

**MANAGEMENT AND USE OF RECORDS IN MASS MEDIA
ORGANIZATIONS IN KANO STATE**

BY

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DECLARATION

I hereby declare that this work is the product of my own research efforts; undertaken under the supervision of Dr. A. A. Maidabino and has not been presented and will not be presented elsewhere for the award of a degree or certificate. All sources have been duly acknowledged.

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CERTIFICATION

This is to certify that the research work for this dissertation and the subsequent preparation of this dissertation by Ahmad Ameen Al-Deen Abubakar (SPS/11/MLS/00014) were carried out under my/our supervision.

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ABBREVIATIONS / ACRONYMS

AIT	–	African Independent Television
ARMS	–	Australian Record Management Standard
AV	–	Audio Visual
CD	–	Compact Disc
CD ROM	–	Compact Disc Read-Only-Memory
COM	–	Computer Output Microfilm
CTV	–	City Television
DAT	–	Digital Audio Tape
DLT	–	Digital Linear Tape
DVCAM	–	Advanced Metal Evaporated Tapes
DVD	–	Digital Versatile Disc
EFCC	–	Economic Financial Crime Commission
FOIL	–	Freedom of Information Law
FRCN	–	Federal Radio Corporation of Nigeria
ICA	–	International Council of Archives
ICPC	–	Independent Corrupt Practices and Other Related Offences Commission
ICT	–	Information and Communication Technologies
ISO	–	International Standard Organization
LAN	–	Local Area Network
LGAs	–	Local Government Areas
MINI DV	–	Mini Digital Versatile
MP3	–	Media Player
NARS	–	National Archives Records Management Best Practices Trade
NBM	–	Non-Book Material
NTA	–	Nigerian Television Authority
PH.D	–	Doctor of Philosophy
RDS	–	Radio Distribution Services
RTK	–	Radio Television Kaduna
SAA	–	The Society of American Archivist
SP	–	Short Play
SPSS	–	Statistical Package for Social Sciences
TV	–	Television
UNESCO	–	United Nations Educational, Scientific and Cultural Organization
USA	–	United States of America
VHS	–	Video Home System

ABSTRACT

This study was designed to find out the Management and Use of records in mass media organizations in Kano State. The objectives are to identify how these records are managed in terms of appraisal, accessioning, arrangement and description as well as preservation and conversation. Related literatures were reviewed. Cross sectional survey research design was employed in carrying out the research. The universe population of the study comprised of all the mass media houses in the state. The total numbers of all the staffs in the various media houses in Kano State were 931. Instrument used for data collection was Questionnaire, which was administered to the respondents comprising of administrative/records officers/managers, librarians, secretaries, journalists, editors, reporters, ICT experts, and regular users of records from the various departments in all the mass media organizations in Kano State. A total of 118 copies questionnaire were distributed to the custodian of records in mass media organizations in Kano State. Also, 181 questionnaires were used for different categories of staffs who are the regular users of records using Stratified sampling technique. 115 and 165 copies respectively were retrieved and found usable. Descriptive statistics using frequency, percentages and SPSS 16.0 version were used for the data analysis. The results of the analysis revealed that despite, indispensable value of records, several obstacles including poor retrieval finding tools, unqualified staffs, insufficient funding, poor facilities and storage equipment, lack of regular training of staffs were some of the factors affecting the proper management of records in mass media organizations in Kano State. There is, however general consensus among the staffs that if adequate funding, qualified staffs, appropriate storage equipment and facilities, digitization of records are provided, it can lead to better management and use of records.

CHAPTER ONE

INTRODUCTION

1.0

1.1 Background to the Study

The success of any organization depends to a reasonable extent, on how best records are managed in variety of formats and forms. Penn, Pennix and Coulson (1994) as cited in Makhura (2005), and King (1997) pointed out that many organizational transactions depend on the proper creation and maintenance of recorded information. The medium on which the recording of information could be done may be paper, microfilm, audiotapes, videotapes, photographs, slides, or any computer-readable medium, such as computer tapes or disks, compact disks and optical disks. Gold (1995) characterized an organization's management of its records as the 'corporate ... secret weapon' and 'the winning strategy' that gives the organization the competitive edge. Yet few organizations, including mass media, pay little or no attention to the management of this corporate resource. Despite the fact that information organizations (such as mass media) are continually being called upon to function in a business-like manner in order to be self-sustaining and to remain competitive, they overlook the enormous advantages that proper records management practices could contribute to the achievement of their objectives (Mnjama, 2002 and Procter, 2002).

Information is the knowledge that human beings perceive through one or more of their senses. It remains intangible until it is represented in a formal manner as data. When represented as data in a document, information can then be stored, communicated and used. Debons, Horne, and Cronenweth (1988) define information as “the cognitive state of awareness (as being informed) given representation in physical form (data). The physical representation facilitates the process of knowing.” On the other hand, Porat (1977) simply defines information as “data that have been organized and communicated.” As such Information is the key resource in our society. It is the resource which allows us to change and improve the society. Also, it is the resource which allows economic growth and greater social equality. Organizations including Mass media also recognize the significance of information as the key resource to the improvement and growth toward realising their set goals and objectives.

Information is important to any organization. Good and quality information can improve decision- making, enhance efficiency and allow organizations to gain competitive advantages.

Many organizations are continuously looking for solutions to effectively seek and handle information within their internal and external environments. Mass media organizations also need information and effective means of managing information in order to assess their strengths and weaknesses. Porter and Miller (1985) reported that one of the most important elements in competitive advantage is information. Some information are critical enough that it is crucial for organizations to identify and manage them using various means and tools such as Knowledge Management (KM) and Information Management (IM) and Record Management (RM) approaches.

The act of records keeping is not a recent phenomenon; it dates back to the early cave paintings. From that humble beginning, came the art of writing which greatly facilitated and still facilitates the process of information recording; from stone to clay tablets, to papyrus, to parchment and from paper to disk. The archives of this world have undergone a great transformation and have consequently served mankind in various aspects. Throughout history, attempts were made to record culture by people who saw the importance of preserving the knowledge and documents of their own civilizations. Preserving for posterity is that desire to index the essence of collective creations, craftsmanship, and enterprises found in the daily struggle to survive on earth. The degree and nature of this activity varied as did the civilizations, and deal with simple prehistoric cave painting to more sophisticated systems.

Record as carriers of information is increasingly being used as a corporate resource to improve productivity, efficiency and effectiveness. In support of the above statements, Penn, Pennix and Coulson (1994) defined records as any information that is recorded on any physical medium, generated or received by a business enterprise as evidence of its organisational functions, policies, procedures, operations, and internal or external transactions, and valuable because of the information it contains (as cited in Makhura, 2005). Mass media organizations generated and received such records on variety of physical and electronic media with the effort to improve production of information to the general populace and ensure efficiency in discharging their responsibilities as information providers.

The growing sophistication in administrative practices and the increasing complexity of the organization, together with the enormous expansion of the quantity of records produced, has made it necessary to introduce conscious management strategies for effective handling of records and

archival resources particularly in Mass media organizations. Interest in records management has arisen from different points of origin. In some cases the initiative has come from archivists whose main concern is the control of material passing out current record system into archival care. McKemmish (2005) views records management as concerned mainly with retirements of records from currency and their appraisal. In other cases the initiatives have come from organization and method or management advisory unit, whose main concern has been to regulate the flow of information and documentary media within the central offices. There may also be the cases where records management has begun with legal advisers, whose main concern has been to preserve and retrieve official documents.

The primary concern of any records management programme is to have efficient, effective, and economical management of records and information. Proper records management ensures that information is available when and where it is needed, in an organized and efficient manner, and in an appropriate environment. While the importance of records management might not be obvious to everyone, its impact on the ability of a mass media organization to function effectively is indisputable. In support of this, Shepherd and Yeo(2003) stated that it is only through the operation of a well-run records management programme that an organization (such as mass media) retains control of its corporate memory, which allows an organization, either public or private, to conduct business. Records management is more than retention, storage, and disposition of records. It entails all recordkeeping requirements and policies that allow an organization to establish and maintain control over information flow and administrative operations.

In the last five decades or so, the media and its influence on the societies, has grown exponentially with the advancement of technology. First there was the telegraph and the post offices, then the radio, the newspaper, magazines, television and now the Internet and the new media including palmtops, cell phones etc. There are positive and negative influences of mass media, which we must understand as a responsible people of a society (Marshall, 2004).

In discussing the influence of mass media on society it is imperative to explain the three basic functions of mass media provided by Mujtaba (2011); they are providing news/information, entertainment and education. The first and foremost function of the media in a society is to provide news and information to the masses, that is why the present era is some time termed as

the information age. People need news/information for various reasons, on the one hand it can be used to socialize and on the other to make decisions and formulate opinions. Entertainment would be the other function of the mass media where it is mostly used by the masses for amusement in present day hectic environment. Educating the masses about their rights, moral, social and religious obligations is another important function of mass media, which needs no emphasis. It is paramount to have effective management of records in mass media organizations so as to allow proper decision making and help people to socialise, instil moral and religious duties.

There are many types of mass media in Nigeria and the world in general. Each type plays an important role to the society. Hassam (2011) indicated that Mass media is a broad term under which includes everything or anything that conveys a message to the masses is included. From newspapers to books, from radio to television, from the mobile phones to iPods and to the Internet, all are included in the category of mass media. Though the term was coined in the 1920's when the radio and the television were revolutionizing the world into modern times, the concept of mass media is as old as the human civilization itself. The only difference is that the lives of the past people did not depend on the mass media like our lives do today. We cannot live without mass media as it surrounds us like a shadow.

Kano is one of the largest cities in Nigeria with an estimated population in 2007 of 9,848,885 people. The principal inhabitants of the city are the Hausa and Fulani people. Kano has been an important Islamic city of the West African Savannah for centuries. It has long been the economic centre of Northern Nigeria and centre for the production and export of groundnuts. Kano houses Bayero University, Colleges, Polytechnics and other higher institutions of learning. The state is well known for its culture, traditions, Kingdom and hospitality to its divergent populace. Its growing consciousness on education and knowing the vitality of information allowed the establishment of both private and government media organizations in the state.

In Kano today there are three (3) types of mass media organizations namely: Radio, Television and Newspaper. They contribute greatly in the area of mass communication, which has brought about political, social and cultural awareness and understanding among the people in the state and Nigeria at large. Apart from that, media also contributes in the educational and industrial sector because many of the companies in this state use the mass media to advertise their

products. With the trend of development, radio, television and newspapers have contributed to the quest of these groups of people for information which the media houses should strive to provide. The mass media also contributes in the public enlightenment programmes through mass literacy campaign which helps in raising the living standard of the people. The mass media also introduces agricultural and health programmes which help to introduce farmers to new methods of farming and better the healthy conditions of the people. These important roles played by media houses has inspired this study on how their record are manage and use by the staff for the benefit of the public people.

Since mass media are the simplest and quickest ways of communicating information, it is therefore very important to provide these bodies with access to records by providing well and effective record management programme that will ease retrieval of relevant information and this could only be done through well-equipped and trained mass media personnel. Hence, the need of studying ‘Management and Use of Records in Mass Media Organizations in Kano State’. This is because in listening to a radio or watching a television programme, literacy is not required – the sense of sight and hearing are the necessary requirements, therefore, this made these media a very rich source of providing information which could reach the greater majority of the population in both cities and rural areas, educated or illiterate. Moreover, they also provide this information in a language the people could understand better (Sunday Triumph, 1985).

The main objective of the study among others is to determine how records have been managed in mass media organizations, to identify the available resources for management of records in those organizations. To find out the extent to which the records are accessible for use. To determine the purposes for their utilization and to find out the extent to which they are utilized. Therefore in order to achieve such objectives, a Quantitative research methodology using Cross sectional design was employed.

1.2 Statement of the Problem

The importance of records in any organization for information dissemination cannot be overemphasized. However, different types of records in many organizations including mass media are not regarded as important resources that may influence the effectiveness of the institution. Although legislation regulating the management of records exists, there is ignorance on the part of certain officials, and that could have adverse effects on the performance of the

organizations particularly the Mass Media Organizations whose ultimate role is to provide accessibility and utilization of information and records (Morris, 2003).

For records to be effectively accessed, retrieved and efficiently utilized, they must be properly selected, organized and preserved. Ideally therefore mass media organizations are expected to manage the records they generate and/or receive for easy retrieval of information and dissemination to their divergent populace. Igwe (1995) stresses that for records to be effectively retrieved and efficiently utilized; they must be properly appraised, organized and preserved if they are to be useful as ingredients for decision making.

Accessibility of records in mass media organizations is paramount to the success of the organizations. Employees need information in order to carry out their official duties and responsibilities efficiently and effectively in a transparent manner. Records represent major sources of information and are almost the only reliable and legally verifiable source of data that can serve as evidence of decisions, actions and transactions in an organisation (Wamukoya, 2000). According to Northwest Territories (2002) as cited in Makhura (2005), the role of records management is to ensure that members of staff involved in different operations have quick access to information they need, when necessary.

Access to broadcast content is extremely difficult, because of its availability on proprietary formats like film and broadcast-standard videotape, which need special players, certainly unavailable to the general public and often unavailable even to other national institutions. Most of the content cannot be allowed to circulate in general. The major objective of the digital preservation of the broadcast records is the preservation for access (Singh, 2009). The typical problem of request for copies of tapes is another challenge, particularly when they come from broadcast companies. Also, when retrieving records, the time spent on searching for missing or misfiled records is non-productive. It has been estimated that staff spend as much as 10% of their time at work searching for information, a figure which could be improved upon through the timely removal of duplicate and unnecessary records, the standardisation of a filing system and the application of meaningful descriptions of information resources often referred to as metadata (Egbuji, 1999 and Gill, 1993).

Most organizations, as indicated above, were hampered by improper records generation, which in turn, resulted in poor utilization, insufficient record management resources that cause inconveniences in daily transactions in the organizations, lack of effective record management mechanisms which led to poor accessibility and realisation of organizational objectives.

In addition, a number of studies (Makhura, 2005; Mnjama, 2003 and Noonan, 2004) point to the fact that lack of effective records management in organizations can lead to poor accessibility, retrieval and utilization of the information content of records. These complex situations of poor accessibility to records can in turn affect the attainment of organizational objectives. Despite this fact, empirical evidence is lacking in regard to the management of records in mass media organizations in Kano State. This, in the reasoning of the researcher could constitute great setback in the entire information environment, and this necessitated an empirical investigation that would provide a suitable avenue for proper record keeping and retrieval.

A preliminary study conducted as a prelude to the main study (see report in Appendix A) has revealed the presence of the above assertion of poor record keeping in mass media organizations. This triggered the interest of the researcher to undertake this study, which seeks to create and enhance awareness and sensitize Mass Media staff of the fundamental role played by effective records management in fulfilling their mandate.

The dearth of reliable knowledge regarding the topic under investigation is considered by the researcher a problem worthy of investigation as to find and reveal the facts about the situation, to identify possible lapses in relation to the implications of record management in terms of accessibility, retrieval and utilization. Also to consider the possible recommendations to be offered based on the empirical evidence towards a better management of records in the mass media organisations in Kano State.

