day administrative support activities required to accomplish the work of the organization (Suwati *et al.,* 2016). The tasks which the secretaries perform fall into four broad categories; communication, coordination, organizations and

records maintenance. Within these categories, Secretaries perform a variety of tasks which enable managers and staffs to accomplish the mission of the agency.

Thus, information technology and an ultimate fully electronic office is fast becoming a reality. In effect, information and communication technology pose a lot of challenges to secretaries (Ezenwafor and Okeke, 2010). The impact of technological improvement in the office demands that the development of a successful secretarial career today depends of upon the secretary to acquire information and communication technology (ICT) based skills and expertise as well skills required for each category of staff (Anderson and Glen, 2013). It is pertinent to say that, despite the facts that secretary has many roles to play in the management of any organization, so also there are many challenges and problems facing the secretary which may affect the proper running of an organization, especially the female secretaries. These problems may range from interpretation of words, tact's in handling of office routines, inability to tackle complex situation, gender, and lack of general secretary skills to enhance efficiency (Afshan *et al.,* 2012).

Therefore, a female secretary needs to have good basic educational background and experience. In addition, a female secretary should have good secretarial skills in shorthand, typewriting, she must be computer literate and sound knowledge of English Language and practical experience of office works since a female secretary is expected to ease the burden of her boss whose work and responsibilities make heavy demand upon her (Carruthers *et al.,* 2010).

Statement of the Problem

In today's office, traditional job like filing, keyboarding, treatment of incoming and outgoing mail and other clerical activities have now learnt themselves to Automation. Attention is now shifting from the usual traditional secretarial skill to a more modernized practice. The central focus of this study is to address the challenges of information and communication Technology that modern secretaries face.

Secretaries are integral part of any organization. They are the wheel upon which the activities of the office rotate. Information passes across them every minute. As a result it behooves them to acquire the skills and competences for modern information processing by taking the advantages which new technology has provided. In spite of the huge opportunities presented by technology, public organizations are without modern equipment as a result of management lack of support in the acquisition of modern equipment (Odesanya *et al.,* 2014). The secretaries on the other hand, seem to exhibit conservative attitude by dragging feet in personal development of acquiring skills needed for modern organization. New technology which has to do with the utilization of computer systems and software, and other internet facilities in service delivery seems to have presented some huge challenges to the secretaries. This is why the study was conducted to investigate the challenges facing secretaries in utilizing new technology in selected public organizations.

The fact that educational records are very vital in the management of educational institutions, it is disheartening to observe that many Nigerian Tertiary Institutions do not take record keeping seriously and most of their essential records are badly stored and are not properly secured. As a result of this, cases of lost or misplaced documents as well as butchered or incomplete files become a common occurrence in these institutions by some secretaries (Anderson and Glen, 2013). This is a bane of the Nigerian higher educational system as not only affect the smooth, effective and efficient running of the schools, but grossly affects staff and students who often need such records for important purposes. Application and services of information and communication technology are integral to any meaningful development in the education sector in all respects including record keeping (Fadare, 2014). Thus, the efficiency of employing ICT systems in record keeping may be seemingly difficult if the basic challenges of ICT are not addressed.

It is against this background that this study focuses on the challenges of records management in the era of information communication technology using University of Benin as a case study.

Purpose of the Study

It will be of great importance to practicing secretaries, employers of labor, managers researchers, governments and trainers of secretaries to know the various challenges faced by secretaries on information and communication technology.

The study will analyze its differences and major challenges pose by each of them. It will also provide strategies for the employers and organizations on how they can develop secretaries and what they can embark upon for updating secretaries' skills to meet the challenges of modern information systems and equipment's.

The purpose of this study is to examine the challenges of records management in the era of ICT. Specifically, the study is:

i.   To find out the challenges encountered in the retrieval of record.

ii.   To examine the extent to which information and communication technology has improved the retention of records in organizations.

iii. To examine the challenges involved in the storage of records.

iv.   To examine the place of information and communication technology (ICT) in record management to organizational growth.

Research Questions

The following questions were propounded to guide the researcher in the course of the study;

i.   What are the challenges encountered in the retrieval of records?

ii.   To what extent has information and communication technology improved the retention of records in an organization?

iii. What are the challenges involved in the storage of records?

iv.   What are the places of information and communication technology (ICT) in record management to organizational growth?

Significance of the Study

It is hope that by the end of this research work, the researcher would identify the major challenges of information and communication technology to modern secretaries and thus: identify strategies for secretaries to meet these challenges. Increase public awareness in information and communication technology as it concerns secretarial staff. Encourage organizations on the training of their secretarial staff in the area of information and communication technology to enhance efficiency and effectiveness in their duties.

Scope of the Study

This study is limited to the challenges of record management in the era of information communication technology with a particular reference to University of Benin, Edo State.

Operational Definition of Terms

Records: Document that memorizes and provide objectives evidence of activities performed, event occurred, results achieved or statement made.

Records Management: An organizational function devoted to the management of information in an organization throughout its life cycle, from the time of creation or inscription to its eventual disposition.

Challenges: The initial obstacle or problems faced in the execution of plan or project in an organization.

Organization: An organized group of people with a particular purpose, such as a business or government department.

Information and Communication Technology: An extensional term for information technology (IT) which stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals), computers as well as necessary

enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.

CHAPTER TWO

LITERATURE REVIEW

This chapter deals with the review of related literature under the following sub-headings:

- Brief History of University of Benin

- Definition of Records Management

- Information and Communication Technology and Records Management

- Records Management and University of Benin

- Challenges of Records Management in Era of ICT in University of Benin

- How to Cope with those Challenges Faced

- Summary of Literature Reviewed

Brief History of University of Benin

The university was founded in 1970 and is located in Benin City, Edo State, Nigeria. The university is accredited and recognized by the National Universities Commission (NUC). University of Benin (UNIBEN) offers courses and programs in several areas of study and awards higher education degrees such as bachelor degrees, master degrees, and doctorate degrees. It started as an Institute of Technology and was accorded the status of a full-fledged University by National Universities Commission (NUC) on 1 July 1971. In his Budget Speech in April 1972, the then Military Governor of Mid-Western State, Col. S. O. Ogbemudia (then also Visitor to the University) formally announced the change of the name of the Institute of Technology to the University of Benin. The optometry programme was also founded (established) within the Faculty of Science in 1972 under the headship of Dr. Paul Ogbuehi (department of Physics). By 1976, the Optometry programme in UNIBEN had on its faculty qualified professional with practice licenses from Canada, England, and the United States of America. The programme had a faculty-student ratio of 2:1, many from College of Medicine

and Medical Sciences earned its accredited On 1 April 1975 the University at the request of the State Government was taken over by the Federal Government and became a Federal University.

Following NUC's directives, the University experimented with the Collegiate System in 1991/1992 and 1992/1993 sessions. However, in the light of new developments, the University reverted to the Faculty System except for the Schools of Medicine, Dentistry, Basic Medical Sciences, and Institute of Child Health which reverted to the Collegiate System in August 1999, with a Provost as its administrative head. The institution presently has various faculties which include College of Medical Sciences (which has three Schools: Basic Medical Sciences; Dentistry and Medicine; and the Institute of Child Health).