1.3 Research Questions

The research was carried out to seek answers to the following questions:

1. What types of records are generated by mass media organizations in Kano State in terms of:
 - i. Formats (print and electronic records)?
 - ii. Subject contents?

2. What procedures are employed for managing such records in these mass media organizations? in terms of:
 - i. Appraisal
 - ii. Accessioning
 - iii. Arrangement and Description
 - iv. Preservation and Conservation
 - v. Availability of records centres
 - vi. Care of electronic and other special records
3. What resources are available for the management of the records in these organizations? in terms of:
 - i. Funding
 - ii. Personnel
 - iii. Space/Accommodation
 - iv. Equipment
4. To what extent are the records accessible for use?
5. What are the purposes for the utilization of the records?
6. To what extents are the records utilized (benefits derived) by the mass media organizations under study?
7. What are the obstacle to their effective:
 - i. Accessibility? and
 - ii. Utilization in those organizations?
8. What measures are taken or could be employed to overcome the obstacles?

1.4 Research Objectives

1. To find out the types of records that are generated in Mass Media Organizations in Kano state in terms of Subject contents, formats (print and electronic records) etc.
2. To determine how the records are being managed in those organizations in terms of:
 - i. Appraisal
 - ii. Accessioning
 - iii. Arrangement and Description
 - iv. Preservation and Conservation
 - v. Availability of records centres
 - vi. Care of electronic and other special records

3. To identify the available resources for the management of records in those organizations in terms of:
 - i. Funding
 - ii. Personnel
 - iii. Space/Accommodation
 - iv. Equipment
4. To find out the extent to which the records are accessible for use.
5. To determine the purposes for their utilization.
6. To find out the extent to which they are utilized.
7. To identify the obstacle preventing effective accessibility and utilization of records in those organizations.
8. To suggest measures that can be employed to overcome some of the identified obstacles.

1.5 Significance of the Study

This research is hoped to provide mass media organizations with basic guidance for the creation, maintenance, preservation, and use of print, audio-visual and special records as part of their life-cycle management in mass media organizations. Due to their vulnerability to damage from poor storage and handling practices, the study is expected to come out with special measures that need to be followed to ensure the availability of records during the period they are needed to conduct agency business.

It is hoped that the findings will be of benefit to staff and particularly record managers who will, hopefully benefit from this investigation, as individuals responsible for the creation, maintenance, and use of records. Also, for other administrative officials responsible for the integration of records into records and information resources management programmes, the study would provide them an insight into records management, and how to make records accessible for utilization by users.

Similarly researchers, students and professionals will benefit from the outcome of the study as it could add to existing literature and bridge the perceived gaps. Researchers in this field and others could use this study for review and analysis. The study would stimulate further research and investigation with a view to enhancing proper management of records in mass media organizations.

The study will contribute immensely to the body of knowledge. Also, it will provide standard for the life-cycle management of long-term audio-visual and special records in Mass media organizations. Also expected is to include information on the disposition of several common categories of temporary audio-visual records which will hopefully serve as a little contribution to knowledge.

1.6 Scope and Limitations of the Study

The study is expected to be conducted within Kano State, one of the thirty six states in Nigeria. The state is geographically located in the North-Western zone and its area of jurisdiction is made up of forty four (44) local government areas. The scope of the study will therefore cover management (appraisal, accessioning, description, preservation and conservation), accessibility, retrieval and utilization of records in mass media organizations in Kano State.

In this research, the Mass Media organizations to be covered in Kano state include all television stations, radio stations and newspaper corporations. The scope of the study will cover management of records in the following Mass Media organizations in Kano: NTA Kano, ARTV Kano (CTV Kano), AIT and Ray power, Radio Kano Am &Fm, Radio Nigeria – Pyramid FM, Freedom Radio FM&Dala FM, Rahama FM, Wazobia FM, Express FM and Mahangar Arewa Newspaper.

The major limitation of this study is that, the researcher may not be able to investigate other relevant Mass Media organizations in the state such as Video centres, Internet providers and film broadcasters. Most of these organizations lack proper coordination and standardization in discharging their responsibilities. These inconsistencies and difficulties prevented the researcher to include them. For good representation and at the same time avoiding unnecessary duplicative effort, the scope of the study is limited to only television, radio stations and newspaper agencies within the Kano State.

1.7 Operational Definition of Research Terms

The following terms are defined as they are used in the study and its report:

ACCESSIBILITY OF RECORDS: This means the ease and conveniences of contact and consultations with records.

MANAGEMENT OF RECORD: Is a term used to refer to the way official records (correspondence, files, information etc.) are organized in such a way that they have meaning and can be used continuously by the users such as managers, records professionals, educational institutions, legal authorities and any other interested parties.

MASS MEDIA ORGANIZATIONS: A media is a place where information is acquired, stored, processed and disseminated to the public. Media organization generally has to do with all agencies whose aims and objectives are primarily the making available of information, whether in print or electronic, for the best use of patrons.

PRIVATE RECORDS: Private records are data that were not collected with the intent to conduct research, but instead exist for the purpose of collecting information on individuals for the individual's own sake.

PUBLIC RECORDS: Public record includes practically any type of information received or created during the process of official government business.

RECORDS: Documented evidence of an activity, that is, of an action undertaken by an individual or a work group in the course of their business, which results in a definable outcome.

RETRIEVAL OF RECORDS: Is the activity of obtaining relevant information from collections of records.

UTILIZATION: This is the exploration and effective use of information from records by stake holders for various reasons.

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CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This section of the study identifies and discusses various related literature to the topic under investigation. The researcher acknowledges that substantial literature has been produced in various forms such as books, journals, online resources etc. on the management of records and other related issues. However, the researcher observed limited literature on management of records in mass media organizations. As such, this study would attempt to bridge the gaps established at the end of the investigation. The literature review has been organized under the following sub-headings:

- i. Mass Media Organizations and their Significance
- ii. The Concept and Types of Organizational Records
- iii. Record Management and its Significance in Organizations
- iv. Record Management Procedures in Organizations/Mass Media Organizations
- v. Records Management Resources in Organizations/Mass Media Organizations
- vi. Accessibility of Records in Organizations/Mass Media Organizations
- vii. Utilization of Records in Organizations/Mass Media Organizations
- viii. Obstacle to Effective Access and Utilization of Records in Mass Media Organizations
- ix. Theoretical and Conceptual Framework
- x. Summary of Review and Uniqueness of the Study

2.2 Mass Media Organizations and their Significance

2.2.1 Definition of Mass Media

Mass media in its most generic form is used to denote a section of the media specifically envisioned and designed to reach masses, such as the population of a country. It became prevalent during the 1920s with the rise of nationwide radio networks, mass-circulation newspapers and magazines. The Mass Media include newspapers, television and radio broadcasting. The new addition to the concept of mass media is Internet media. These Internet media can include personal webpage, podcasts and blogs (Wright, 2009). He goes further to describe the context in which the media is used, as pointed toward the well-organized means and ways of conveying or disseminating the news, public opinions, various kinds and forms of

entertainment, and all other information relevant to citizens, through newspapers, magazines, advertising, feature films, radio, television, World Wide Web, books, CDs, DVDs and any form of publishing.

Concisely, the term mass media simply translates to the modern means of giving news, opinion, education, entertainment and agenda-setting to large numbers of people, especially through radio, television, newspapers, magazines and films. According to Dominick (2009), a medium is the channel through which a message travels from the source to the receiver (medium” as singular, media” is plural).

Therefore, mass media are the channels used for mass communication. The definition of mass media will not only include the mechanical devices that transmit and sometimes store the message (television cameras, radio microphones, printing presses) but also the institutions that use these machines to transmit messages. According to Moggi and Tessier (2001) a Media Vehicle is a single component of the mass media, such as a newspaper, radio station, television network, or magazine. In addition, Quinn (2007) stated that "Mass media" is a deceptively simple term consisting of a countless array of institutions and individuals who differ in purpose, scope, method, and cultural context including all forms of information communicated to large groups of people, from a handmade sign to an international news network. There is no standard for how large the audience needs to be before communication becomes "mass" communication. There are also no constraints on the type of information being presented.

Head and Sydney (2004) stated that mass media organization generally has to do with all agencies whose aims and objectives are primarily the making available of information, whether in print or electronic, for the best use of patrons. They are preoccupied with collecting, organizing, presenting and disseminating information. As it is, instances of such agencies could be in the form of electrically operated medium like radio, television and the print medium where printed information materials like the newspapers, magazines, periodicals, journals and indeed books in or outside libraries are found and used for information retrieval purposes. As Elaturot (1977) succinctly puts it, the term "media” are basically and physically carrier of information which could include books, periodicals, newspapers pamphlets and ephemeral audio materials, radio-visual materials, film materials, graphics etc.”

2.2.2 Types of Mass Media Organizations

There are basically eight different types of mass media: radio, television, film, books, sound recordings, newspapers, magazines and the Internet. Of course, these eight are not the only mass media that exist. Others are billboards, comic books, posters, direct mail, matchbooks and buttons. These eight media listed above have the largest audiences, employ the most people and have the greatest impact. People are also most familiar with these media (Held, 2000). Nowadays, the most commonly used media are newspaper, television, radio, and Internet. Be it the pictorial messages of the early ages, or the high-end technologically advanced media that are available today it is a task in itself to just imagine our lives without mass media.

For us to understand the mass communication media, it is important to look at the meaning of mass communication. It has been viewed as a process in which “professional” communicators use media to disseminate messages widely and rapidly in large and diverse audiences in attempt to influence them in a variety of ways. There is need to define which forms of communication should be considered as vehicles of mass media.

From the definitions, talking on the phone is not a form of mass communication because the audience is not large and diverse; usually there is only one person at each end of the line. Similarly, any situation in which life performers and audience can see each other directly in a theatre or church, at sports events or parade- is not example of a mediated communication.

The major mass communication media or agencies of mass communication therefore are print which comprise books, magazines, newspapers, fliers, newsletters, diaries, calendars, brochures, billboards, and posters among other. It also includes broadcast media (radio and television).

2.2.3 Significance of Mass Media Organizations

Mass media organizations contribute greatly in the area of mass communication, which has brought about political, social and cultural awareness and understanding among the people in Kano state and Nigeria at large. Apart from that, media also contribute in the educational and industrial sector because many of the companies in this state use the mass media to advertise their products. With the trend of development, radio, television and newspapers have contributed to the quest of these groups of people for information which the media houses should strive to provide. The mass media also contribute in the public enlightenment programmes through mass

literacy campaigns which help in raising the living standard of the people. The mass media also introduce agricultural and health programmes, which help to introduce farmers to new methods of farming and better the healthy conditions of the people.

Implicitly, there is boom in the information industry, with the radio and television studios, newspaper and magazine houses competing with each other to present the latest news or information to the society. Ibrahim (2003) opined that mass media organizations do have a role to play in this information age to acquire, process, organize, and provide proper access, use and dissemination of such varied information resources through various means and tools at the right time especially when there is good record keeping.

In his contribution, James (1975) stated that both TV and its counterpart radio have important roles in educational broadcasting. Both are rigorous today and both will undoubtedly continue to play vital roles in education. Television is the most powerful communication medium in the society. The tube is on for hours to disseminate various information resources to the larger populace. As such television has become a popular medium of communication. Becker (1972) is of the opinion that, nearly every one watches television regardless of sex, age, education or social status provided one can be free of regular duties and is near a television set. Similarly, according to Ibenedin (1985), the value of TV programmes (information resources) as a medium of communication is fast assuming a highly important position throughout the world. While Olusola (1985) sums the popularity of the *television* medium, there are over one million people watching television daily. Through the television, the library can become a production centre of local information as well as a training and production base for community resources. For instance, Mass Media staff can go into the community and seek for pieces of information required and if necessary edit the tape into final presentable production and this can be made available to people on demand, given the efficiency and effectiveness of the cable antenna television. Brigitte et. al. (1971) are full of hopes that *television and radio* would enable those residing in remote areas to receive their favourite programmes. Most importantly, it become a new tool by which mass media organizations reach both their regular clients and those presently un-served with special programmes tailored to their needs.

Afolabi (1987, p.1) has rightly observed that “*Newspaper* provides a kind of retrospective reference to assist in presenting current news in context. Newspaper agencies are agencies of

current information news as fresh and unpredictable as today's events". Prytherch (2000) defined *newspapers* as a "publication issued at frequent interval, usually daily, weekly or semi-weekly", newspapers are inarguably, one of the vital sources of primary data, especially about current affairs, recent history and local events. The context of newspapers, according to Salaam (2002) include news, opinions, advertisements, politics, the economy, sports and items of current, often local, interests.

At times, the media consciously attempt to inculcate values and behaviour in the audience. The radio and television usually portray in social responsibility advertisements or announcements the dangers of alcohol and over speeding. Recently, advertisements on cigarettes remind smokers that they were liable to die. Mass media can also transmit values by enforcing, social norms. People who make unguarded or tribalistic comments over the radio are usually sanctioned, suspended or even sacked. Dominick (2009) opined that "of all the mass media, television probably has the greatest potential for socialisation. By the time an individual is 18 years he or she will have spent more time watching television than any single activity except sleep."

Mass media is a tremendous source of information for individuals as well as society. Balaji (2010) identifies three societal significances of Mass Media, which include:

1. Mass Media Can Help in Change - Using mass media, people's attitudes and habits can be changed. For example, all of us have mistaken or wrong notions about various diseases like leprosy or HIV/AIDS. Majority of people think that by touching people suffering from these diseases they would be infected. One might have heard on radio or watched television programmes or read messages which tell us that by touching an HIV/AIDS patient we do not get infected. Similarly, for eradicating polio there are special programmes and messages disseminated through the media. They inform people about the need for giving polio drops to children and about the day that is declared a 'polio day.' Change would also mean things for the better. The concept of development of a country is again a matter of change, when old practices and equipment are changed and new, better and more efficient means are being used. The mass media play an important role in communicating this change. By giving the necessary information, and sometimes skills, the media can help bring about this change. One may ask how media

can impart skills. A mass media like television can demonstrate and show how things work practically.

2. Mass Media have made the World Smaller and Closer -The speed of media has resulted in bringing people across the world closer. Let us take an example. When you watch a football match between Nigeria and another country in Europe, Asia or North America, live on television, you feel you are part of the crowd in that stadium. Events, happy or sad, happening anywhere can be seen live. Sometimes we feel that the entire world is one big family. One might have heard the term “global village”. It means that the whole world is shrinking and becoming a village. Wherever people go to any part of the world, they see the same products such as soft drinks, television, washing machine, refrigerator etc. and the same type of advertisements. Similarly, the World Wide Web and Internet have brought people and countries much closer.
3. Mass Media Promotes Distribution of Goods - Mass media are used by the consumer industry to inform people about their products and services through advertising. Without advertising, the public will not know about various products (ranging from soup to oil, television sets to cars) and services (banking, insurance, hospitals etc.) which are available in the market as well as their prices. Thus mass media help the industries and consumers.

The above significances show how powerful the mass media are. By their very nature media and the media people meaning journalists of the print media, radio and television are quite powerful. So politicians, bureaucrats and the police look at them with apprehension. Generally they do not want to be in the media if the reports are not in their favour. If the media people praise them, they are happy. So by and large people try to be friendly with the media. But for the media this power comes with tremendous responsibility. If they misuse that power to do wrong things or trouble others, people will stop trusting them. Like in any other profession, like law or medicine, the media also need to have a code of ethics or guidelines on what is right or wrong. In the case of lawyers and doctors, there are clear codes of ethics, and anyone who violates the code can be punished, or removed from the profession. But in the case of the mass media there are only a few guidelines and no strict code of conduct. To keep the fair name of the profession, Oyinlola (2005) came out with certain ethical codes that the media practitioners need to follow, they are discussed below:

a) Accuracy: The information provided by media persons in the print media, radio, television and Internet has to be accurate. If incorrect or baseless information is given, it can harm the interests of individuals, institutions and the country. For being accurate, media persons have to verify the correctness of their facts. For example, if only 50 people have died in an accident, the media cannot give out the figure as 200 or 500. If a media person writes against anybody or accuses someone of dishonesty, that person should be given an opportunity to give his or her version of the story.

b) Confidentiality: A media person maintains confidentiality of information revealed by various sources.

c) Protection of sources: A source which has provided confidential information should never be revealed. For example if a government official provides information pertaining to his department, media person should not reveal the name of the person in order to protect him from any harm.

d) Right to privacy: A journalist should respect the right of a person to have privacy. That would mean that a journalist should not write about the private life of ordinary citizens.

e) No incitement to violence: Mass media should not motivate or provoke people to indulge in violence or crime. Glorifying violence in writings should also be avoided.

f) No vulgarity or obscenity: Mass Media should not write, display or broadcast anything that is vulgar or obscene.

g) No Communal writing: Nigeria is a country where people follow diverse faiths and religions. Our Constitution believes in secularism, which means respect for all faiths and religions. It is easy for the media to create problems between sections with different faiths and religions by writing about them or broadcasting issues which can promote communal problems. There have been several occasions when communal riots and killings have taken place based on media reports. The media has to ensure that it works in the interest of the public.

Just as a coin has two sides, the impact of mass media also can be positive or negative. Now let us list some of the positive and negative effects of media. The Positive effects of Mass media include providing news and information required by the people. Media can educate the public.

Media helps a democracy function effectively. They inform the public about government policies and programmes and how these programmes can be useful to them. This helps the people voice their feelings and helps the government to make necessary changes in their policies or programmes. Media can entertain people. Media can act as an agent of change in development. Media has brought people of the world closer to each other. Media promote trade and industry through advertisements. Media can help the political and democratic processes of a country. Media can bring in positive social changes.

On the other hand, the negative effects can be where the traditional culture of a country is adversely affected by mass media. Entertainment has become the main component of mass media. This affects the primary objectives of media to inform and educate the people. Media promote violence as studies have proved that violence shown on television and cinema has negative effects on children. Mass media promote the desire in people to buy and own products that are advertised through the media but which may not be essential for them.

2.3 The Concept and Types of Organizational Records

There is sometimes a lack of clarity about what is meant by ‘records’ in relation to the more general term ‘information’. Records include all the documents that institutions create or receive in the course of administrative and executive transactions. The records themselves form a part of or provide evidence of such transactions. As evidence, they are subsequently maintained by or on behalf of those responsible for the transactions. Shepherd (2006) defines a record as a recorded evidence of an activity that is of an action undertaken by an individual or a work group in the course of their business, which results in a definable outcome.

According to Agere, Lemieux and Mazikana (1999), a record is any medium in or on which information is recorded. Medium includes paper, magnetic tape and disc, microfilm, audio-tape, film, slide and photograph. Furthermore, Cox (2001) defines records as an extension of human memory, purposefully created to record information, document transactions, communicate thoughts, substantiate claims, advance explanations, offer justifications and provide lasting evidence of events.

According to Dearstyne (1985), records are created for some purpose and can have either a short term or enduring (archival) value. The value can be, inter alia, administrative, fiscal, legal and

informational. Records with an enduring value should be preserved because they provide a framework for an understanding of the past.

To sum the above definitions, the term 'records' includes all the documents that institutions or individuals create or receive in the course of administrative and executive transactions. The records themselves form a part of or provide evidence of such transactions. As evidence, they are subsequently maintained by or on behalf of those responsible for the transactions, who keep the records for their own future use or for the use of their successors or others with a legitimate interest in the records. Although records may ultimately have significant research value, they are not created in the interests of or for the information of archivists or future researchers.

In line with the above statement, Chukwuma (2006) is of the view that record is an assembly of related items of data treated as a unit, and it is the basic component of a file. A file is a folder containing document with common title and purpose. Cunningham and Phillips (2005) also defined record as "information created, received, maintained as evidence and information by an organization or person, in pursuance of legal obligations or business.

The ISO (2001) defines records as "information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business". Whilst useful in stressing the essential evidential quality of a record and of highlighting the vital role played by the record as the output of a transaction, it could be said that this definition of a record fails to adequately describe the properties which define a record.

The International Council on Archives (ICA) (2000) Committee on Electronic Records defined a record as, "recorded information produced or received in the initiation, conduct or completion of an institutional or individual activity and that comprises content, context and structure sufficient to provide evidence of the activity". The International Council on Archives (2000) goes some way to addressing these short-comings by stressing three key properties inherent in all records that is that they must possess:

1. **Content** (i.e. information or data)
2. **Context** (i.e. it must be possible to ascertain how it relates to other records and to the organisation which created it)

3. **Structure** (i.e. there must be an inherent logic to the way in which the information it contains - and the metadata which is likely to define its context - are laid out and which is ultimately interpretable by the human eye)

The result of adhering to these properties should be to create records which contain the following qualities:

- A. **Authenticity** - It should be possible to identify, and preferably prove, the process which created the record and who its authorized creator was.
- B. **Completeness** - The record should contain all of the content required to act as evidence of the transaction it is documenting. This does not mean that one record must contain *everything* to which it relates; simply that it is complete in its own terms.
- C. **Reliability** - It is important that the content of the record can be relied upon as an accurate representation of the transaction it is documenting.
- D. **Fixity** - Once declared as a record its content should no longer be altered or changed in any way. It is in this way that its evidential value is preserved (by ensuring that the content of a record remains exactly as it was at creation).

From the above definitions, it should be noted that all of the above properties and qualities can apply regardless of the record's format, whether it be a sheet of paper, email, photograph or database entry. In other words any document regardless of form or medium created, received, maintained and used by an organisation (public or private) or an individual in pursuance of legal obligations or in the transaction of business, of which it forms a part or provides evidence can be regarded as record.

In a nutshell, the concept “record” can be defined as the information captured for re-use at a later stage as evidence of an activity or action undertaken, and a basis on which future decisions are made. Records are important and it is difficult to imagine life without them, particularly in the running of an organization.

2.3.1 Forms of Organizational Records

Organizational records come in a wide variety of forms. Most are still created on paper, in the form of correspondence, minutes, reports and memoranda, and they are normally filed systematically. According to Miller (1999), information may be recorded on paper in ledgers,

registers, notebooks, appointment diaries and other volumes, or they may be in the form of maps and plans (cartographic records), architectural and engineering drawings, pictures (iconographic records) or computer printouts. Such records may be handwritten (manuscript), hand-drawn, typed (typescript) or printed.

Cook (1992) however stated that records may also be created on media other than paper: in roll microfilm, microfiche or computer output microfiche (COM) formats (microforms); as photographs, including prints, negatives, transparencies and x-ray films; as sound recordings on disk or tape; as moving images on film or video (audio-visual records); as electronic text or images copied on magnetic tape or magnetic or optical disk or held in online databases (electronic records; formerly known as machine-readable records); as three-dimensional models, scientific specimens or other objects; or as combinations of any of the above formats in an electronic form (multimedia).

All of these items are records if they were created by individuals or organizations in the course of their business or activities.

2.3.2 The Nature of Organizational Records

While all records convey information, not all sources of information are necessarily records. For example, a published book or an externally provided database (on- or offline) will not be a record, although information selected from it and reused in a new context may itself become a record. Records arise from actual happenings; they are a 'snapshot' of an action or event. They offer a picture of something that happened. According to Millar (1999) organizational records have four important qualities or characteristics. They are static in form; they have authority; they are unique; and they are authentic.

i. Records are Static

During the process of creating a record, a document will go through a phase of development and change. For example, minutes of a meeting will be produced in draft form and reviewed by the members of the committee before being approved. Once this process of creation, or drafting, is finished and the document is considered complete, it may be regarded as a record. In order to provide evidence, the record must now be fixed and must not be susceptible to change. If a record is changed or manipulated in some way, it no longer provides evidence of the transaction

it originally documented. If someone alters the minutes of a meeting after they have been approved, the minutes can no longer be considered an accurate record of the meeting. However, drafts such as the draft minutes, may be considered 'records', since they can be considered completed documents at a certain stage of development; that is, as draft minutes.

ii. Records Have Authority

Records provide the 'official' evidence of the activity or transaction they document. Records must be reliable and trustworthy. The reliability of a record is linked to its creation. Who generated or issued the record? Under what authority? Can this authority be proved? Consider again the case of the draft and final minutes. The committee has the authority to confirm that the minutes represent accurately the events of the meeting. If someone changed the minutes after the committee had approved them, he or she perhaps did not have the authority; those revised minutes may be evidence of that person's view of the meeting but they are not the 'official' record of the meeting, as authorised by the committee.

Signatures, letterheads, seals and office stamps are obvious indicators of the official nature of records. However, not all records have official stamps or seals. The continuous safekeeping of records can also protect their reliability. If the official version of the minutes is filed by the records manager and thus protected from change, the unauthorised version will not form part of the official record. The authority of the official version will remain intact.

iii. Records Are Unique

Records are unique in the sense that, maintained in their appropriate context, they are a component in a unique compilation or sequence of transactions. Records are not isolated bits of information. They have meaning because they were generated during a particular transaction or business process. The records make sense within the context of the overall functions and activities of the individual or organisation that created or used them. They have a relationship with other records that makes them unique.

The minutes may not be 'unique' in that there may be ten copies made available to all members of the committee. But the minutes are unique within the context of that organisation, because the official copy represents one event – the meeting – that only took place with those committee members on that day at that place.

Copies of a record may be unique within another context. For example, if one member of the committee gives his copy of the minutes to a colleague, with a cover note suggesting that the format used for minute-taking may be of value to the colleague's organisation, those minutes become a new record. They are part of a separate set of transactions between that one member and his colleague. For this reason, the context of the record (the activity and authority that gave rise to it) is vital and must be preserved. Only by knowing how and why a record was created and used can its contents be fully understood.

iv. Records Are Authentic

It must be possible to prove that records are what they say they are. The authenticity of a record is derived from the record-keeping system in which it was created or received, maintained and used. A record is authentic if it can be verified that it is now exactly as it was when first transmitted or set aside for retention. For example, a letter received in an office may be date-stamped, registered and placed on a file. The file containing the letter is tracked throughout its use and stored when not in use in a records office.

Authenticity for minutes, for instance, in order to prove that the 'official' minutes are in fact authentic, it is necessary to be able to show that they were produced, approved and then filed appropriately in the organisation's record-keeping system. Without this process for authenticating records, the 'unofficial' version produced by that one member after the fact could be mistaken for the official record.

Records today may be produced in a range of systems and stored in a range of media, including paper and electronic forms; different versions may be stored in different media in different locations. One of the dangers today, with the advent of sophisticated information technologies such as computers, is that information can be extracted from the record that originally conveyed it and taken out of its context.

An electronic version of the minutes can be altered and could replace the original version without anyone noticing the difference. Similarly, new versions of the minutes could be made using electronic technologies, just as in the examples earlier, and as a result no copy can be guaranteed to be authentic.

2.3.3 Types of Records

Records are created by all sorts of people and institutions. Individuals, families, businesses, associations and groups, political parties and governments all create and use records every day. Records can be grouped in different ways i.e. by format, by content and by its nature. This division can be broadly made into public or private records. Records created by government agencies or other institutions within the public sector are usually specifically designated as ‘public records’; their management is — or ought to be — governed by legislation, which determines how they are to be managed throughout their life.

i. Public Record

According to Dearstyne (1988), a public record includes practically any type of information received or created during the process of official government business. This refers to paper documents such as correspondences, memos, ledgers, agendas and minutes, and deed books, as well as information recorded in newer forms such as sound or video recordings, microfilm, and computer disks or tapes. Other examples of important public records are gazettes, regulations, policies and procedures, reports including audit reports, strategic plans and many more. The National Archives and Records Service of South Africa Policy Manual (2003) defines a public record as a record created or received by a governmental body in pursuance of its activities.

According to Dearstyne (1985), public records are public property owned by the people in the same sense that the citizens own their courthouse or town hall, and funds in the treasury. Public records are held in trust for the citizens by custodians, usually the heads of departments in which the records have been accumulated, but sometimes by other officers to whom custody has been officially transferred by the governing authority. Public records may not be sold, given away, destroyed, or alienated from custody except through an official act of the governing authority in accordance with provisions of any state law relating to their care and disposition.

In essence, public records are as important as other public resources such as assets and finances, and should thus be awarded the same status as other public resources. What distinguishes public records from other public resources is that public records are not easily replaceable, hence proper care should be exercised on them.

According to Lemark's training manual on records management (2006), public records can be divided into four classes, as discussed below:

- **Vital Records** – such records may include items like legal papers of the institution, title deeds, major contracts, property plans, minutes of certain meetings, insurance policies and others. These records should never be destroyed as they are essential to an organization's existence and are often irreplaceable.
- **Important records** – those records that facilitate administrative and executive operations and may only be replaceable at great cost and with much delay. Examples are invoices, received accounts, quotations, financial statements, and others.
- **Useful records** – are those records that are required for short-term usage. Some examples of these records are memoranda and bank statements.
- **Non-essential records** – include routine enquiries, announcements and acknowledgements, draft notes from telephone conversations, and others. These records have a temporary value and may be destroyed after a short period.

ii. Private Records:

Private records can be seen as records created, received and maintained by non-governmental organisations, families or individuals relating to their private and public affairs. Roper (1999) defined private records as data that were not collected with the intent to conduct research, but instead exists for the purpose of collecting information on individuals for the individual's own sake. For example, student records, medical records, credit histories, etc. are private records that are maintained by agencies other than the individual but contain personal information about the individual.

Some of these records are collected by government agencies and by law are accessible to the public, thus they fall under the publicly-available data sets category. Private records are governed by privacy laws and regulations, thus requiring special permission to access the records as well as additional safeguards for using the data.

According to Thurston (1999), private records generally require permission to access the data and the organization will need to know that you will obtain (or have already obtained) proper permission to access the data. If you have access to the data as part of your profession, you will

need to obtain permission to use it for your research. These records can still qualify for exemption if the data are received stripped of identifiers.

Lachapelle (1999) suggested that when acquiring privately created records, repositories may have to consider issues of confidentiality or privacy. In general, whether the repository cares only for its own government or corporate records or acquires a broader range of materials, the agency must adhere to principles of access and codes of ethics laid down in legislation or in corporate or professional guidelines.

2.3.4 Records in Mass Media Organizations

Described below are categories of audio-visual records according to specific media formats as provided by Bowser, Eileen, and Kurper (2001), these, too, are likely to have permanent value and are common agency records. These descriptions are not adequate for records schedules, but they may be used as general guidance in identifying specific holdings of audio-visual records that have permanent value.