In January 2006, the Federal Government approved the take-off of the College of Petroleum and Gas Engineering of the University of Benin at Effurun, near Warri, in Delta State, with the initial population of 100 students in two departments; Petroleum Engineering and Gas Engineering. The University offers courses at various levels: Postgraduate, Undergraduate, Diploma, and Certificate. Presently, the total student enrollment stands at over 40,000 made up of both full-time and part-time students shared among the various Faculties. The dean of students of University of Benin is **Prof Francis E. U Osagiede**. A professor from the department of Mathematics, University of Benin (UNIBEN) is a public research university located in Benin City, the estimated population of students is around 77,000, while the departments are; English and Literature, Foreign languages, Fine and Applied arts, Linguistics and African languages, Philosophy and Religions, Theatre arts and Mass communication, Animal Science, Agric Economics and Extension Services, Crop Science, Fisheries, Food Science, Social Science, Civil Engineering, Computer Engineering, Chemical Engineering, Electrical and Electronics Engineering, Mechanical Engineering, Production Engineering, Petroleum Engineering, Architecture, Geomatics, Surveying, Estate Management, Adult and Non-formal Education, Curriculum and Instructional Technology, Human Kinetics and Sports

Science, Education Evaluation and Counselling Psychology, Educational Foundations, Health, Safety and Environmental Education, Vocation and Technical Education, Accounting, Actuarial Science, Business Administration, Banking and Finance, Human Resources, Entrepreneurship, Marketing, Insurance, Optometry, Biochemistry, Plant Biology and Biotechnology, Environmental Management and Toxicology, Business Law, Public Law, Private and property law, Jurisprudence and International law, Clinical Pharmacy & Pharmacy Practice, Pharmaceutical Microbiology, Pharmaceutical Chemistry, Pharmacology, Pharmacology & Toxicology, Pharmaceutics & Pharmaceutical Technology, Geology, Physics, Chemistry, Mathematics, Computer Science, Economics and Statistics, Public Administration, Political Science, Social Works, Sociology and Anthropology, Geography and Regional Planning, School of Basic Medical Sciences, School of Dentistry, And the School of Medicine, Institute of Child Health, Nursing Sciences, Radiography, Physiology, Physiotherapy, Medical Laboratory Science, Preventive Dentistry, Periodontics Dentistry, Oral Surgery and Pathology, Oral Diagnosis and Radiology, Restorative Dentistry, Surgery, Mental Health, Morbid Anatomy, Ophthalmology and Orthopaedics & Traumatology.

In 1985, Grace Alele-Williams became Nigeria's first female Vice-Chancellor when she was appointed to head the University of Benin. She served as its Vice-Chancellor until 1991. The University collaborates with other universities around the world and with both local and international bodies such as Ford Foundation, UNCF (United Negro College Fund), RMRDC (Raw Materials Research & Development Council of Nigeria) amongst others in the areas of Agriculture, Public Health and Engineering.

Concept of Secretary

Many definitions have been given to the word ''secretary''. Some people refer to the secretary as a typist, others refer her as a part of the clerical team in an office, some other people see secretary as a receptionist and some the ''mind'' of the boss.

According to Okoro and Agholor (2014), a secretary is an important officer in any establishment, who is sometimes regarded as the life wire of an organization, adding that the contribution and effectiveness of a secretary can either enhance or diminish the efficiency and effectiveness of an organization.

Ojohwoh (2014), described the secretary as the office manager and the administrative officer who co-ordinates and manages both the human and material resources of an organization. The secretary can be seen as a vital link in any organization and one who is in charge of the daily clerical and administrative activities in the organization. She exercises initiative, judgement and makes decision within the scope of here assignment, duties or authority. She also types letters, memos, and performs any other form of data entry into the computer or typewriter and brings out a mailable copy.

The Webster, New Collegiate Dictionary defines a secretary as ''a confidential employee, one employed to handle correspondence and mange routine and detail work for a superior, a business concern, organization, or society; one responsible for its record and correspondence, officer of state who superintends a government administrative department. Funk and Wagnol Standard Desk Dictionary defines a secretary as ''a person employed to deal with correspondence, keep records and handle clerical business for an individual, business or committee''.

A secretary, therefore, can be defined as an official person who takes charge of the correspondence, record and other business documents of the organization, plus other effective management of modern office devices (Gambari, 2013). There is no doubt that the duties of a secretary centered round information processing. The training needs of the secretary of the future will also change the pattern in order to reflect emerging expansion of information and Communication Technology. Secretaries' functions in organizations are very dynamic and

motivated in nature. Secretaries are being considered as the livelier of the organization. They are also as an indispensable tool in any organization.

Concept of Records Management

In order to define records management, the concept "record needs to be fully explored. A record is defined either in terms of the physical tangible format in which it appears, or in terms of the information it contains. It must be noted that records differ in format or size and have different contents, according to Olukemi and Boluwaji (2014), any definition of records is a pragmatic one. The definition changes with the passage of time and as the profession gets involved in more complex issues.

Ojohwoh (2014), defined a record as a document produced or received by a person or organization in the course of business and retained by that person or organization. Record as the memory of the organization, the raw material for decision-making and the basis for legal defensibility. Information captured in reproducible form that is required for conducting business. Okoro and Agholor (2014), stated that records are information created, collected or received in the initiation, conduct or completion of an institution or personal activity. Based on the above definitions, the concept record can be defined as the end product of the business activity through which the performance of employees can be measured and thus enforce accountability. It is created or received by employees as evidence in the course of their normal operation in an organization (Fadare, 2014).

ICT and Records Management by Secretary

In reference to ICT attitudes to record keeping Tshotio and Mnjama (2010), posited that records management have a strong degree of commonality and many complementary skills. ICT and record management are both concerned with the creation, storage, accessibility and security of digital information. However, where ICT assists in engineering and maintaining systems to manage an organization's information assets, the focus of records management is protecting, classifying and maintaining the authenticity of records, so that they remain

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accessible and function as evidence of the business conducted for as long as they are required to be kept. Information and Communication Technology (ICT) refers to any arrangement that is capable of capturing, storing, retrieving, manipulating, transmitting or receiving of information or data (Haliso, 2011). In a broad sense they include; television sets, bulletin boards, radio, record players, disc players, still camera, video camera projectors, computers, interactive white board, internet and the internet resources etc.

Rapid developments in information and communication technologies (ICTs) in recent years have resulted in significant changes in the way the world operates and communicates (Gambari, 2013). This in turn has had an impact on educational and training needs, both in terms of the content and the delivery of educational and training services, but also there has been increasing pressure on decision makers to acquire new technologies. Simultaneously, forms of ICT are multiplying with an increasing array of ICT options for decision makers to choose from when integrating ICT into education and training (Higgins and Moseley, 2011).

A record is regarded as any recorded data regardless of its format or medium created or received by any individual or organization and kept for, decision, policies, legal, function, transactions or evidential purposes (Seniwoliba *et al.,* 2017). Records are very critical in an organizational setup that it importance have been recognized beyond academic setting because of its information, research and educational value. This is because continuity depends on availability of useful records of past activities. The term 'record' derived its origin from the Latin word "recordari" meaning to be mindful of, or to remember (Abdulrahman, 2015). It refers to recorded information, regardless of form or medium, received and maintained by an agency, institution, organization or an individual. ICT can draw on the expertise of the records managers to ensure the right information is being captured as records are classified in a way that promotes their retrieval while protecting their sensitivities, and records are only kept for

as long as they are required to meet legal and business requirements and community expectations.