Graphic Works

1. Posters distributed agency-wide or to the public
2. Original graphic work of unusual or outstanding merit

Moving Image Media (finished productions)

1. Agency-sponsored programmes intended for the public
2. Television news releases and information reports
3. Public service or advertising spot announcements
4. Training programmes that explain agency functions or activities intended for internal or external use other than those dealing with personnel or administrative matters
5. Programmes produced under grants that are submitted to an agency
6. Programmes acquired from outside sources that relate to significant aspects of an agency's work
7. Training programmes in the overall use of significant technologies and weapons systems

Moving Image Media (documentary footage)

1. Documentary footage shot for research and development, fact finding, or other studies, excluding routine surveillance, scientific, medical, or engineering footage

2. Outtakes (i.e., unused footage) shot for agency productions that show unstaged, actual events of historical interest
3. Coverage of public meetings, speeches, conferences, and testimonies of agency officials before legislative committees and other hearings
4. Coverage of media appearances by top agency officials
5. Documentation of significant agency operations and activities (e.g., military operations)

Still Photographs

1. Photographs, slides, or filmstrips, depicting the mission, programmes, significant activities, and functions of the agency
2. Similar materials produced or collected for use in agency publications, exhibitions, or other media productions
3. Official portraits of senior agency officials
4. Photographic documentation of significant construction, rehabilitation, or reconstruction projects (e.g., major buildings, dams, highways, etc.)

Sound Recordings (finished productions)

1. Radio programmes for public broadcast
2. Public service or advertising spot announcements
3. Internal management news or information programmes
4. Recordings acquired from outside sources that relate to significant aspects of an agency's programme
5. Recordings produced under grants that are submitted to an agency

Sound Recordings (documentary recordings)

1. Recordings of public meetings or speeches, conferences, guest speakers, and testimonies of agency officials before congressional committees and at other hearings
2. Recordings, or oral histories, of people who have participated in events that an agency deems historically significant
3. Radio broadcasts of speeches, remarks, or interviews by top agency officials
4. Documentary recordings made for fact-finding or other studies

2.4 Record Management and its Significance in Organizations

Records management in developing countries, and indeed Nigeria is yet to attain the level of attention and support that it has received in countries of the developed world (Oberg & Borglund, 2008). Records are invaluable to public administration. Thus, in order to take advantage of past experiences, accurate records and good records keeping are the bedrock of planning for the future in the administration. Popoola (2000) stated that information and records management are the bedrock of business activity. If there is no information, the management is crippled in its planning and decision-making processes. Information is the factor input in achieving rational organizational decision-making and high quality service delivery. It is needed to develop, deliver and assess the effectiveness of organizational policies, make informed choices between alternative courses of action, provide the basis for openness and accountability, protect individual rights and enforce legal obligations.

Records management is an established theory and methodology for ensuring the systematic management of all records and the information they contain throughout their lifecycle. According to International Standard ISO 15489 (2001), records management is defined as: “the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records”. It goes further to say that records management includes the following activities:

- setting policies and standards
- assigning responsibilities and authorities
- establishing and promulgating procedures and guidelines
- providing a range of services relating to the management and use of records
- designing, implementing and administering specialized systems for managing records and
- integrating records management into business systems and processes

Records management is the task of ensuring that recorded information is managed economically and efficiently. Records management controls the creation, maintenance, use and disposal of records so that the right records are provided to the right person at the right time. When a records management system works well, the information contained in records can be readily retrieved, facilitating administration. As well, it is easier to manage the disposal of unneeded records and

the retention of valuable information. Space, facilities and resources can be used efficiently and economically. Finally, because they are accessible and identifiable, records retain their value and utility both to government and to society as a whole.

The National Archives' Records Management Best Practices Guide (2004) defines records management as a process of ensuring the proper creation, maintenance, use and disposal of records to achieve efficient, transparent and accountable governance (<http://www.national.archives.gov.za>). NARS (2004) further states that sound records management implies that records are managed in terms of an organizational records management programme governed by an organization's records management policy.

Agereet *al* (1999) define records management as a term used to refer to the way official records (correspondences, files, information) are organized in such a way that they have meaning and can be used continuously by the users such as managers, records professionals, educational institutions, legal authorities and any other interested parties.

Records management is the systematic and confident control of all records throughout their life cycle (www.boababconnections.org). According to Dearstyne (1985), records management is about overseeing the creation and use of forms, correspondences, and other records, setting up filing and indexing systems and other means of ensuring easy, rapid access to the information in records; adopting and using modern technology in information creation, storage, and manipulation, particularly micro-film and automated data processing systems; microfilming of selected paper records for security, ease of access, disposition of the bulk paper records after microfilming, and long-term preservation of important information, and systematically disposing of records.

Dearstyne (1985) further states that records management is based on the premise that records require managing, in the same sense that other resources need managing. Records management should be regarded as important as other governmental operations. Makhura (2005) further states that the main purpose of records management is to manage and control the flow of records with the necessary information within a particular organisation.

Notwithstanding, the different definitions of the term "records management", the meaning underlying it is the same. Records management is a way of looking at how records are created,

used, maintained and ultimately disposed of. Mass media organizations create, access, retrieved, use and maintain records so as to achieve the purpose of their cardinal responsibilities. As indicated in the above definitions the objectives in managing organizational records are to make the records serve the purpose for which they were created as cheaply and effectively as possible, and to make a proper disposition of them after they have served those purposes.

2.4.1 Significance of Effective Records Management

According to Dearstyne (1988), the benefits of records management include the following:

- Records management saves money by discouraging the creation of records that really aren't needed in the first place;
- Records management reduces future costs by ensuring that expensive new equipment, such as microfilm cameras and computers, are not purchased unless these tools will help organizations manage their information much better;
- Records management saves space by removing inactive records from busy, crowded offices where space is at a premium, and sending them to storage, and by ensuring the timely destruction of records that are no longer needed;
- Records management saves time by ensuring that records are well organised and maintained;
- Records management promotes good governance by making it easy for programme administrators to locate and use information needed to monitor programmes, ensure administrative continuity, and make informed policy decisions;
- Records management protects the government by ensuring that contracts, agreements, and other records of the government's legal rights and responsibilities are securely protected, well organized, and easily located when needed; and
- Records management serves the cause of history by identifying and preserving important research records.

Shepherd (2006) states that records which are managed as part of an appropriate records management programme will help the organisation to conduct business in an efficient, accountable manner, deliver services consistently, support managerial decision making and transparent policy formation and ensure continuity in policy execution, management and administration.

In summary, an effective records management programme will ensure that records are available for use when needed, that privacy and confidentiality are maintained, that redundant records are destroyed and that records ultimately contribute towards sustaining service delivery.

The benefits of a well-run records management operation are many as explained by many scholars, include:

Space savings - Space savings is the most immediately realized benefit of a records management programme. By implementing retention schedules and systematically destroying records that have met their retention requirements, an organization can significantly reduce the space occupied by records.

Reduced expenditures for filing equipment - Appropriate disposition of records can greatly reduce the need for filing cabinets, file folders, electronic storage media, etc.

Increased efficiency in retrieval of information - Retrieval of information is made more efficient through improved management of paper records systems and through cost-effective and efficient implementation of non-paper systems, such as electronic document imaging and micrographics. An added benefit in improving filing systems is the reduction of misfiles and lost records, which can result in costly searches to locate needed records.

Compliance with legal retention requirements and the establishment of administrative, fiscal, and historical retention requirements - The hallmark of a good records management programme is the establishment of retention requirements based upon an analysis of the records' legal, fiscal, administrative, and historical requirements and values. In the absence of such requirements, many organizations either destroy records that should be retained or retain everything, thereby taking a legal risk or assuming unnecessary operating costs.

Protection of vital records - Records management's involvement in identifying vital records and in preparing a carefully designed disaster recovery plan can help an organization reduce its vulnerability. The destruction of important records can cost an organization millions of dollars and threaten the organization's ability to function, thus jeopardizing its existence.

Control over creation of new records -A significant percentage of the cost of information is in records creation. Records management, forms management, and reports management can help

reduce the proliferation of unnecessary reports, documents, and copies, and at the same time improve the effectiveness of those reports and documents that do need to be created.

Identification of historical records - Records managers play a vital role in the identification and protection of historical records. Often they are responsible for preserving and making available records having archival value. Records management programmes should include procedures for identifying and ensuring the care of country's documentary heritage.

2.4.2 Role of Records Management in an Organisation

The role played by records management in an organization is explored below.

A. Promoting Good Governance

Organizations around the world are often praised for good governance or rebuked for bad governance. For an organisation to be praised for good governance, there are many contributing factors, of which availability of records and the effective management thereof is one of the critical factors.

Sebina (2004) argues that good governance is predicated on the adoption of functional records management and the enactment of freedom of information legislation by government. Good governance has eight (8) major characteristics, transparency being one of them. Transparency means that information is freely available and accessible to those who will be affected by such decisions and their endorsement means that enough information is provided and that it is provided in easy forms and media. Management of records enables organizations to operate in a transparent fashion by allowing everyone to discharge their responsibilities clearly and fairly.

Good governance can only be realized where records management is functional or comes to play. In other words, for good governance to exist, all staffs, workers and citizens must be empowered to participate in meaningful ways in decision-making process and they should have a right to information. For good governance to be sustained, good records management programmes need to be introduced and practiced. Information is crucial to good governance as it reflects and captures an organization's activities and processes.

Agereet *al.*(1999) argue that the keeping of records and storing of information in an organisation has, in the last few years become critical not only for historical purposes but also, and more

importantly, for current and future managerial and policy development. Records are being used as tools and instruments with which to understand organizations and as a basis for improvement. Agere *et al.* (1999) proceed by stating that in reviewing the performance of the entire public service machinery, it has always been necessary to review the objectives, functions, rules and regulations, procedures and practices. The overall outcome of these reviews would be the development of organizational manuals, policies and procedures which would guide staff towards best practices and ways of doing things. These outcomes are to be underpinned by recorded information which is properly stored and with a potential of being retrieved easily.

According to Dearstyne (1988) records document the origin, evolution, and operation of government and show how it responds to needs and serves its citizens. Effective officials routinely consult records in order to plan, to analyse and track programmes. Good records provide officials with the right information for decision making.

Records have an impact on the administration and management of organizations/departments. The forms and stages of policy formulation are based on the records that are available and retrievable (Agere *et al.*, 1999). All policy processes, practices and procedures rely heavily on well-organized and managed information and records which can easily be retrieved for further use.

For good governance to be sustained, good recorded management programmes need to be introduced and practiced. For example, good management of procurement records, financial records and other records demonstrate any organization's commitment to promotion of good governance.

B. Supporting Accountability

Lawton and Rose (1994) define accountability as a process where a person or groups of people are required to present an account of their activities and the way in which they have or have not discharged their duties. Accountability can be linked to the concept of responsibility as one cannot be accountable to anyone unless one has responsibility for doing something.

Lawton and Rose (1994) further indicate that accountability can be achieved by:

- Compliance with the law and internal and external regulations;
- Fulfilling auditing requirements; and

- Response to challenge.

Records are clearly a key element in supporting accountability. In the words of Australian lawyer, Willis (2005), "... sound information and records management underpins ... many of the vital aspects of corporate governance" (Orr, 2008).

According to Shepherd (2006), one of the reasons for keeping records is that organizations use records to support accountability when they need to prove that they have met their obligations or complied with best practices of established policies.

Agereet *al* (1999) concur with the above sentiments by stating that for the instrument to be effective, it must have records and information available for the users to assess for themselves the extent to which the state is being accountable to society. One of the pillars of accountability and transparency in an organization is the extent to which people have access to information to assist them in evaluating whether the organization is transparent or not. (Hence the promulgation of the Promotion of Access to Information Act of 2011, which gives effect to the provisions of the Constitution of the Nigeria Act 108 of 1999, which gives the public the right of access to public records. The Act is an assurance that governance is carried out to reflect and protect the will of the people.) Cox & Wallace (2002) express a similar view by stating that accountability and transparency cannot be achieved in an environment where information is not available. Records management underpins accountability.

From the above discussion, it is evident that information is at the centre of the relationship between organization and the workers. Without the availability of information, the workers cannot understand how and why decisions are made on their behalf. Records are therefore reflective of the activities undertaken and the processes that have or are being initiated on behalf of the populace; hence they should be properly managed

In summary, the importance of records management to the promotion of good governance and accountability cannot be overstated; the two would not have been that successful without available and accessible records and information which people can use as a basis for their demands. Records management enables the individual to understand the decisions made by the organization, rationale for making those decisions and if the decisions address the pressing needs of the workers.

C. Supporting Continuing Service Delivery

According to the WorldBank (2000), the effectiveness and efficiency of the public service, generally, across the range of government functions depends upon the availability of and access to information held in records. For example, development projects are often difficult to implement and sustain effectively in the absence of well managed records.

Records document past policies, decisions and alternatives. By consulting the records, local officials do not waste time and resources by “re-inventing the wheel” when they approach similar problems and issues (Dearstyne, 1985). Implying that when records are readily available and accessible, delays in decision-making affecting service delivery can be prevented.

Hence record keeping is of vital importance in the strategic planning processes of an organisation. The successful planning, implementation, monitoring and evaluation of the projects in organizations, for example, rely on the availability of information and well-kept records. These cannot be successfully implemented when records are neglected as records are reflective of the activities undertaken or to be undertaken in organizations. Effective records management in this regard eliminates duplication of services and ensures a fair share in as far as the delivery of services is concerned.

D. Fulfilling Legal Requirements

A well designed records management system helps protect an organization legally. Records are one of the basic litigation support tools, without them there can be no litigation as they provide information through which evidence is derived and decisions are made.

Almost all organizations, including mass media organizations, will experience some type of litigation during their lifetime. It is therefore imperative for organizations to devise mechanisms of ensuring their preparedness should a need to protect themselves in a court of law arise. Effective record keeping is among the many strategies that can be used by organizations to ensure preparedness for litigation.

If records such as contracts and agreements, essential for documenting the government’s legal obligations to pay or receive monies are well organised and protected, they can be referred to when needed (Dearstyne, 1985).

The poor state of records has proved to be a hindrance to prosecution of corruption offences due to a lack of tangible evidence (<http://www.kacc.go.ke/archives/>). Corrupt officials sometimes arrange for files to disappear to avoid prosecution but where there are stringent records management practices, disappearance or loss of important documents could be prevented.

It is often noted that organizations incur high costs on litigation emanating from public procurement complaints brought by aggrieved companies. Keeping accurate records is therefore imperative to enable organizations to legally defend themselves in instances of this nature. Without information and relevant documents, organizations will be defeated in courts of law and spend money intended for service delivery in court cases.

E. Combating Corruption

Corruption is a serious problem in Nigeria, particularly in the public sector sometimes even in mass media organizations as it drains the state's resources and weakens the government's capacity to carry out its mandate of delivering services to the public. Hence anti-corruption measures should be taken to prevent corrupt activities by public officials.

Effective records management systems play a fundamental and crucial role in combating corruption, as discussed below:

- **Preventing Corruption**

Mnjama (2004) states that there is a direct link between poor records keeping practices and corruption. Mnjama (2004) further argues that among other root causes of corruption is the lack of good records keeping practices and failure by government to institute measures that will ensure records are well managed.

People always look for loopholes in the systems when they want to commit fraud. Effective records management practices are essential to ensure that there are no loopholes in the system.

Agereet *al.*(1999) argue that the number of ghost posts in an organization cannot be ascertained and the exact expenditure cannot be traced if there are no proper and accurate records. This statement illustrates that corruption will always be as a result of, inter alia, a lack of proper record keeping.

According to the World Bank (2000), well managed records provide a cost effective deterrent to fraud and corruption.

From the above discussion, it can be deduced that the establishment of sound records management systems is a critical aspect in corruption prevention. To minimise corruption, organizations should redirect their focus to promoting good records management practices as one of the corruption prevention strategies. This would make a significant difference as there would be less corruption cases to investigate when records are well-managed. Prevention is better than cure and much cheaper than prosecution.

- **Facilitating Smooth Investigations by Anti-Corruption Institutions**

In its efforts to combat corruption, government established a number of anticorruption agencies like EFCC and ICPC. These institutions are assigned with the responsibility of investigating, detecting and fighting corruption, as well as promoting ethics. The government's efforts are always directed towards strengthening these institutions. Surprisingly, little attention is being paid to the fact that the success of these institutions depends on the accessibility to complete, reliable and accurate records.

Auditors, for example, establish whether proper processes were followed in expending public monies, that is, whether there is supporting documentation for the purchasing of goods and services and adherence to applicable legislation and policies. Without good records meaningful audits cannot be carried out as the records are the source of the information required by the Auditors. An effective records management system ensures that the audit function and external accountability of the organisation is supported (<http://findarticles.com/>).

Palmer (2000) stated that the role of a records management system is that it acts as a control system that reinforces other control systems such as internal and external auditing. The records themselves can serve to detect fraud and recover the loss. For example, discrepancies can be detected mostly in the process of scrutinizing records. Since corruption creates an environment that allows opportunities to commit fraud, once fraud is detected, records can provide a trail for investigations to track the root of corruption. However, for records to be useful in this capacity, they must be well managed and accessible.

- **Providing Evidence**

Where public figures or civil servants are under scrutiny for breaches of systems or regulations or even corruption, much of the evidence will be provided by records.

According to Palmer(2000), authentic and reliable records can serve as evidence to identify abuse, misuse and non-compliance with financial institutions and other laws and regulations. Mnjama (2004) states that the value of state records derives, among others, from the information they contain and evidence they provide. Records provide verifiable evidence to fraud that can lead investigators to the root cause of corruption. The Kenya Anti-corruption Commission website observes that the poor state of records has proved to be a hindrance to prosecution of corruption offences due to a lack of tangible evidence (<http://www.kacc.go.ke/archives/>).

Many corruption cases are thrown out of the courts because of a lack of evidence. This can be attributed to a lack of effective records management systems. Records therefore play a vital role in providing evidence in corruption related cases, provided that they are readily accessible, accurate, authentic and reliable. These can only be achieved when there are sound records management systems.

F. Promoting and Protecting Human Rights

According to Mnjama (2004), records not only document past decisions, they often establish and protect the current rights and responsibilities of both the government and the governed. The World Bank shares the same view by stating that records document the fundamental rights of communities and obligations of government (www.worldbank.org).

According to the World Bank (2000), the ability of governments to protect the rights of their citizens and to improve citizen-government interaction is a critical issue. The rights and entitlements of citizens are based on records, and the ability of a government to continue to respect these rights and entitlements is based on the quality of the policies, standards, and practices employed for the care of those records.

G. Ensuring Sound Financial Management

Finance and audit laws generally require ministries, departments and organizations to ensure that financial and accounting records are adequately kept and managed and to empower the audit body to obtain access to all financial records (<http://findarticles.com/>). An effective records

management system is a critical element in the preparation of an institution's financial statements. It will allow for verification of the completeness and accuracy of data reported in financial statements and assist in the compilation of the audit process.

An effective records management system should ensure that financial records are maintained throughout the life cycle in a consistent and structured manner, that the audit function and external accountability of the organisation is supported, that the organisation is able to meet its obligations under legislation and to access records for fiscal policy and planning purposes, that the integrity and accuracy of the records are protected and that the records can be retrieved (<http://findarticles.com/>).

It is now widely recognised that improvements in the management of government finance are essential to bring a halt to the global escalation of corruption. Yet, unless the records resulting from the conduct of financial management activities are managed effectively, this goal cannot be achieved (<http://findarticles.com/>).

The World Bank (2000) states that poor record keeping affects the entire accounting function, with the result that reporting and auditing may become virtually impossible. Fraud becomes difficult to detect and debt management also suffers. Good records management systems are therefore essential to support financial management.

As mentioned earlier, individuals or organizations create records to support the activities that they carry out. However, if these records are not managed properly, they will not provide the necessary support and information might be lost causing problems for the organisation. To provide an efficient and effective administration that ensures that the business runs as smoothly as possible, there should be proper management of records especially in mass media organizations where every bit of information is considered vital to the society.

2.5 Records Management Procedures in Organizations

The management of records and archival materials can be roughly categorized into the following functions: appraisal, accessioning, arrangement, description, preservation, access, outreach, and advocacy. Although these functions will be discussed separately here, in practice they overlap, since the decisions that are made at each stage necessarily affect management of the materials in other stages.

2.5.1 Appraising and Disposing of Records

The central professional activity of records manager and archivist is the evaluation of record classes to determine their most appropriate retention period. It is an activity built into record management programmes for planned retention and disposal.

As systems are established for the management of current records, the archivist and records manager must next consider how to determine which records should be retained for their on-going value and which may be destroyed as obsolete. This is the task of appraisal.

According to Cook (1999), appraisal for retention or disposal is a key part of a systematic process that ensures that the destruction of records or their transfer for archival preservation takes place at the right time. Appraisal requires the systematic implementation of decisions based on an assessment of the continuing value of the records for administrative, operational or other uses.

Appraisal is essential to effective records manager, because it helps him to see that those records are retained which are specified by the law, or which are judged to be of clear administrative value to the organization; and to see that all other records are disposed of (Cook, 1986). The archivist has broader viewpoint, and must also consider potential research values in the records. Archivists are trained to perceive these values and because they are participants in relevant research activities, should have acquired experience which will reinforce their ability to perceive those values, because they involve important decisions which bear upon all aspects of the organization's work. Appraisal judgments must be made through extensive consultation and it is the business of the archival and the records manager to see that they have been made and implemented. It is a fundamental role of records management to see that no record class should be permitted to continue without an appraisal status. Similarly, it is a fundamental rule of archival management that no document or series should be admitted to the archives without having undergone an appraisal.

The system used in this context is based upon the recommendations of the Grigg report of 1954 and was evaluated in the Wilson report of 1981. The central principle of this system, as it has been developed over the years in the public records, are as follows:

- As many classes as possible should be dealt with under a relation schedule.

- Classes which must be reviewed are examined at two separate points in time. The first review carried out within the first five years after the closure; seek primarily to determine whether there is continuing administrative value. The second review, ideally at 25 years, as to whether there is any research value.
- Particular instance paper e.g. case files are registered separately, and should have a retention instruction incorporated into their initial design.

The Grigg system outlined above depends on the validity of central principle, that there is a broad corresponding between research and administrative values. The society of American Archivists' Task Force on Goals and Priorities (1986) emphasizes that an archivist's first responsibility is the selection of records that have enduring value. The other responsibilities of an archivist depend on wise selections of records being made at this stage.

The writing of Theodore Schellenberg (1949, 1956) with regard to appraisal represent a codification of appraisal practice at the National archives, and they designate various types of value that are found in records as the basis for selection decision. Schellenberg postulated that records possess primary values that are related to the purposes for which they are originally created (e.g. administrative, legal, fiscal, research, or historical). In addition, records have secondary value when they are used for any purpose other than that which they were originally created. This secondary value may be informational (i.e. related to degree to which the records reflect on organization's functions and policies over time).

The potential use to which archival materials may be put has also been advanced as a criterion on which to base, and test, appraisal decisions. In other words, use has been accepted by many archivists as a strong qualifier for the selection and appraisal of records. Appraisal, retention and disposal are defined by Millar (1999) as follows:

Appraisal is the process of determining the value of records for further use, for whatever purpose, and the length of time for which that value will continue. Also known as evaluation, review or selection.

Retention: The function of preserving and maintaining records for continuing use. This may be done in the agency of origin, in a records centre or in an archival institution.

Disposal: The actions taken with regard to records as a consequence of their appraisal and the expiration of their retention periods. *Note:* Disposal is not synonymous with destruction, though that may be an option. It is also known, especially in North America, as disposition.

Appraisal involves analysing records at the macro level (that is, in their series rather than file by file or item by item) to determine which categories are to be retained for how long and which will be transferred to archival storage and which will be destroyed. Disposal is the outcome of appraisal: records are disposed of (by transfer to records centre or archival repository or by destruction) or they are retained in the office of origin until their administrative or legal value has diminished or altered.

According to Williams (2009), appraisal and disposal of records cannot be undertaken in a piecemeal fashion. Whether appraisal is undertaken as part of a formalized records management programme or as a special exercise to eliminate a backlog of unappraised records, it must be conducted with awareness of the functions that the records were intended to serve and of their context in relation to other records.

Appraisal and disposal are distinct but linked activities. They need not be taken in immediate conjunction with one another; indeed, the different actions involved often take place over an extended period. However, appraisal that is not eventually followed by disposal is pointless, and disposal without prior appraisal is injudicious if not unlawful.

Lachapelle(1999) stresses that to achieve successful appraisal and disposal, managers must:

- maintain the principle of *respect des fonds*, which preserves the administrative context of the records and their organic relationship with each other
- ensure that records are controlled in a systematic fashion throughout the life cycle
- use functional analysis to chart the flow of records and information through administration and to determine the nature and value of records
- control records to ensure that duplicate or routine materials are managed separately from originals or more valuable documents, so that there is no need to strip or review individual files.

The purpose of any records or archives management programme is to make sure records are

available for use at any stage of the life cycle. Thus, in the process of appraisal, consideration must be given to the records' value for a variety of continuing and potential uses, both internal to the organisation and external, to the wider public and society.

2.5.1.1 Types of Appraisal

In the practice of appraisal, according to Shephard (2006) two general types of value are recognized: primary and secondary. These are defined as follows:

a. Primary value: The continuing utility of records or archives, by virtue of their contents, for the transaction of the business that gave rise to their creation. The primary value of records can be further subdivided into three categories.

Operational value: The primary value of records for the continuance of the administration or operations of the creating agency or a successor in function or as evidence thereof. Also known as administrative value. The term 'administrative' in this context refers not to 'housekeeping' records but to those records with operational or core value to the organization.

Financial (or fiscal) value: The primary value of records for the continuance of the financial or fiscal business of the creating agency or a successor in function or as evidence thereof (such as for audit).

Legal value: The primary value of records for the continuance of the legal business of the creating organisation or a successor in function or the protection of its legal rights or those of its employees or third parties.

b. Secondary value: The enduring value that records or archives possess, by virtue of their contents, for purposes other than the transaction of the business for which they were created. The secondary value of records can also be divided into categories.

Evidential value: The secondary value of records or archives in providing information on the origins, structure, functions, procedures and significant transactions of the organisation that created them.

Here the evidential value does not refer to probative value or legal admissibility of the records but rather to their value as evidence that the organisation existed and carried out functions over

time.

Informational value: The secondary value of records or archives for reference and research deriving from the information contained in them and often incidental to their original purpose.

Informational value may be judged by a variety of factors, including the uniqueness of the information, the form of its creation and preservation or the importance of the information to demonstrate functions, activities or practices.

Intrinsic value: The secondary value of *records* or *archives* by reason of their age, historical associations, physical form or features, aesthetic or artistic quality or monetary value.

2.5.1.2 Disposing of Records

Once records have been classified and scheduled and appraisal guidelines have been established, they may be disposed of. Current records will become semi-current, archival or obsolete. Disposal involves sending records from the office to the records centre or the archival repository or destroying them under secure conditions if they are obsolete (Millar, 1999).

2.5.2 Accessioning

Once the record manager or archivist makes the decision to acquire collection of records, the next step in the management process is for the archival institution to accession the records. Bartolo (2009) defined accessioning as “the procedure through which an archival repository takes administrative, legal and physical custody of a group of records”. The means by which archives are acquired, administrative and legal control of records is slightly different from institutional archival programmes than it is for repository records. During accessioning, the archivist collects basic information about the record on the basis of the preliminary examination (Evans, 1986).

Generally, an accession form is created, which includes data such as the creator of the records, the quantity, condition, and current location of the records, any restrictions on the records, a list of contents and brief descriptions of the record. The information that is gathered during the accessioning process provides essential information about the newly acquired records and later serves as the basis for the arrangement and description.

2.5.3 Preservation of Records

Records of all kinds of media located in the record centre need protection in order to minimize the wear and tear that are inherent in handling, copying, loaning, and exhibiting them. Preservation refers to the management of activities that are associated with maintaining materials in their original form or other format. Preservation of archival materials encompasses a number of technical and administrative processes that should be comprehensive and integrated within the overall archival programme. Archivists are concerned with a number of preservation issues. The Society of American Archivist (1986) identified those issues as environment, storage space, disaster preparedness, assessing the nature and scope of deterioration and damage of record and use (i.e., establishing policies about the use of holdings by patrons and staff and about the public display of holdings).

Preservation is a crucial element in any records management programme. If records are not well protected physically throughout their life cycle, they will not survive long enough to serve their administrative and cultural purposes, as evidence and information of present and past activities (Coleman, 1994). The good and orderly management of records and archives, especially the efficient management of all records storage areas, is an efficient method of ensuring the survival of the material. Preservation is a term referring to the passive protection of archival material in which no physical or chemical treatment to the item occurs. While Conservation is the intrusive protection of archival material, by the minimal physical and chemical treatments necessary to resist further deterioration, which will not adversely affect the integrity of the original (Cook, 1999).

Preservation conditions will naturally vary depending on the stage of the record's life cycle. Box (1997) opines that records in current use will not necessarily be held in climate-controlled environments of the standard required for archives. Semi-current records kept in records centres will be safely stored, but minimal preservation work may be done until the records have been deemed archival. Box (1997) further stated that archival repositories should be maintained to the highest environmental and physical standards possible in order to protect valuable records. These requirements include:

- controlled temperature and humidity
- controlled lighting

- adequate shelving for all records
- adequate storage containers, such as boxes and file folders
- secure access to storage areas to prevent loss or damage to records.

Routledge (1999) discusses the key steps in providing physical protection for records which include the following:

- implementing and maintaining preservation measures
- developing and testing emergency plans to protect records.

a. Implementing and Maintaining Preservation Measures

Good management of records storage areas is the first and fundamental requirement for a preservation programme. If records are not protected from the beginning of the life cycle, it is unlikely any defects can be remedied later. The best modern records buildings are purpose-designed and built. They provide a physical environment for the documents held within them by using the principle of thermal inertia: that is, the environmental conditions within them are always within acceptable limits because of the insulation and building materials used (Cox, 2001).