Advice from record keeping professionals in relation to these areas can help ICT professionals to reduce storage space and redirect dwindling resources to areas of need. In many public sector organizations, however ICT and record keeping professionals fail to recognize growing commonalities and opportunities for cooperation and continue to work independently. Some have openly hostile and combative relationships, often based on a mutual lack of understanding and sometimes exacerbated by physical separation in different programs and or locations.

Records are essential components of every business and organization. Business transactions and processes result to reports, documents, files, and contracts. Invoices, receipts, presentations, memos and letters are all too common in a business setting. Without a doubt, records are a big part of the corporate life and managing these records one of the building blocks for a transparent and credible organization (Bin Dost *et al.,* 2011). Effective records management practice takes it a step further in making a successful, operational business. Records management does not have to be a time or cost-intensive activity. In Nigeria, most ICT facilities are not sufficient to enhance quality service, even where it exist there are not sophisticated enough to stand the taste of time like the ones acquired in developed countries. Determine what records you need to have: Every organization needs certain records to function. However, according to Advanced Information Technologies, the volume of paper records doubles every 3.3 years. You need to determine what records you have to keep and what records can be tossed.

Take inventory to see what records you are keeping: An effective records-management program begins with an audit of every piece of paper and electronic file in your organization.

Secretaries should know what records they currently maintain before developing the records-management policy.

Create a document retention schedule based on legal requirements and business needs: The foundation of a records-management program is the retention schedule. Secretaries need to list every type of document they generate along with its life span. This process should be completed with appropriate legal, financial and business consultation.

Figure out the best way to store each type of record: In this day and age of technological options, there are a variety of ways of permanently storing records: paper, computer disks, ROM, microfilm, tape, etc. Secretaries may choose the storage solutions based on these considerations: space, cost, flexibility, safety and integrity.

Create a location for records storage: Just as there are various media for records storage, there are many locations for storing records: in work areas, a records department, a centralized internal location, or in an external location. Choosing a storage location will depend on how often and how quickly they need to access the records.

Develop appropriate security to protect records from damage, loss or unauthorized access: There is no getting away from the security and integrity in records management. This is another area often regulated by law.

Develop a procedure for archiving inactive records: Records management should be a routine part of the business operations. Records should be regularly evaluated for transfer to archive and long-term storage solutions. The transfer process should include a system to track the location of stored records.

Create a policy and procedure for destroying expired records: Few records need to be or should be kept permanently. They can be destroyed after a predefined period. In the course of doing business, records are created through a variety of government activities such as vehicle

registration, professional licensing, procurement contract transactions, general correspondence, and other external and internal business processes (Chaddha *et al.,* 2011).

Records capture information used to protect the rights and interests of governments, businesses and citizens and to preserve history and culture by documenting information about noteworthy people, issues, places, and events. According to Afshan *et al.,* (2012), most of these records are useful for a relatively short period of time and can then be destroyed. Some of the records will represent the agency's business record and need to be maintained for stewardship and public accountability purposes. Some records need to be preserved for many years, and a few should be preserved permanently to maintain the historical record. The challenge for public officials is to manage each of these types of records, making sure that those records with important information are preserved, while records that are no longer valuable are disposed of in an appropriate and legal manner.

The secretaries is the back-bone of any organization, thus, she is also important to the organization because of her ability to remain calm under extra-ordinary conditions of the work pressures and human demand (Ribeiro, 2012). This view of the secretary's functions are archaic one in view of the changes that have taken place in her training and her job, but one might ask "is there anything so unique about the secretaries and her ability in handling office records. Handling of office records by secretaries has always been a problem and secretaries have a serious role to play in organizing and preserving these records for the organization productivity.

Records Management and University of Benin

Keeping good records is vital for any business. To help manage the costs, whether it's for legal, regulatory or tax reasons, or simply to help manage and improve your business (Jiti, 2011). Collecting, storing and effectively analyzing your data is vital.

Keeping accurate and up-to-date records is vital to the success of any business. The business must realize that records kept will be one of the most important management tools it

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possesses and, therefore, it should be allocated due importance. Many business owners invest a lot of time and effort into the running of their business and yet fail to realize the importance of maintaining good documentation (Akpomi and Ordu, 2019). The business owner is looking for the maximum return from their investment and the maintaining of good records is part of that equation. For the business to achieve its success and profit, it is necessary for the scores to be kept, as it were.

Record keeping and management are integral part of the office activities because the major function of the office will be incomplete when data received are processed and disseminated without adequate safe keeping and easy retrieval. Record keeping and management have evolved from their manual process to electronic process because of information Technology (IT) innovation.

Information Technology (IT) has also made possible a completely new approach to the management of records and information system. The electronic file whether stored on a floppy disk or within the hard disk is replacing many paper based systems of record keeping managers and the secretarial staff are increasingly accessing files and records on their desktop computer monitors by fetching them out the main frame computers in the twinkling of an eye.

Keeping records is really like score keeping - if you went to a football game where no one kept the score, you would have to ask "what was the point of that whole exercise?" By keeping the score you are able to work out who is winning and whether you are winning at all. Many people do not know the "current score" of their own business because they have failed to realize the importance of keeping good and adequate records (Bullock and Colvin, 2015). Any record keeping system should be accurate, reliable, easy to follow, consistent as to the basis used and be very simple. Good record keeping is vital in regards to meeting the financial commitments of the business and providing information on which decisions for the future of

the business can be based. While the business maintains records to monitor and record its normal business activities, it is also necessary because of obligations under the taxation laws.

Therefore, accomplished records management skills and techniques form a most important part of a secretarial staff's repertoire today this is so, since development in electronic office automation are transforming the speed at which data may be stored and accessed and extending massively the amount of data which organization wish to retain and refer at intervals.

Challenges of Records Management in the Era of ICT in University of Benin

Management consultants often say that the key to improvement is setting adequate targets, or smart goals. In terms of record keeping it is the measure which is the key. Without adequate records it would be impossible to measure where you are and to keep track of your progress. Financial information such as costs, revenues and profits should be available from your accounting system (Akpomi, 2013). Information on what work you have done, for who and when should be readily available from your job management system, whilst customer information could be gleaned from your Customer Relationship Management (CRM) system if you have one.

Application and services of Information and Communication Technology (ICT) are integral to any meaningful development in any organization in all respects including record keeping. Thus the efficiency of employing ICT systems in record keeping may be seemingly difficult if the basic challenges of ICT are not addressed. Oshodin and Idehen (2007), identified poor installation of ICT related facilities, irregular electricity/power supply and poor maintenance culture, as problems facing ICT usage. Other problems facing the use of ICT in record keeping as adapted are as follows:

The non-existence of basic and adequate physical facilities such as accommodation space for computers with internet connectivity, electric generators and adequate furniture pose great problems in the usage of ICT for record keeping. There is shortage of expertise that can

handle the installation, operation and maintenance of ICT facilities. These areas are essential to the application of ICT to record keeping and management.

Information and Communication Technology (ICT) facilities are not within the reach of the average Nigerian due to the high cost of acquiring them. This is posing a barrier to easy restricted individuals' access of these facilities for record keeping purposes. Financial resources form a key to the successful implementation and integration of ICT in record keeping and management. The current level of funding of tertiary institutions by their owners and the decrease in budgetary allocation to the education sector is a major area of constraint to the provision of ICT facilities for record keeping and management.