In successful buildings of this kind, the basics of environmental control occur naturally. The main duty of the archives staff in this situation is to monitor the building to see that no defects develop and that there are no areas that do not conform to the general standard. If the programme of environmental control is working and the staff are accustomed to looking after the materials they are responsible for, there will be relatively little need for remedial conservation. However, there must be some way of guaranteeing that documents that have suffered damage from damp, mould, insects, vermin or misuse can be restored according to good modern methods. In record repositories where paper-based are stored, the ideal is to maintain the following conditions with no rapid changes or significant variations:

- *temperature*: within the range 16 – 20 degrees celsius (60 – 68 fahrenheit)
- *relative humidity*: within the range 55% – 65%. (NAC, 1992)

Temperature and relative humidity outside these ranges, and fluctuations in particular, lead to deterioration of the paper-based records. The records and archives institution is responsible for all records produced by the creating agency. It is therefore likely that it will be responsible for records in special formats: maps or plans; audio tapes and cassettes; still photographs, films and

videotapes; and electronic records. Each medium requires specialist treatment in storage and use.

b. Developing and Testing an Emergency Plan

An emergency plan ensures the protection of records in the event of a disaster or emergency, such as a flood, fire or earthquake. Emergency plan according to Hilary (2004) can be policies and procedures developed by an organisation to be used during an emergency or disaster to prevent or minimise damage to an organisation, its people and its resources. Both creating agencies and the record centres should develop emergency plans to protect the records or archives in their care.

Emergency planning and the protection of vital records are essential to the care of records throughout their life cycle. As part of emergency planning, the organisation needs to identify vital records: those records essential to the operations of the organisation. Wilson (2000) in this regard, described vital records as records considered critical to the on-going operations of an organisation or the re-establishment of operations after an emergency or disaster. Another name for vital record is essential records. The essential elements of an emergency plan include the following:

- It should be centrally co-ordinated, with one staff member or team responsible for its development.
- It should be approved by the governing authority.
- Sufficient funds should be available to supply the necessary equipment and ensure that staff are paid for time spent out of hours either on practices or on real emergencies.
- The equipment and supplies needed to cope with emergencies should be readily available.
- The plan should identify vital records and include information on how to protect them.
- There should be agreed procedures for dealing with each category of material and each category of disaster.
- There should be an active training programme for all staff.
- The archival institution's plan should protect both archival holdings and its own

operational records (Routledge, 1999).

2.5.4 Arrangement And Description

Arrangement and description are two integrated practices designed to prepare records and archival materials physically and intellectually for research use. Millar (1999) defines arrangement as the whole process of analysing the organisation of sets of records and archives, whereby their provenance and original order are understood and the archives are set into groups, series and items in an order that preserves and reflects that understanding. Description on the other hand, is the process of capturing, analysing, organizing, and recording information that serves to identify, manage, locate and explain records/archives and the contexts and records systems that produced them.

The arrangement and description of records serve the dual functions of preserving records and making them available for use. Alfred (1980) notes that “making possible the use of records, processing gives meaning to their acquisition and preservation. At the same time, processing is the key method by which record managers/archivists control and administer the records in their custody”. In the arrangement of records, record managers organize and order their collection, thereby bringing under physical control. In the description of record collections, records bring together information that provides a context for the records, thereby bringing them under intellectual control.

2.5.4.1 Arrangement of Records/Archives

When arranging records and archival materials, repository must follow the internationally accepted principle of *respect des fonds*, which encompasses respect for the provenance and original order of archives (Schellenberg, 1996). He further stated that when describing records/archives, the institution’s aims to provide information about the content and context of records/archives must meet the following two objectives:

- i. *Administrative control* ensures that all series and items are accounted for in the repository and can be found and used.
- ii. *Intellectual control* identifies for users what materials are held, what subjects they deal with, and how they can be found.

The Society of American Archivists (1986) also emphasized that arrangement of archival collections is governed by two key concepts: provenance and original order. According to

principle of provenance, which emerges from nineteenth century European archival practice, records are maintained to their creator or source, rather than by subject or classification system. Records produced by different creators are not intermingled, even though they might share a common subject. The second important concept for archival management is original order which holds that whenever possible, records should be maintained in their filing structures that were used by their creators. In some cases, however, records came to archives in such a state of disorganization, to maintain them, their original order would be a detriment to subsequent use. In this case, the archivist may choose to arrange the record in logical way (e.g., alphabetically, chronologically, or topically) in order to facilitate access.

By arranging archival collections, according to the principle of provenance and original order, the archivist maintains important contextual information about how the material were initially created and used (The Society of American Archivists, 1986).

These principles provided by The Society of American Archivists are in conformity with Shellenberg's (1965). He stated that archivists work on some facts about records. The facts are:

1. The entire records group emanates from a single agency.
2. The record group has an original order.
3. The record group is a true reflection of the agency's operation
4. It is a unique record group.
5. The records are interdependent.

The principles of record arrangement and description rest on the above mentioned facts. Chukwuma (2006) opined that, archivists are handling distinct and unique material from what libraries kept. In his own opinion, that is one of the reasons that what the librarian calls classification, the archivist calls arrangement and what the archivist calls description, the librarian calls cataloguing.

Chukwuma (2006) further pointed out that archivist uses arrangements because of the discipline to maintain the original order of the accession. The librarian on the other hand, classifies because library books are collected and treated much like the objects in museums. Also archivists describe record accession because they attempt to capture the true or authentic and impartial picture of what is discovered in the record group. The librarian catalogues because he/she has predetermined subject matter heading in mind before he/she starts collecting materials.

The first task of an archivist when handling a new record accession is to study the administrative history which includes re-organisation of the agency concerned. The history could be revealed or recognised through physical and functional features of the record or previous descriptions of the accession. In the National Archives of Nigeria, the most common physical type of record are bound to volumes, filed papers, unloose sheets. Each of these forms a class of records of its own.

He further went ahead to list some of the levels of arrangement. According to him, there are five levels of arrangement which are:

- a) Arrangement at the depository level
- b) Arrangement at the record group and sub-group level
- c) Arrangement of the series level
- d) Arrangement of the document level
- e) Arrangement at the filling unit level.

The Society of American Archivists (1986) summarizes these levels as they said that arrangement of archives is ranging from broadest to the most specific. These levels include the following: the repository, the record or collection, the series, the file unit, and items. In all, professional practice holds that, archives should gain physical and intellectual control over all the records at a broad level before going further to the progressively refined more specific level of arrangement and description.

Arrangement comes before description, but it is part of the same process. It is usually done by sorting the materials in a suitable workshop area. If the materials have been received in good order, the process should be straightforward. Where the materials have been received in disorder, sorting and arrangement may require some research in order to establish the original system and order.

2.5.4.2 Description of Records/Archives

As archives are arranged they will also be described. Routledge (1999) asserted that there are various types of descriptive tools that the archival repository may create. One of the most valuable is the archival guide. The guide to holdings consists of a sequence of descriptions of all the series held and links these descriptions to other related groups and series. The guide does not

give details of items within a series. The guide is the overall initial finding aid to the contents of the archival institution. Finding aid could be a document, published or unpublished, listing or describing a body of records or archives (Box, 1997). Before describing the groups and series, the guide should outline the administrative history of the organisation that created the records, explain the processes from which the materials resulted and outline the subsequent custodial history of the materials. Any relevant legislation or policies should be cited, and any administrative and organisational changes should also be mentioned. If further information can be found in other sources, such as published books, articles and theses, these should be mentioned. However, the administrative history is included to help readers understand and interpret the archives; anything not relevant should be excluded.

Roulledge (1999) indicated that another type of finding aid is the list. Once archives have been arranged into groups and series and put into order within them, they should be listed, normally by the item. Descriptions of groups and series consist mainly of administrative and custodial histories. Lists generally concentrate on describing the content of the records. They describe only the files or items belonging to one series. The guide and the lists provide the basic finding aids of the archival institution. By using these, most users should be able to identify which records they need to consult.

However, many readers who come to the archival institution in pursuit of a specific enquiry do not know which group or series may contain the information that they seek. To direct these users, and to exploit the archival holdings fully, it may be necessary to construct an index highlighting names, places, dates and subjects occurring in the guide and lists (Millar, 1999). Guides, lists and indexes are created to provide access to information in archives.

Archives services that have limited resources may find that providing indexes cannot have a high priority. However, they may also find that users then rely on staff to help them identify relevant information. Indexing may save staff time and allow greater access to the material. A good index will allow users to make quick and accurate searches, thus saving everybody's time. With computer technologies, indexing can become an automatic part of the descriptive process. However, developing a comprehensive index to the finding aids system is a considerable task, regardless of the technology available, and it should be developed as part of a well-planned description strategy (Millar, 1999).

2.5.4.2.1 Developing Standards and Guidelines

Any description or indexing work requires strict control, or its usefulness will be much reduced by inconsistencies. Rules and standards must be enforced at all times. The construction of a set of authority files, to be used by everyone involved with description or indexing, will ensure that standards are maintained (Johane, 2006). Descriptions should be produced according to standards that ensure their consistency and accuracy.

Archival descriptions should conform to national and international norms and standards. A key international standard is the *General International Standard Archival Description (ISAD(G))*, published by the International Council on Archives in 1993. Following are some internal rules and standards that must apply;

- *Standard spelling and style:* - The rules should establish specified reference books as authoritative, such as a specific English dictionary or handbook of style and language use.
- *Alphabetical order:* - An established system should be followed.
- *Authority lists of corporate, personal and place names:* - Specified reference documents may be used, such as government gazettes or gazetteers. Many of the names may be drawn from archivists' analytical work on administrative histories and group descriptions.
- *A thesaurus of subject terms:* - The thesaurus will probably have to be built up by archivists in the archival institution on the basis of their experience in description.
- *Rules for the use of cross-references:* - Creating these rules will require that decisions be made on the use of preferred terms where words of similar meaning are in question. The rules will be closely linked with the thesaurus.

2.5.5 Special Care of Audio-Visual and Electronic Records in Mass Media Organizations

According to Weinstein (1977), audio-visual records include motion picture film, still photographs, filmstrips, sound and video recordings, posters and other graphic works, and multimedia productions with related finding aids and production files. Agencies are advised to apply the standards for permanent records to long-term audio-visual records, including many medical x-ray photographs.

The term audio-visual record implies much more uniformity than is really justified in view of the technical demands of each medium it encompasses. The use of the term in this guide is mainly for convenience.

2.5.5.1 Creating Audio-visual Records

Government and private agencies create audio-visual records as part of official programmes because they record many kinds of information beyond the written word. They also serve as direct and powerful communications tools that can reach and inform many people.

Audio-visual information possesses a unique dimension that the written word cannot replace. For example, transcripts of speeches or meetings hardly substitute for recordings that show gestures and personality traits or the tone of voice of persons who participated in the important events that have shaped the Nation's history. It is especially important to adhere to high standards when creating and maintaining permanent audio-visual records. Lesser efforts generally produce poor quality copies of audio-visual records or hasten their deterioration, which renders preservation problematic (McWilliams, 1979).

In his view, Jerry (2006) stated that the quality of audio-visual records will best be preserved when the records are made by professionally qualified staff or contractors who use industrial grade equipment and, as in photochemistry, follow the manufacturer's specifications for processing. Creation of all required record elements (basically, preservation, duplication, and reference copies as well as finding aids) ensures the preservation of the records for as long as the agency needs them and enables the National Archives to ensure their continued preservation for researchers.

Purchasing Audio-visual, Media organizations and agencies consider preservation requirements rather than performance and economy. Most audio-visual media are designed and manufactured not for permanence but for performance and economy. When creating permanent records, organizations and agencies should follow these guidelines as enumerated by William, Henry, (1993):

- For blank magnetic tape, film stock, and photographic paper, and similar products, purchase well-established name brands and freshly manufactured materials.

- For sound and video recordings, use fresh tape that has not been previously recorded; for sound recordings, record at the fastest speeds for best quality.
- Because of their thin tapes, audio cassettes are not recommended for use as original recordings. Instead, use open-reel tapes recorded at full track.
- Avoid using VHS video cassettes as originals. Use professional formats that can be copied with less noticeable loss in resolution.
- Follow all manufacturers' specifications for processing photographic materials.

The wide ranges of colour film products and photographic paper available have varying degrees of permanence. The manufacturer's literature is rarely the best source of information about the stability of these products.

2.5.5.2 Potentially Permanent Audio-visual Records

Audio-visual records rarely provide documentation of an agency's organization and functions, one of the tests of permanent value, but they do often contain unique information about many aspects of agency operations. Since the activities of most mass media organizations are varied and extensive, audio-visual records reflect a broad spectrum of the national life. Thus, their informational value makes them highly useful for research (VanBogart and John, 1995). While it is difficult to anticipate all audio-visual records that may have long-term research value, records documenting certain recurring subjects are usually permanent:

- Recordings of proceedings or hearings
- Broadcast recordings of overseas programmes
- Recordings of speeches, interviews, and media appearances by top agency officials
- Recordings produced in oral history projects
- Coverage of ceremonies of historical or commemorative significance
- Illustrations used in major publications or in graphic works
- Photographic documentation used in the investigation of accidents or catastrophes
- Public information films and videotapes
- Publicity photographs
- Visual documentation of military operations, bases, equipment, weaponry, uniforms,

everyday life in the field, and terrain or physical environments in areas where military operations have taken place

- Visual documentation of research and development projects of unusual significance

2.5.5.3 Maintaining Audio-visual Records

Audio-visual records are among the most fragile record forms, and adverse storage conditions hasten their deterioration. Placing them in close contact with some materials causes deleterious chemical reactions. Mishandling and other abusive treatment can damage them beyond repair, causing catastrophic loss of valuable information (Boyle and Deirdre, 2008).

Henry (2009) explains that many mass media agencies are unable to establish programmes that meet archival standards for the preservation of audio-visual records. Such programmes require optimum storage conditions, specialized processing facilities, and professional archivists. Nonetheless, agencies should employ safeguards and procedures that will protect audio-visual records from damage. William and Henry (2009) elaborated on the procedures of safe guarding records in mass media organizations as discussed below:

A. Storage Conditions

Poor storage conditions for audio-visual records impede their preservation. High relative humidity (for example, above 60 percent) encourages the growth of mold and other fungi on film-based materials, whose binders are derived from organic compounds. High relative humidity also causes oxidation of silver content in film and metal compounds in audio and video tape. In addition, it causes deterioration of the oxide coating on magnetic tapes, leading to clogged magnetic tape heads and scratched tapes. Warm temperatures tend to accelerate undesirable chemical and physical changes in audio-visual records (including x-ray photographs), such as shrinkage of film materials, embrittlement, separation of film base and emulsion, and fading of colour film images.

In recent years, preservationists have become increasingly concerned about the longevity of a major class of safety film composed of cellulose-acetate. Several scientific studies have independently shown how adverse storage conditions create a form of hydrolysis in acetate-based film that develops free acid and the emission of acetic gas, leading to the total degradation of the film. Identified as the "vinegar syndrome," this destructive chemical process potentially

affects all forms of acetate film.

Polyester-based film, widely used for sheet film since the 1970s, is much less prone to self-destructive tendencies because the base resists chemical and physical changes, although the emulsion is still vulnerable to damage from excessive heat, humidity, and harmful gases. Nonetheless, when there is a choice such as in motion picture stocks, polyester is preferable to cellulose triacetate because of its superior long-term stability.

The fading of colour film images is also of great concern. Colour dyes, made of organic materials, are not permanent. Heat, humidity, and exposure to light accelerate colour dye fading, resulting in the discoloured images that may be found in many older collections. Cold storage below freezing combined with low relative humidity effectively retards colour fading. Pollutant gases in urban or suburban environments are potentially harmful as are off-gases from newly painted rooms, new furniture or flooring, and chemical storage areas. Mass media agencies should store audio-visual records in areas not subject to gases and fumes.

Providing proper storage conditions for audio-visual materials is a complex problem, one that probably cannot be fully solved in the facilities available to most agencies. Nevertheless, audio-visual records (including x-ray photographs) should not be stored where the temperature exceeds 72 degrees Fahrenheit and the relative humidity is higher than 50 per cent. Even cooler and drier storage conditions are desirable to increase the life expectancy of audio-visual records. The storage environment should be cool and dry and relatively free from harmful gases.

B. Storage Enclosures

Choosing the right storage enclosure or container helps to lengthen the useful life of audio-visual records. Mass media organizations should store still-picture negatives and long-term x-ray photographs in acid- and peroxide-free envelopes or sleeves. Archival storage containers made of polypropylene, polyethylene, or non-corroding metal for originals or master copies of roll film, open-reel sound recordings, and video cassettes are commercially available and encourage their use for permanent and long-term records.

C. Storage Practices

Mass media organizations should ensure that storage areas for audio-visual records are protected against unauthorized access and damage from fire, water, chemicals, insect infestation, or other

potentially harmful conditions. Originals, masters, and access or reference copies of audio-visual records all should be stored separately and, if necessary, off-site. The greater the separation of these different sets, the greater the chance of survival of at least one copy after a catastrophe. Separation also reduces errors in retrieving copies for use.

Audio-visual records that do not constitute discrete series in themselves (for example, audio or video cassettes in case files) should be removed, appropriately cross-referenced, and stored where environmental conditions will provide the most benefit. Still photographs, however, interfiled with documents should be left in place.

D. Handling Practices

Only experienced staff with requisite skills should handle original and master copies of audio-visual records. In addition, equipment for projection or playback of audio-visual records should be in good working order, properly cleaned in areas that touch the film or tape, and used only in rooms that are free from dust and other particulate matter.

Copies should be made to fill loan requests. Loans of permanent or unscheduled records to non-federal recipients require prior written approval from National Archives. However, this approval is not required for loan of non-record copies. National Archives recommends that agencies lend only reference copies to other Federal agencies. If an agency loans original records, the agency should require that appropriate storage and handling procedures are followed. In addition, the agency should set a specific time period for the duration of the loan and follow up with the recipient to ensure that the records are returned.

Every effort should be made to prevent accidental or deliberate erasure or alteration of magnetic recordings. The record mode on players should be disengaged or the record button or tab at the bottom or on the spine of cassettes should be removed. Although accidental erasure from stray magnetic fields is rare, agencies should not store magnetic media near high-voltage lines or transformers. Agencies should control access to original images created digitally in order to protect the authenticity and integrity of the record.

Mass media agencies should discourage use of original motion picture film for excerpt copying and, above all, prevent the use of A and B rolls for the reproduction of excerpts or stock footage. These matched camera original reels contain numerous editing splices that are easily damaged

and difficult to repair.

Although few mass media agencies still have nitrocellulose film, it is critical that nitrate film and safety acetate film be stored separately. Chemically unstable and highly inflammable, nitrate film can be identified by a pungent odour of deterioration similar to nitric acid, a yellowish colour of the film base, and stickiness. Nitrate motion picture film was manufactured until 1951 and only in the 35mm gauge. Mass media agencies should also contact National Archives if they discover deteriorating cellulose-acetate film. A strong acetic odour, buckling, channelling, and crystalline residue are all signs of acetate deterioration.

E. Arrangement and Identification

Disposable and permanent audio-visual records, as indicated in an approved records schedule, should be stored separately. Unnecessary, redundant, duplicate, and poor-quality copies should be screened out and discarded as authorized by General Records Schedule 21, Audio-visual Records. Non-record copies of audio-visual records received from other sources should also be weeded and discarded when no longer needed. The abundance of contemporary photography can become unmanageable if files are not periodically weeded.

Mass media organizations need to identify records with captions or appropriate markings. Persons, places, dates, or circumstances that seem familiar today easily fade into obscurity tomorrow; unidentified audio-visual records become useless for research. For still pictures, a consistent format for recording captions, typically consisting of dates, locations, names, subjects, events, copyright ownership if applicable, and identification numbers should be used. Moving image media and sound recordings require similar identification. Captioning or other descriptive information does not have to be affixed to the record itself but may be maintained in a parallel file, catalogue, or database if the correlation is clear.

All enclosures and containers should be marked with identification numbers. Enclosures for negatives and corresponding prints should be marked with the same number. Prints without negatives should be numbered on the back edge with a soft pencil; annotations should never be made on the face or on the middle of the back. Negatives and prints should be filed in separate locations. Photographs should be arranged numerically, chronologically, or alphabetically by subject in blocks that permit easy transfer to the National Archives according to the cut-off dates

indicated in agency records schedules (Bowser and Kuiper, 1991).

2.5.5.4 Scheduling and Disposition

Inventorying and scheduling are the essential ingredients of an effective records disposition programme. For audio-visual records, these tasks may be complicated by a multiplicity of copies and their dispersal in different locations. Boyle and Deirdre (2008) stated that most of the officials holding audio-visual materials may not be aware of their responsibilities to treat them as records under appropriate laws and regulations, including directives from their own agency. An agency may be unaware of audio-visual records in contractor custody because the programme personnel who were responsible for them may have retired, resigned, or moved on to other assignments. However, the agency is still responsible for keeping records held by contractors under inventory control. Permanent audio-visual records and related finding aids held by contractors should be transferred on a regular basis to the agency or directly to the National Archives.

A. Inventories

According to Jerry (2006), records inventories are based on the concept of a "series" as the unit of control. A record series is an accumulation of records kept together because the separate items relate to a particular subject or function, result from the same activity, have the same physical form, or have another relationship. He further stated that for audio-visual records, the inventory should describe series of still photographs, motion pictures, sound recordings, video recordings, or multimedia applications that are arranged under a single filing or numbering system, relate to a particular subject, or are made or received by the same unit or activity. The inventory should describe each records series and provide storage locations, arrangement, volume or number of items, and other relevant information.

However, Boyle (2008) described the audio-visual records created or maintained by different offices or arranged differently are separate series. Agencies often underestimate the number of series because of a tendency to lump audio-visual records together by format, particularly if they are kept in a central storage area. A careful analysis will frequently reveal the existence of discrete series, each of which is distinguished by origin or function. For example, since still photography negatives and corresponding prints are usually arranged differently and are often maintained in separate offices, they should be described separately.

William (2009) argued that a good series description identifies the basic category of audio-visual records, such as motion pictures, still pictures, or sound recordings. It also includes a description of the formats, gauges, and sizes, such as 35mm or 16mm film, sheet film, transparencies, or audio cassettes. Inclusive dates and estimated number of items are key elements of a series description. The inventory should also identify any finding aids or production documentation, such as catalogues, scripts, indexes, caption lists, the camera operator's or photographer's notes, copyright information, original scores, and transcripts.

Henry (2009) stated that Federal agencies often contract with private companies and commercial laboratories to produce, copy, service, and store audio-visual records. For various reasons, copies and even the original materials may remain in private hands. Agencies should include such records when compiling inventories. Contractor facilities should be inspected at least on an annual basis.

In addition to the series descriptions, separate listings of discrete items such as films and sound and video recordings are useful (William, 2009). These lists should distinguish between originals and copies. Copies of original film materials and analogue audio and video tapes are inferior when compared to originals, especially if the copies have received a great deal of use. Originals, especially of permanent audio-visual records, need to be identified and maintained separately to ensure their preservation.

B. Records Scheduling

Scheduling is the process of analysing the use and value of organizational records and recommending an appropriate disposition. The scheduling process involves both the agencies and National Archives (McWilliams, 1979). The agencies inventory their unique records, prepare records schedules based on the inventories, and submit the schedules to National Archives for approval.

Records schedules may include provisions for transfer of audio-visual records to a Federal records centre for storage. However, before initiating such a transfer, agencies should contact the centre to determine if it has adequate environmental controls to protect the records from deterioration. In consideration of their unique storage and preservation requirements, agencies should schedule permanent audio-visual records for transfer to Special Media Archives Services

Division when they are no longer needed by the agency.

In general, National Archives recommends transfer of permanent audio-visual records within 5 years of creation (John, 2005). Audio-visual records held in office or storage space lacking appropriate environment controls for 10 to 20 years will face the possibility of catastrophic loss through deterioration.

In preparing inventories and schedules for audio-visual records, Jerry (2006) suggested that agencies should keep in mind the following guidelines:

1. Audio-visual records should be inventoried and scheduled in the context of other agency records. Relationships between series are important. While some audio-visual records have unique or independent value, complementary files may enhance their value for historical research.
2. Knowledge of the records' provenance is critical to achieving an understanding of their origin and purpose. Provenance, in this context, means information on the origin, ownership, and custody history of records. The inventory should include finding aids and files relating to the origin, production, and ownership rights of audio-visual records. These related files can consist of catalogues, scripts, indexes, caption lists, photographer's notes, transcripts, and copyright information.
3. Audio-visual records should be scheduled as soon as possible after the series is established. Unless the records have been appraised by National Archives as temporary, requirements governing the creation, maintenance, and handling of permanent audio-visual records apply.
4. Permanent records should be scheduled for transfer to the National Archives as early as possible in their life cycle, preferably not later than 5 years. In addition, National Archives usually grants requests for early transfer, particularly in cases of reorganizations and programme closures.
5. Disposition instructions for permanent posters should provide for transfer of two copies of each poster to the National Archives when the poster is put in distribution. By handling posters this way, complete sets will be sent to the National Archives when the posters are new, rather than after a period of years when the collection may no longer be complete.

2.5.5.5 Record Elements for Archival Materials

According to Kurper (2007), in inventorying and scheduling audio-visual records, agencies should recognize that various elements in each format are all part of the record. In comparison to paper records, the audio-visual record rarely consists of a single copy. Permanent audio-visual records to be transferred to the National Archives consist of a set of copies. An audio-visual set of records consists of the basic record elements needed for future preservation, duplication, and reference needs. The complete audio-visual record also includes related finding aids such as catalogues, lists, or indexes and production files that identify the Government's ownership rights or provide historical background on the origin of the materials.

The specific record elements for each audio-visual type are described below:

Record Elements

i. Graphic Works

Posters: Two copies.

Original art: Two photographic copies

ii. Motion Picture Films

Agency-sponsored films: The edited original negative or colour original ("out-of-camera originals") plus the matching finished soundtrack (optical sound preferred); an intermediate master positive or duplicate negative plus matching sound track (optical preferred); and a sound projection print and video recording, if both exist.

Acquired films: Two projection prints in good condition or one projection print and a video recording.

Unedited footage: The original negative or colour original and a matching work print or video tape; an intermediate master positive or duplicate negative, if one exists; and matching sound tracks. (Note: In the unedited stage, soundtracks are typically 1/4-inch open-reel magnetic recordings synchronized with film footage.) In addition, since unedited footage, particularly out takes or unused footage from finished productions, can be unwieldy in large quantities, they must be arranged, labelled, and described to make them useful for research.

iii. Sound Recordings

Audiotape recordings (open reel, cassette): The original recording (or earliest generation copy if the original is not available) and a subsequent generation copy for reference, if one exists.

Compact discs: The master audiotape for original analogue recordings and two compact discs.

Conventional mass-produced, multiple-copy disc recordings: The master tape, matrix or stamper, and two disc pressings.

iv. **Still Photographs**

Black-and-white photographs: The original negative, and a captioned print, although the captioning information can be maintained in another file, such as a data base, if the file number correlation is clear. If the original negative is nitrate, unstable acetate, or glass-based, a duplicate negative on a polyester base is also needed.

Colour photographs: The original colour negative, colour transparency, or colour slide; a captioned print of the original colour negative; and/or captioning information as described above if for an original colour transparency or original colour slide; and a duplicate negative, or slide, or transparency, if they exist.

Slide sets: The original and a reference set, and the related audio recording and script.

Filmstrips: The original and a reference copy.

v. **Video Recordings**

Videotapes: The original tape recording (or the earliest generation if the original is not available) and a dubbing or copy. Unedited video footage shot for a production is eligible for transfer if properly arranged, labelled, and described.

Videodiscs: The premaster videotape used to manufacture the videodisc. Original audio-visual records, typically photographs, appraised as permanent and copied onto a videodisc must be scheduled for transfer to National Archives along with two copies of the videodisc. Videodiscs that depend on interactive software and no standardized equipment may not be acceptable for transfer.

2.6 Records Management Resources in Organization/Mass Media Organizations

Considering all of the issues discussed above will reveal the resources required to restructure and manage the organisation's records system. Resources such as personnel, accommodation, equipment and finances are essential to the success of any records management programme.

2.6.1 Personnel

Pederson (2006) asserted that the quality of any records management programme is directly related to the quality of the personnel that operate it. Records work must be seen as a worthwhile career for those who are well educated, intelligent and industrious, not as the posting of last resort for those who are unqualified, incompetent and idle.

When planning a restructured records and archives institution, it is necessary to consider the number of staff needed, the tasks they will undertake, their particular qualifications and the requirements for their promotion through the civil service (Box, 1997).

The director of the records and archives institution is ultimately responsible for ensuring all staffs are adequately trained for their work. He or she must see that staffs receive clear instructions and guidelines in the form of directives, manuals and handbooks.

2.6.2 Accommodation

Adequate accommodation is essential to the proper functioning of the records service. Johane (2006) provided three particular types of accommodation that are required. These are:

- records offices for the storage and use of current records
- records centres for the storage and retrieval of semi-current records
- archival repositories for the preservation and use of archival records.

According to Pederson (2006), records offices must be located conveniently for the action officers whom they serve. They should be kept separate from other administrative units, such as the typing pool. They should be large enough to house the current files for which they are responsible and the records office staff who handle them. The accommodation must be secure and well maintained, and it must be of strong construction so that it can bear the weight of the files.

Records centres serve as intermediate storage facilities: they receive and administer all records,

in whatever format, that are retired from current records systems; provide a reference service based upon the records; and dispose of records in accordance with disposal schedules and plans (Thurston, 1999).

Records centres are temporary or intermediate storage facilities, in the sense that they hold records between the time they leave the records office and the time they are sent to the archival institution or destroyed. The records centre is a high-density, low-cost storage area, which must be equipped with a system for retrieving and consulting the records held. The records centre should be safe, secure, clean, efficient and economical (Millar, 1999).

Archival repositories must provide a controlled physical environment for the archives held within them. Environmental conditions must always be within acceptable limits, created by the use of adequate insulation and building materials in the construction of the facility. Where it is not possible to have a purpose-built repository, it is necessary either to provide an artificial environment by using air conditioning or to maximise the beneficial effects that can be obtained from natural means of ventilation.