This may pose a problem to record keeping since many academic and non-academic staff that ought to be using ICT facilities are not computer literate and therefore, fail to maximally enjoy the benefits offered by ICT in record keeping and management. Also many of the academic and non-academic staff have conservative attitudes and still maintain their old ways of doing things and resist change. Records are indispensable to the efficient and economic operation of organizations. They serve as organizational memory, the evidence of past events and basis for future action. When created, maintained and disposed of in a systematic and orderly fashion, records are tremendous assets to an organization. Records are invaluable. Keeping complete records from the beginning can save time and money. Records are also viewed as an important tool to ensure that obligations of an organization are met. Furthermore, they are also of value for reference and management decisions. Accuracy of records will also prevent excessive residues by ensuring that withdrawal time has been met.

A good records management system should be brief, understandable and easy to update. According to the Academy of Business Excellence Limited (2003), advantages of good records management are as follows: Records show whether sales are up to or down, which clients are spending and which are not and whether any changes are needed. Without adequate

documentation, making reliable business forecasts or looking back to see where an organization has been successful in the past is considerably more difficult.

All organizations rely on their financial statements to decide on future action. Financial statements are necessary when dealing with banks and creditor and also allow for quick and systematic access to information on assets, liabilities and equity related organization. Organizations receive money and property from a variety of source on a regular basis. By using accurate records, they can identify where their various receipts come from and separate non-business receipts from taxable income.

Without an adequate records management system, organizations would not be able to claim deductible expenditure. When tax falls due, it could be a loss, which could be particularly detrimental to organizations. Records are therefore of crucial importance to any organization's tax returns. They need to reflect the income, expenditure and credits that organizations note on their tax returns. Furthermore, keeping good records will ensure that organizations have accurate figures available for official inspection at all times.

Technological advancement has ushered in drastic changes in record keeping through the introduction of new office technologies and new methods of communication. Man is an embodiment of charge, his life circle is marked with different stages of metamorphosis which when it finally actualizes, adulthood is made. Secretarial profession, an inseparable bedfellow of management no exception. According to Chandrasekar (2011), who outlined some challenges faced by secretary in the aspect of record keeping in an organisation are lack of equipment, lack of fund, professional inequality, job satisfaction, working hour, salary and incentive scheme, promotion and social behaviour.

Challenges of Records Management in Era of ICT in University of Benin

In Nigeria, getting accurate and reliable data has been a difficult task. Agbaje (2012) pointed out that Nigeria institutions has been muddling without facts and figures in schools. Poor statistical system, many schools starved with competent teachers, ill-equipped and ill-

supplied facilities are products of poor record keeping in our school system. According to Nakpodia (2011) amongst the problems facing records management in schools are:

Transfer and Retirement of Officers: When an officer/school head with a particularly schedule of duty is transferred from one office or school to another without an immediate replacement with a competent officer, a gap is created. There is likely to be distortion in the flow of information and record management. In some cases, transferred officers may not carry out adequate handing over of records and other matters still pending. This lapse may apparently constitute a problem for the new officer who is now assigned his duty.

Inadequate Storage Space: This hampers effective record management. It is a common place to see files in piles from the floor up to the walls in many offices because of lack of space. Adequate provision is not usually made for storing files in some offices and schools.

Undurable and Bulky Materials for Records: Files used for keeping materials are usually made from inferior materials such as cardboard. Within a short period of handling the files, they begin to wear out. If such files are not replaced, materials or records in them can get lost. Also, planks susceptible to termites attack are often used as file racks, shelves and cupboards. These damage easily and results in dislocation of records.

Carelessness of Officers Handling the Records: At the school level, both the school heads and teachers do not keep records accurately. The most abused is the attendance register. They do not keep their diaries and record of workbook up-to-date. In some cases, when students withdraw or drop out from the school/class, teachers continue to mark them present.

Inexperienced Officers: Newly recruited officers who are left unindicted tend to gamble with movement of documents and files. Such officers can clit documents into wrong files or cabinets. At times the inexperienced officer may not be aware of the importance and urgency of a document thereby putting it in an irrelevant file.

Involvement of Manual Operations in Records Management: Manual operation of records can lead to misplacement of file, loss of vital document by unscrupulous officers. Officers often times feel hesitant to carry files from one office to another because of laziness or bulkiness and undurability of the files; hence, information may not get to the right place at the appropriate time.

Meaning of Office Automation

Many aspect of officer work has been automated to a greater extent. Office Automation means the configuration of all-electronic office machines and equipment needed for effective running of an office. A good secretary is expected to have the basic skills needed to operate those machines and equipment. Automation in any form is always aimed at high productivity which gives room for systematic changes and structural adjustments that new innovation has brought about. The end products of office automation include: Word processing, Telex services, Faxing, E-mail services, Telephone, Networking, Video conferencing, Intranet etc. it is expected that modern secretarial must be able to close up this technological gap created by improvement on office automation.

Electronic Mail Service: This is a system in which messages are communicated by electronic means rather than by paper based communication. it can also be referred to as an instant electronic message transfer facility that uses terminals such as personal computers telex terminals etc.

Telex Service and Delivery: Telex is a short form for telegraphic exchange. it is used to send and receive urgent messages in code form over a telegraph or telephone line.

The advert of IT has given a large boost to telex communications systems. As a result, the current telex equipment resembles a desktop PC rather than the outsize, heavy typewriter appearance of teleprinter. Today the telex machine, can store and recall keyed in text and messages, it can edit a text, send or receive messages.

Facsimile Transmission: This method of communication is popularly called FAX. This piece of office equipment uses scanning technique to need a photograph, diagram or text which is then converted into electronic signal capable of being transmitted over international telephone networks.

Networking: When micro computers (PCs) are linked by cables you will have what is referred to as network. That is, one of the PCs will be used as a central unit and is usually called the PCs. Networking allows all operators to access programmes and data stared on central located hard disks and to shard resources such as CPU and printers.

Internet: The internet is essentially a large number of connected computers. A computer on the internet can be located any where in the world. This means that you can communicate with someone who is connected over the internet no matter where that person lives. The internet contains several different type of information including e-mail, news-group and the world wide web. The computers are connected internationally to the internet via independent service providers (ISP). The service provider used by a business center can be called info web" with its location in various points and the server at the main office of the business center or organization.

The world wide web (WWW): This is a graphic interface based on a multimedia framework that makes it possible to have text, pictures, video and sound on the page to be accessed from the internet. To view files on be accessed from the internet. To view files on the web, you need web browsing soft ware. You use this software to view different location on the web which is known as web page. A group of web pages is a web site. The first page of a web sit of often called the home page.

Intranet: This is a small version of the net that is used with in a office. It is an ideal system for distributing information such as phone products listing and job openings.

Challenges of New Technologies in an Organization

Despite the huge benefits presented by new technologies secretaries are still facing some challenges in the performance of their duties (Odesanya *et al.,* 2014). The challenges are:

Inadequate or Lack of Modern Facilities and Equipment: The automated office uses sophisticated equipment which provides information faster. Nevertheless, it is expensive, making public organizations to provide few while using other obsolete machines to complement the effort of the secretary.

Constant Power Failure: Technological equipment used includes computers, projectors, scanners, printers, smart phones etc. These cannot be utilized without power supply. Constant power supply is therefore needed for the secretary to effectively perform and utilize the benefits of those technologies. Buttressing this, Umar (2019), asserted that electricity power has been erratic to allow for proper functioning of equipment in Nigeria.

Lack of Funds: Ojohwoh (2014), identified lack of funds to be another challenge affecting the acquisition of new technology equipment in some public offices, thereby impoverishing the office of the secretary for lack of equipment.

Lack of Training and Retraining: Lack of training of secretaries has become very difficult in the name of lack of funds. The inability of any organization to send their secretaries on training will hamper the acquisition of new skills and competencies needed for the operation of modern equipment (Okoro and Agholor, 2014). The invention of new technologies therefore calls for acquisition of new skills. As a result, training and retraining of secretaries is key to the utilization of new technologies.

Poor Knowledge of New Technologies: According to Olukemi and Boluwaji (2014), the design of OTM programme components appears to be responsive to a global initiative with an objective that portends new academic direction in favour of ICT. The objectives, theoretical and practical contents of the new curriculum are geared towards integrating graduates of OTM into the evolution of technology. Poor knowledge of utilizing new technologies in teaching

could affect efficient acquisition and of modern utilization of new technologies by students who in turn graduate to be secretaries. Onwukwe and Aliche (2012), asserted that lecturers are duty bound to help students acquire and develop needed skills and attitudes for employment by aligning curriculum with practice. The lack of those skills could also affect effective acquisition and utilization of new technologies which may render the secretary unemployable.

How to Cope with those Challenges Faced

The following strategies as advocated by Nakpodia (2011) may help reduce some of the constraints on record management in the school system.

Induction Courses: When new staff are recruited or school heads just promoted to leadership position, they should be trained in the management of records. They should also be made familiar with relevant offices, lines of communication, records available in each office and officers managing the offices.

Refresher Courses: Officers managing records who have spent up to 3 years on the job should be encouraged to attend refresher courses on record management. This can help to upgrade their skills.

Introduction of Computer Technology: Computer hardware and software should be gradually introduced into Nigerian school system for adequate storage, manipulation, utilization and retrieval of records. The use of computer technology will reduce the manual task of managing records.

Reduction in Size of Record Materials: The files and papers used for record management in the school system are often so wide and heavy that they occupy too much space. The size of files and papers should be reduced to half the present size. This could solve the problem of bulkiness of record materials.

Adequate Supervision and Inspection: The school head should endeavor to conduct periodic checking of stored records to ensure proper management practices amongst the staff

responsible for handling records. Adequate inspection of files and other storage facilities will help check missing of documents and improper filling of records materials.

They are the wheel upon which the activities of the office rotate. As a result, it behooves them to acquire the skills and competences for modern information processing by taking the advantages which new technology has provided (Olukemi and Boluwaji, 2014). In spite of the huge opportunities presented by technology, secretaries in public organizations are still facing the challenges of lack of modern equipment, power supply, unreliable internet connections etc.

Summary of Literature Reviewed

It can be noted that records are an indispensable tool in the process of decision making, planning and in general administration of an organization. Records are indispensable tools for determining the quantity and mix of human and material resources in an organization.

The emergence of information and Communication Technology (ICT) has given a new improved life to communication in the office, factory, banks, hospital, hotel, supermarket, and garage or at home. As information and communication technology (ICT) continues to expand in office across the nations, the role of the secretaries has greatly evolved. Office Automation and organizational restructuring have led secretaries to assume a wide range of new responsibilities once and reserved for managerial and professional staff. Secretaries now need to be provided with training and orientation, conduct research on the internet and learn to operate new office technologies. This will enable the secretary to work along with other staff and meet the challenges of modern office.

However, despite of the numerous benefits of record management in an organization, there are still many challenges associated with the management of records. A review of literature on the challenges associated with record management revealed some of the following challenges to include; Lack of basic and adequate infrastructures/ resources, lack of ICT technicians and personnel, inadequate funding and financial crisis, lack of basic Education and

ICT skills and interruption of ICT facilities by electricity and computers network failure during record keeping.

Secretaries are responsible for a variety of administration and clerical duties necessary to run an organization effectively. They serve as information charring house for an office, schedules an appointment, provide information to caller, organize and maintain paper and electronic file, manage project, and provide correspondent. Secretaries are aided in these tasks by a variety of office equipment such as computer, photocopier, and telephone systems. In addition, secretaries increasingly use personal computer to run spreadsheet, word processing, database management, desktop publisher, and graphic programs. Tasks previously handled by managers. Hence, this study has been designed to bring to light the veracity of ICT and the challenges and how a secretary could meet up with these challenges. Good records management systems will enable organizations to keep track of its progress, fundamental to the preparation of financial statements, reliable source to identify the source of income and acts as supplement to organizational memory.

CHAPTER THREE

RESEARCH METHOD

This chapter explains the procedures and methods used in collecting data for this study. The explanation is presented under the following sub-headings:

- Research Design

- Population of the Study

- Sampling/Sampling Technique

- Instrument for Data Collection

- Method of Data Collection

- Method of Data Analysis

Research Design

The research design used for this study was survey research design because of its reliability and flexibility. It also enables the respondents to express views without any fear or favour.

Population of the Study

The population of study is comprises of 275 secretaries in the entire academic and non-academic departments of University of Benin as shown in the table below.

Table 1: Population Distribution of Respondents

S/N	Faculty	Population
1.	Faculty of Arts (6 Departments)	22
2.	Faculty of Engineering (7 Departments)	19
3.	Faculty of Environmental Sciences (4 Departments)	8
4.	Faculty of Education (7 Departments)	14
5.	Faculty of Management Sciences (8 Departments)	26
6.	Faculty of Life Sciences (4 Departments)	8
7.	Faculty of Law (4 Departments)	8
8.	Faculty of Agriculture (6 Departments)	20
9.	Faculty of Pharmacy (6 Departments)	12
10.	Faculty of Physical Sciences (5 Departments)	25
11.	Faculty of Social Sciences (6 Departments)	22
12.	College of Medical Sciences (3 Departments)	16
13.	School of Basic Medical Sciences (5 Departments)	30
14.	School of Dentistry (5 Departments)	10
15.	School of Medicine (5 Departments)	21
16.	Estate and Works	5
17.	Bursary	9
	Total	**275**

Sample/Sampling Technique

The sample of the study is stratified random sampling technique which was used to chose the respondents as shown in table 2 below:

Table 2: Sample Distribution of Respondents

S/N	Faculty	Sample Size
1.	Faculty of Arts (6 Departments)	9
2.	Faculty of Engineering (7 Departments)	8
3.	Faculty of Environmental Sciences (4 Departments)	6
4.	Faculty of Education (7 Departments)	10
5.	Faculty of Management Sciences (8 Departments)	9
6.	Faculty of Life Sciences (4 Departments)	6
7.	Faculty of Law (4 Departments)	6
8.	Faculty of Agriculture (6 Departments)	6
9.	Faculty of Pharmacy (6 Departments)	9
10.	Faculty of Physical Sciences (5 Departments)	7
11.	Faculty of Social Sciences (6 Departments)	9
12.	College of Medical Sciences (3 Departments)	5
13.	School of Basic Medical Sciences (5 Departments)	7
14.	School of Dentistry (5 Departments)	7
15.	School of Medicine (5 Departments)	7
16.	Estate and Works	3
17.	Bursary	5
	Total	**120**

Instrument for Data Collection

      The questionnaire was the instrument used to collect data for the study. The instrument was in two sections and the data were obtained mainly from primary source, Section A deals with demographic data which were meant to provide information regarding sex, marital status, age, educational qualification, while Section B is connected with the challenges of record management in the era of information communication technology with a particular reference to University of Benin, Edo State.

Method of Data Collection

      Data were collected for this study with the use of questionnaires which were administered on the study participants. Data were also obtained from textbooks, journal, newspaper, magazines, internet services as well as projects of past students.

Method of Data Analysis

      The simple percentage method of data analysis was used to analyze data that were collected from the respondents. The data were analyzed in accordance with the response sought in the questionnaire to answer the four (4) research questions.

      The formula for the computation is;

$$\frac{\text{Number of Responses}}{\text{Total Number of Respondents}} \times \frac{100}{1}$$

CHAPTER FOUR

DATA ANALYSIS, FINDINGS AND DISCUSSION

Data Analysis

This chapter presents the data collected with the questionnaire. It also deals with the presentation of responses and interpretation of data obtained. This enabled the researcher to arrive at reasonable findings and discussion in order to make the necessary recommendations.

Based on the population of the study, the researcher administered 120 questionnaires to the study participants in the different faculties of the University of Benin. The entire copies of questionnaire administered were successfully retrieved.

Section A: Background Information of Respondents

Table 3
Sex Distribution of Respondents

Sex	Number of Respondents	Percentage (%)
Male	36	30
Female	84	70
Total	**120**	**100**

The table above shows the distribution of respondents according to sex variables. 36 respondents representing 30% are male while 84 respondents representing 70% are female. This shows that there are more female secretaries than male secretaries in the study.

Table 4
Age Distribution of Respondents

Age	No of Respondents	Percentage (%)
16-20 years	-	-
21-25 years	7	6
26-30 years	61	51
31 years and above	52	43
Total	**120**	**100**

The table above shows the age distribution of respondents. 7 respondents representing 6% are between the age of 21-25 years, 61 respondents representing 51% are between the age of 26-30 years while 31 respondents representing 43% are between the age of 31 years and above. This shows that there are more secretaries between the age of 26-30 years dominate the study.

Table 5
Marital Status of Respondents

Marital Status	Number of Respondents	Percentage (%)
Single	24	20
Married	96	80
Total	**120**	**100**

The table above shows the marital status of respondents. 24 respondents representing 20% are single while 96 respondents representing 80% are married. This shows that there are more married secretaries than single secretaries in the study.

Table 6
Occupation of Respondents

Educational Qualification	No of Respondents	Percentage (%)
Student	-	-
Academic Staff	15	12.5
Non-Academic Staff	105	87.5
Total	**120**	**100**

The table above shows the occupation of respondents. 15 respondents representing 12.5% are academic staff, while the remaining 105 respondents representing 87.5% are non-academic staff. This indicates that holders of non-academic staff dominate the study.

Section B: Tabular Analysis of the Research Questions

Research Question One

What are the challenges encountered in the retrieval of records?

Research question one was tested using items 1, 2, 3 and 4 of the questionnaire as shown in the table below.

Table 7
Tabular Analysis of Responses to Research Question One

S/N	Items	Variables	Responses	Percentages
1.	Secretaries faces different challenges while trying to access records.	Strongly Agreed	60	50%
		Agreed	30	25%
		Strongly Disagreed	20	17%
		Disagreed	10	8%
		TOTAL	**120**	**100**
2.	Some files are difficult to retrieve base on their sizes.	Strongly Agreed	50	42%
		Agreed	35	29%
		Strongly Disagreed	25	21%
		Disagreed	10	8%
		TOTAL	**120**	**100**
3.	Some files might not be accessible by secretaries due to their format of uploads online.	Strongly Agreed	67	56%
		Agreed	39	33%
		Strongly Disagreed	10	8%
		Disagreed	4	3%
		TOTAL	**120**	**100**
4.	Secretaries encounter difficulties while retrieving files due to lack of modern office equipment's.	Strongly Agreed	70	58%
		Agreed	26	22%
		Strongly Disagreed	14	12%
		Disagreed	10	8%
		TOTAL	**120**	**100**

Item 1 in table shows that 60 respondents representing 50% strongly agreed that secretaries faces different challenges while trying to access records, 30 respondents representing 25% agreed, 20 respondents representing 17% disagreed while the remaining 10

respondents representing 8% disagreed. This analysis shows that secretaries do come across different challenges while trying to access records.

Item 2 shows that, 50 respondents representing 42% strongly agreed that some files are difficult to retrieve base on their sizes, 35 respondents representing 29% agreed, 25 respondents representing 21% disagreed, while the remaining 10 respondents representing 8% strongly disagreed. It is clear from this analysis that these files might be difficult to retrieve base on their sizes.

Item 3 indicates that, 67 respondents representing 56% strongly agreed that some files might not be accessible by secretaries due to their format of uploads online, 39 respondents representing 33% agreed, 10 respondents representing 8% strongly disagreed while the remaining 4 respondents representing 3% disagreed. The analysis shows that of a true, some files might not be accessible by secretaries due to their format of uploads online.

Item 4 shows that, 70 respondents representing 58% strongly agreed that secretaries encounter difficulties while retrieving files due to lack of modern office equipment's, 26 respondents representing 22% agreed, 14 respondents representing 12% strongly disagreed while the remaining 10 respondents representing 8% disagreed. From the analysis it is obvious that secretaries do encounter difficulties while retrieving files due to lack of modern office equipment's.

From the analysis of items 1-4 above relating to Research Question One, it can be deduced that these secretaries encounter difficulties challenges during the process of retrieving and accessing files.

Research Question Two

To what extent has information and communication technology improved the retention of records in an organization?

Research question two was tested using items 5, 6, 7 and 8 of the questionnaire as shown in the table below.

Table 8
Tabular Analysis of Responses to Research Question Two

S/N	Items	Variables	Responses	Percentages
5.	Information and communication technology helps the modern day office to retrieve files/records at ease.	Strongly Agreed	61	51%
		Agreed	31	26%
		Strongly Disagreed	12	10%
		Disagreed	16	13%
		TOTAL	**120**	**100**
6.	Information and communication technology help an organization to manage their records in an ascending order.	Strongly Agreed	50	41%
		Agreed	11	9%
		Strongly Disagreed	33	28%
		Disagreed	26	22%
		TOTAL	**120**	**100**
7.	With the involvement of information and communication technology modern day office perform task at their own convenient.	Strongly Agreed	47	39%
		Agreed	18	15%
		Strongly Disagreed	30	25%
		Disagreed	25	21%
		TOTAL	**120**	**100**
8.	Information and communication technology help staffs in an organization to communicate with one another in terms of file sharing.	Strongly Agreed	40	33%
		Agreed	4	3%
		Strongly Disagreed	39	33%
		Disagreed	37	31%
		TOTAL	**120**	**100**

Item 5 shows that, 61 respondents representing 51% strongly agreed that information and communication technology helps the modern day office to retrieve files/records at ease, 31 respondents representing 26% agreed, 12 respondents representing 10% strongly disagreed while the remaining 16 respondents representing 13% disagreed. This analysis shows that

information and communication technology has helped the modern day office in order to retrieve files/records at ease.

Item 6 shows that, 50 respondents representing 41% strongly agreed that information and communication technology help an organization to manage their records in an ascending order, 11 respondents representing 9% agreed; 33 respondents representing 28% disagreed while the remaining 26 respondents representing 22% strongly disagreed. This analysis indicates that Information and communication technology do help various organization to manage their records in ascending order.

Item 7 shows that, 47 respondents representing 39% strongly agreed that with the involvement of information and communication technology modern day office perform task at their own convenient, 18 respondents representing 15% agreed, 30 respondents representing 25% disagreed while the remaining 25 respondents representing 21% strongly disagreed. This analysis shows that with the involvement of information and communication technology modern day office perform task at their own convenient.

Item 8 indicates that, 40 respondents representing 33% strongly agreed that information and communication technology help staffs in an organization to communicate with one another in terms of file sharing, 4 respondents representing 3% agreed, 39 respondents representing 33% while the remaining 37 respondents representing 31% disagreed. This analysis revealed that information and communication technology do help staffs in different organizations to communicate with one another in terms of file sharing.

From the analysis of items 5-8 above relating to Research Question Two, it can be deduced that Information and Communication Technology has greatly improved modern day offices and their staffs.

Research Question Three

What are the challenges involved in the storage of records?

Research question three was tested using items 9, 10, 11 and 12 of the questionnaire as shown in the table below.

Table 9
Tabular Analysis of Responses to Research Question Three

S/N	Items	Variables	Responses	Percentages
9.	Some challenges are based on insufficient space in the computer system.	Strongly Agreed	65	54%
		Agreed	25	21%
		Strongly Disagreed	23	19%
		Disagreed	7	6%
		TOTAL	**120**	**100**
10	Some of these challenges are lack of trained staffs running the day-to-day task of the organization.	Strongly Agreed	57	48%
		Agreed	25	21%
		Strongly Disagreed	22	18%
		Disagreed	16	13%
		TOTAL	**120**	**100**
11.	Some of the challenges of the storage of records are due to obsolete equipment's within the organization.	Strongly Agreed	60	50%
		Agreed	25	21%
		Strongly disagreed	18	15%
		Disagreed	17	14%
		TOTAL	**120**	**100**
12.	Some challenges arise when there are too much workload on the desk of the personnel (secretary).	Strongly Agreed	70	58%
		Agreed	25	21%
		Strongly disagreed	15	13%
		Disagreed	10	8%
		TOTAL	**120**	**100**

Item 9 shows that, 65 respondents representing 54% strongly agreed that some challenges are based on insufficient space in the computer system, 25 respondents representing 21% agreed, 23 respondents representing 19% strongly disagreed while the remaining 7 respondents representing 6% disagreed. Therefore, it is clear that some challenges are being encountered based on insufficient space in the computer system.

Item 10 shows that, 57 respondents representing 48% strongly agreed that some of these challenges are lack of trained staffs running the day-to-day task of the organization, 25 respondents representing 21% agreed, 22 respondents representing 18% strongly disagreed while the remaining 16 respondents representing 13% disagreed. This implies that most challenges are lack of trained staffs running the day-to-day task of the organization.

Item 11 shows that, 60 respondents representing 50% strongly agreed that some of the challenges of the storage of records are due to obsolete equipment's within the organization, 25 respondents representing 21% agreed, 18 respondents representing 15% strongly disagreed while the remaining 17 respondents representing 14% disagreed. Therefore, this analysis shows that some of the challenges of the storage of records are due to obsolete equipment's within the organization.

Item 12 shows that, 70 respondents representing 58% strongly agreed that some challenges arise when there are too much workload on the desk of the personnel (secretary), 25 respondents representing 21% agreed, 15 respondents representing 13% strongly disagreed while the remaining 10 respondents representing 8% disagreed. This simply indicates that challenges arise when there are too much workload on the desk of the personnel (secretary).

From the analysis of items 9-12 above relating to Research Question Four, it can be deduced that challenges arise when there are too much workload on the desk of the personnel (secretary), when the equipment's are obsoletes and so more.

Research Question Four

What are the places of information and communication technology (ICT) in record management to organizational growth?

Research question four was tested using items 13, 14, 15 and 16 of the questionnaire as shown in the table below.

Table 10
Tabular Analysis of Responses to Research Question Four

S/N	Items	Variables	Responses	Percentages
13.	Information and communication technology (ICT) has helped many organizations to grow in terms of performance.	Strongly Agreed	73	61%
		Agreed	26	22%
		Strongly Disagreed	16	13%
		Disagreed	5	4%
		TOTAL	**120**	**100**
14.	Information and communication technology (ICT) has also help modern day offices to organize and maintain records.	Strongly Agreed	61	51%
		Agreed	28	23%
		Strongly Disagreed	19	16%
		Disagreed	12	10%
		TOTAL	**120**	**100**
15.	Information and communication technology (ICT) can boost the morale of staffs working within an organization.	Strongly Agreed	53	44%
		Agreed	7	6%
		Strongly Disagreed	35	29%
		Disagreed	25	21%
		TOTAL	**120**	**100**
16.	With the use of information and communication technology (ICT), business and various transactions are usually made easy.	Strongly Agreed	70	58%
		Agreed	25	21%
		Strongly Disagreed	15	13%
		Disagreed	10	8%
		TOTAL	**120**	**100**

Item 13 shows that, 73 respondents representing 61% strongly agreed that information and communication technology (ICT) has helped many organizations to grow in terms of performance, 26 respondents representing 22% agreed, 16 respondents representing 13% disagreed while the remaining 5 respondents representing 4% strongly disagreed. This analysis indicates that information and communication technology (ICT) has helped many organizations to grow in terms of performance.

Item 14 shows that, 61 respondents representing 51% strongly agreed that information and communication technology (ICT) has also help modern day offices to organize and maintain records, 28 respondents representing 23% agreed, 19 respondents representing 16% disagreed while the remaining 12 respondents representing 10% strongly disagreed. This analysis shows that information and communication technology (ICT) has also help modern day offices to organize and maintain records.

Item 15 shows that, 53 respondents representing 44% strongly agreed that information and communication technology (ICT) can boost the morale of staffs working within an organization, 7 respondents representing 6% agreed, 35 respondents representing 29% strongly disagreed while the remaining 25 respondents representing 21% disagreed. It is clear that information and communication technology (ICT) can boost the morale of staffs working within an organization.

Item 16 shows that, 70 respondents representing 58% strongly agreed that with the use of information and communication technology (ICT), business and various transactions are usually made easy, 25 respondents representing 21% agreed, 15 respondents representing 13% strongly disagreed while the remaining 10 respondents representing 8% disagreed. It is clear that with the use of information and communication technology (ICT), business and various transactions are usually made easy.

From the analysis of items 13-16 above, it can be deduced that the introduction of ICT has significantly improved the efficiency of businesses and the modern day office operations.

Findings

Based on the analysis of data gathered through the use of the questionnaires which were administered to elicit the responses of the respondents, the following constitutes the findings of the research.

1. Inadequate ICT equipment and lack of ICT-Compliant personnel are the major challenges affecting record retrieval

2. Information and communication technology has greatly improved records retention in organizations

3. The use of unprofessional record managers and poor installation of ICT related facilities are core challenges militating against records storage.

4. The introduction of ICT has significantly improved records management

Discussion of Findings

This study revealed that inadequate Information and Communication Technology equipment and lack of ICT-Compliant personnel are the major challenges affecting records retrieval. Majority of the respondents attest to the fact that problems encountered range from poor installation and maintenance of ICT gadgets; to employment of non-ICT-compliant to manage records

It was also revealed that ICT has greatly improved records retention in organizations. Majority of the respondents agreed that ICT has helped them store sensitive record in the organization and that retrieval of such documents is done with little or no stress

This study revealed that the use of unprofessional record managers and poor installation of ICT related facilities are the core challenges militating against records storage. Majority of the respondents agreed that ineffective means of retrieving records can affect storage of records.

It was also revealed amongst others that the introduction of ICT has significantly improved records management in organizations. The respondents posited that ICT has greatly changed the pattern of students' records management.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Summary

Modern society depend much upon records. Business organizations, government ministries, Educational Institution and social institutions depends upon information for the existence. In the modern business offices in Nigeria, contracts, letters, memoranda, invoice, cheques, vouchers, price lists, catalogues, cost analysis statements, personnel reports constitutes records that have to be preserved for future references. Also, Educational institutes keeps records of their students names, address and even results of examinations taken either passed or failed, letters, transcript, reports, particulars of students. All these records should be kept in the most appropriate and convenient methods to fasten their retrieval when needed. All sorts of records are recovered by the institution working day.

Record keeping and management are integral part of the office activities because the major function of the office will be incomplete when data received are processed and disseminated without adequate safe keeping and easy retrieval. Record keeping and management have evolved from their manual process to electronic process because of information Technology (IT) innovation.

The research is based on the topic "Challenges of Records Management in the Era of Information Communication Technology" with a particular reference to University of Benin. In the course of the study, relevant literatures to the topic were reviewed and the questionnaires were administered on the studied participants to elicit their responses.

Based on the responses obtained and subsequent analysis made by the researcher the findings of the research are summarized as follows:

- Inadequate ICT equipment and lack of ICT-Compliant personnel are the major challenges affecting record retrieval in organizations.

- Information and communication technology has greatly improved records retention in organizations.

- The use of unprofessional record managers and poor installation of ICT related facilities are core challenges militating against records storage in organizations.

- The introduction of ICT has significantly improved records management in organizations.

Conclusion

There is no doubts that if these records are not properly taken care of, the whole records office space will be flooded with papers and there will be no working space kept. This situation will then give rise to problems in records management. Records management ensures that important documents of the institution are retained and protected against damage, loss and unqualified assessments. Un-important and useless ones should be destroyed or discarded.

It is not an over-statement to say that records play an important role in any establishment. The success and failure of any institution of higher learning therefore depends to a large extent on its ability to keep and maintain effective records management. In as much as management all over the world strives relentlessly to identify and protect the important papers and documents of the institutions, there is also a very important need to eliminate the useless papers with the least possible delay.

Secretaries are the key figure in any organization, they perform various task and they are ready to work. Various forms of harassment are been imposed on these females secretaries irrespective of their marital status by their immediate seniors or boss at their different place of work. The effects of office technologies on record keeping are keeping accurate records, serving as substitute for filling, reduction of time spent on data storage. also, it was discovered that office technologies help to speed up the storage of organization's data, in analyzing, comparing and evaluating organization records been kept for easily retrieval of document for

decision making. Record keeping occupies a strategic position in the efficient and effective management of the organization, record keeping must be guided by some level of confidentiality, proper maintenance security, preservation of the content and content etc.

Recommendations

Based on the findings of this study, the following recommendations were made to show Challenges of Records Management in the Era of Information and Communication Technology Faced by Secretaries in University of Benin, Edo State:

1. University of Benin should continually be involved in the development of ICT for both staffs and students.

2. Adequate infrastructures/resources should continually be made readily available by the management of the institution to records managers/personnel in their various departments.

3. Records managers/personnel should always be trained and retrained with the current advancement in ICT with better service delivery.

4. Records managers/personnel should be trained on the use of latest information technologies/gadgets for effective and efficient performances.

5. The institutions should provide more funds, to enable the institution acquire and install the necessary office technologies for record keeping. Since modern technologies equipment is productive, save time and energy, employing organization should acquire up to date with the modern machines in the market

6. Office technologies to various types such as computers, word processors machines, etc. should be made available in an organization. This would increase the proficiency and credibility of workers in order to maintain records.

7. The management should put office technologies into consideration when designing an office for a good record keeping in an organization.

Limitations of the Study

The researcher experienced some problems in the course of carrying out this research. The main point of the problem was time factor as it was not easy combining the conduct of this research work with other academic work, such as lectures and examinations at the same time.

The other factors include getting the full cooperation of the respondents in completing the administered questionnaire. Most of them were somehow reluctant as they felt that some of the information required of them are sensitive. This problem was however, solved after reported assurances that the study was meant for academic purpose only.

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<p align="center">**APPENDIX 1**</p>

Department of Office Technology & Management
School of Information & Communication Technology
Auchi, Polytechnic,
P.M.B 13,
Auchi,
Edo State.

18th October, 2022.

Dear Respondent,

<p align="center">**Letter of Introduction**</p>

I am a final year student of the above named Department, currently writing of a project titled **"Challenges of Record Management in the Era of Information Communication and Technology Faced by Secretaries".** This research questionnaire is designed to provide information which will help the researcher in the course of the study.

It is an academic exercise and it is in fulfilment of the requirements for the award of Higher National Diploma (HND) in Office Technology and Management.

Please note that every information provided shall be used for purely academic research and shall be treated as strictly confidential.

Thanks for your anticipated co-operation.

Yours faithfully,

Chukwuka Mercy Ifeoma
(Researcher)

QUESTIONNAIRE

Instruction: Please mark (X) in the box provided as appropriate.

Question on "Challenges of Record Management in the Era of Information Communication and Technology Faced by Secretaries"

SECTION A: Personal Data

1. **Sex:** Male { } Female { }

2. **Age:** 16-20 Years { } 21-25 years { } 26-30 years { } 31 years and above { }

3. **Marital Status:** Married { } Single { }

4. **Occupation:** Student { } Academic Staff { } Non-Academic Staff { }

Section B: Item Related to the Research Questions

S/N	Items	SA	A	SD	D
	What are the challenges encountered in the retrieval of records?				
1.	Secretaries faces different challenges while trying to access records.				
2.	Some files are difficult to retrieve base on their sizes.				
3.	Some files might not be accessible by secretaries due to their format of uploads online.				
4.	Secretaries encounter difficulties while retrieving files due to lack of modern office equipment's.				
	To what extent has information and communication technology improved the retention of records in an organization?				
5.	Information and communication technology helps the modern day office to retrieve files/records at ease.				
6.	Information and communication technology help an organization to manage their records in an ascending order.				

7.	With the involvement of information and communication technology modern day office perform task at their own convenient.				
8.	Information and communication technology help staffs in an organization to communicate with one another in terms of file sharing.				
	What are the challenges involved in the storage of records?				
9.	Some challenges are based on insufficient space in the computer system.				
10.	Some of these challenges are lack of trained staffs running the day-to-day task of the organization.				
11.	Some of the challenges of the storage of records are due to obsolete equipment's within the organization.				
12.	Some challenges arise when there are too much workload on the desk of the personnel (secretary).				
	What are the places of information and communication technology (ICT) in record management to organizational growth?				
13.	Information and communication technology (ICT) has helped many organizations to grow in terms of performance.				
14.	Information and communication technology (ICT) has also help the modern day offices to organize and maintain records.				
15.	Information and communication technology (ICT) can boost the morale of staffs working within an organization.				
16.	With the use of information and communication technology (ICT), business and various transactions are usually made easy.				