The archival repository will provide solid shelving for the storage of archives and sufficient space for storage, retrieval, reference and administrative work. It will have environmental monitors, policies and procedures for the secure storage of materials and a programme for the regular cleaning of shelves, storage areas and work spaces. The archives should be protected as much as possible from insects, damp, mould, vermin and animals as well as from damage, theft and vandalism (Cox, 1999).

Archival repositories must allow room for expansion over time, because they will always continue to acquire records, even with the implementation of disposal schedules to ensure that unwanted records are destroyed before they reach the repository.

2.6.3 Equipment and Materials

Sufficient and appropriate equipment and materials should be provided for the handling, storage and preservation of records throughout their life cycle. These include:

- file folders
- boxes
- shelving
- computer equipment and software programmes

- office furniture.

According to Coleman(1994), one of the benefits of a records management programme is that it encourages the efficient use of equipment and supplies, which reduces both costs and waste. When items such as file folders can be used for current and semi-current records and archives, for example, the savings can be used for other records activities.

2.6.4 Managing Financial Resources

A prerequisite of all the above resources is adequate funding. It is imperative that provision be made in the annual estimates of capital and running costs for sufficient funds to enable the records and archives institution and its departmental units to perform their functions properly. Ideally, each records management unit in an agency should have its own budget or, at least, an adequate allowance within the department of which it forms a part. Similarly, the archival institution should be able to manage its own budget (Pederson, 2006).

Within government agencies (and businesses as well), financial resources should be managed prudently and in accordance with established priorities. Value for money should be achieved through a plan for expenditure on staff, accommodation, equipment and materials that matches the requirements for the delivery of an efficient and economical records management programme (Roulledge, 1999).

Within the archival facility, it should be recognised that basic services should be provided free of charge to all users. Income generation from peripheral or non-essential services should not compromise this central principle. But, like all other cultural institutions, the archival institution has a duty to maximise the generation of income from its programmes and activities, provided that doing so supports and does not interfere with its work towards the achievement of its stated mission.

Johane (2006) opined that income generation is good only if it furthers management programmes directed towards the achievement of agreed aims. It is not appropriate for income generation to be regarded as an end in itself. Akotia(2006) suggested the following activities can legitimately be regarded as suitable for income generation:

- the provision of research services on behalf of the public

- the publication of texts of primary sources or facsimiles of attractive documents
- participating in marketing and publicity programmes
- the provision of specialist research under contract.

2.7 Accessibility of Records in Organizations/Mass Media Organizations

Records in their various forms must be viewed as a valuable organizational asset. They play a vital role in the management and operations of the organization, document past events, and serve as the basis for future actions. Organizations create, retain, and preserve records so that they can be used. If a user cannot locate a document, it might as well not exist. Norris (2002) opined that an effective records management programme should have in place systems, manual or automated that can locate and retrieve records in a reliable and timely fashion to meet the needs of users. Norris (2002) further added that for any organizations to possess this attribute it must have the following signs:

- Satisfactory filing and locator systems with documented policies and procedures.
- Finding aids, such as indexes, are prepared and used.
- Subject matter lists to meet Freedom of Information Law (FOIL) requirements are prepared and used.
- Policies and procedures regarding access restrictions are developed and in use.
- Filing equipment is used appropriately.
- Local area network (LAN) policies and procedures are developed and in use.

The terms and conditions of access to records are to a large extent influenced by the access policy...., the term access has been defined as the availability of archives for consultation as a result of both legal authorization and the existence of finding aids (Abioye, 2002). Harrod (1977) defined access as “the availability of (government archives), to general public”. Accessibility of records therefore, is the means by which users can have ease and convenient of access and consultation of available records.

Access is permission and opportunity to use a record. Access is also related to whether or not users have permission or authority to use archives. Records created and maintained for personal or internal use may include private or confidential information. Harrod (1977) posited that record managers and archivists are legally or ethically bound to ensure equitable access to records that

are used in their care. Maintaining fair use however, is a problem because archivists have to deal with such issues as privacy, confidentiality, copyright, preservation, and freedom of information. In this era of modern technology, the World Wide Web has redefined physical access to records repositories and making many of their records available online. Thus users can access finding aids and records from their personal computers.

With the invention of electronic communication technology, electronic and audio visual records should also have access rule as suggested by Ashford (1985) in a study titled: Document storage and Retrieval in the Electronic Office. He posited that “control of access to restricted documents, and the integrity and security of both databases and communication systems are important, but fall within well-established disciplines of computing and communication technology”. He further maintained that access to the system itself is normally controlled by restricting access to buildings, or to the rooms containing terminals, and by providing personal passwords to approved users within the system, access to particular databases may be controlled by the same or additional passwords and by internal electronic gateways linked to the user’s identity. Recorded information therefore, whether on papyrus, parchment, stones, clay tablets, wood barks, paper or electronic media cannot in any way have a significant value without public access.

The success of a records management programme hinges on the ability to access information for business support, litigation response, or compliance reasons. Reese (2010) posited that organizations need the ability to access records by multiple indexing parameters such as subject matter (content and context), record creator, intended recipient, date, etc. Proper indexing methods are one of the easiest ways to recognize significant returns on investment. Well-indexed records ensure easy access and reduced time and financial cost. Poor indexing methods will result in additional fees and more labour expended. The inability to satisfy record retrieval requirements can result in major fines, increased litigation, and the degradation of overall service quality within an organization.

Access and indexing are dependent on one another because records must be properly organized to enable timely, accurate, and controlled access. Just as an index in a book directs the reader to a specific page, a records index directs the record user to a particular place where the required information is located. The location may be a paper or microfilm filing system or an electronic

storage location, such as a network directory or electronic document management system. Once the record location is identified, access can be authorized by various security controls.

If people are to use archives, then they must have intellectual, legal, and physical access to them. The term “access” according to Millar (1999) encompasses all three concepts. Intellectual access is provided through the arrangement and description of records and reference assistance from an archivist. Archivists create and rely on finding aids as reference tools to assist users. Finding aids help users locate needed records and information. Reese (2000) provided useful guiding principles of Access to be used by organizations. They are as follows:

- i. All records should be indexed in a systematic manner, by subject matter, regardless of the storage medium or location.
- ii. Establish a consolidated records management system that links the organization’s records to its Retention Schedule through a record classification scheme.
- iii. Populate the record classification scheme (also known as a taxonomy or file plan) with standard indexing parameters to include record class code, business function, record creator, dates, and other applicable indexing parameters.
- iv. File paper records in filing systems and electronic records in network directories that are categorized by the same record classification scheme and time period.
- v. Identify records in all media by conducting searches of the record classification scheme.
- vi. Implement a proper authorization process to ensure protection of the confidentiality of an organization’s records, maintain the confidentiality of customers’ personal information, and prevent unauthorized disclosure to third parties.
- vii. Limit individual employee access to records unless it is necessary in order to conduct authorized business and is approved in accordance with established organizational practices and procedures.
- viii. Develop an annual formal review of the records management system, record classification scheme and centralized index to validate that structure is consistent, accurate, appropriate and reflects any changes in business.
- ix. Determine the suitable turnaround time for retrieval of different categories of records for onsite, off-site, and electronic records.
- x. Ensure that storage of records onsite and off-site guarantees security, consistency, accessibility, and confidentiality.

- xi. Migrate electronic records to a digital archive that can provide secure access to e-mails and instant messages for regulatory, legal or future business purposes.

Therefore, to be able to have access to records there should be a proper record management programme with clear access policy. Access policy according to Abioye (2002) “refers to those guiding principles governing access to archives. It relates to rules of access formulated as a deliberate state principle to regulate and control access to archives.” An organization must consider who will need access to the records, how frequently and for what purpose, and then decide how those requirements for access are best met.

In-house archives –An on-site repository obviously allows for more immediate access by the organization. If the records are kept in the group’s own office space, they are readily available for use whenever they are needed. However, if the organization’s archive is used by scholars, students, activists, or community people, an in-house archive must establish “use guidelines” to accommodate these clients. If this outside use becomes frequent and regular, demands on the organizations become a burden.

Archives repository – When organizations donate their archives, the repository assumes responsibility for providing access to the records. For most repositories, this means more than simply storing the records and throwing open the door to all interested users. The following are the ways in which repositories promote access:

- Provide a reading room and tables for use by researchers, and supply facilities for photocopying and/or photographic reproduction of records. Organize and arrange records in a manner consistent with archival practices and principles.
- Produce written descriptions of the records, or “finding aids.” Finding aids provide information about the organization that created the records, an explanation of how the records are arranged and filed, and guidance about using the records to research various subjects or topics. Creating these finding aids requires a major commitment of time and resources by the repository and benefits both outside researchers and users within the donor organization.
- Provide such reference services as answering questions about the records and offering assistance to researchers. As a courtesy to donors, the repository’s staff may search records in response to requests by the donor organization, as well as provide

complimentary photocopies, free consultations on records and information management or related topics, and other services as needed.

For an organization, sometimes the services that a repository offers in order to provide access to the records offset the disadvantages of not having the records on-site.

Confidentiality of records is also an issue of concern. Some organizations decide that confidential material should not be part of the archives, even if the records in question have archival value. Others decide against donating their records to a repository because they fear exposing confidential information. Any public use of an organization's archives has the potential to expose confidential information. This is true whether the organization maintains its own archives or donates them to a repository.

In-house archives –An in-house archival operation allows the organization direct control of its own confidential records. However, unless the organization takes time to inspect all of its archival records in considerable detail, it may not be aware of sensitive material scattered throughout the records.

Archives repository – In the process of arranging, describing, and creating finding aids for records, the staff at a repository are likely to locate and identify confidential materials. Since some confidential records have significant research value, it is preferable not to remove them from the archives. Archival repositories are accustomed to managing and providing public access to confidential records. There are several ways researchers are allowed limited access to sensitive records without compromising the organization's need to safeguard confidentiality. Repositories restrict access to confidential records using any or all of the following methods:

- Names and other personally identifiable information, such as social security numbers, may be redacted (censored/edited). This process is labour intensive, but it gives researchers access to sensitive files while protecting the individuals involved.
- Confidential records may be closed to researchers for a specified period of time, i.e., for ten years, twenty years, or even for the lifetime of individuals named in the records, if appropriate.
- Researchers may be required to describe their research in a formal written request to use confidential records. Access is then granted on a case-by-case basis, as the repository

and/or donor determine whether access is justified. In some cases, researchers will be denied access to records, or they will be required to sign a confidentiality agreement as a condition of use.

It is part of the archivist's job to balance the researcher's need for access with the need for confidentiality. The repository and the donor organization, in consultation, determine which restrictive measures provide the best protection for the organization while still permitting access to these records.

The archival institution may be sustained by public funds so that archival materials shall be preserved and used by a wide variety of researchers. The next step in managing archives is to ensure they are available for public use, either by members of the government or corporation or by citizens or others wishing to do research (Akotia, 2006). The reference room of an archival institution is the contact point for anyone who wishes to find out about holdings, by correspondence, by telephone or in person (Williams, 2009).

While satisfying the legitimate needs of the researchers, reference staff should always remember that the safety of the documents remains their paramount duty, and that documents are especially vulnerable when they are in the search room and being handled by inexperienced people. They must therefore be prepared to enforce the search room rules even if this means refusing access to certain archives or correcting the behaviour of researchers. Rogers (2009) corroborated this when he suggested that strict enforcement of the rules and protecting the archives by correct handling deters people from misusing documents and even from potential criminal action. Sloppy enforcement has the opposite effect. It is important therefore that the director of the archival institution has a strict, clear, legally enforceable and consistent policy over the implementation of the rules. This is to say that the search room should be a controlled environment where users can consult materials in an atmosphere suited to study.

Access to records has advantages due to its value, as rightly pointed out by Misau (2006) that "records have other potential values such as, research, administration etc.; because of all these the idea of allowing access to the records became imperative". Access to information is a fundamental right and an essential condition for democratic governance, accountability, the development of participatory democracy and economic development; access to information is

essential for protection of other human rights and contributes to social stability and security (Manchester Declaration on Access to Information, 2006).

Access to records is faced with some problems; many at times, public access to records is hindered by lack of public awareness on the existence of such vital records and the role the record can play in the life of the general public. Meaning that, the public do not know much about the existence of such records and how to come about having them at hand for use (Maidabino, 2003). These definitely constitute problems associated with access to records.

Retrieval on the other hand is defined by Read (2011) as the process of locating and removing a record or file from storage. It is also action of recovering information on a given subject from stored records. Retrieval could be any process of locating a record and taking it to the place where it will be used. A record or information from it may be retrieved in three ways (Read & Ginn, 2011):

1. Manually – a person goes to a storage container and removes by hand a record that a user has requested or makes a note of the information someone has requested from it.
2. Mechanically – a person uses some mechanical means such as pressing the correct buttons to rotate movable shelves to the correct location of a record, removing the record manually, or recording information requested from the record.
3. Electronically – a person uses some means, such as a computer, to locate a record. The requester is shown the requested information or informed on a screen in a database or in an e-mail file as to where it can be found. The physical record may not need to be removed from storage.

Read and Ginn (2011) provide steps for retrieving a record as follows:

- i. Receive request for stored record or records series – requester or records centre employee prepares requisition form.
- ii. Check index for location of stored records
- iii. Search for record or records series.
- iv. Retrieve (locate) record or records series.
- v. Remove record(s) from storage.
- vi. Charge out record(s) to requester: Insert OUT indicator in place of record(s) removed from storage; complete the charge-out log.

- vii. Send record(s) to requester.
- viii. Follow up borrowed record(s).
- ix. Receive record(s) for re-storage.
- x. Store record(s) again. Remove OUT indicator. Update charge-out log.

Retrieving records from the records centre is an important tool in accessing the needed record. After the records transferred to the Records Centre are processed, a copy of the *Records Transmittal Form* will be returned to the office transferring the records. The form lists the records transferred and serves as a basis for future reference requests (Thomas, 1983). The Records Centre will grant access to stored records only to designated staff of the executive secretariat, department, unit or office transferring the records. Access to staff outside the transferring office will be granted only with written authorization from the transferring office. Designated staff of an office may request any of that office's records by telephoning, E-Mailing or visiting the Records Centre. Staff should refer to their copy of the *Records Transmittal Form* when making a retrieval request to properly identify the record and its Records Centre location.

The following information is needed to successfully retrieve a file or box from the Records Centre:

- name of requester, telephone number, and physical location;
- requester's executive secretariat, department, unit or office;
- type of service required (temporary withdrawal or permanent withdrawal);
- file name or number and date; and
- records centre location information.

2.8 Utilization of Records in Organizations/Mass Media Organizations

The exploration of information from records is termed as use of records. The modes of utilization of records vary according to organization. Misau (2006) observed, while quoting Nwosu, who stressed that “.... records are utilized for decision making, reference, legal requirement, documentation or response”.

Utilization of records usually takes place at different stages of records life cycles by its users, in this regard users include researchers, students, policy makers etc. Commenting on this regard Akussah (2005) posited that “at active phase, most of the users are policy makers, action officers and technocrats of ministries, departments and agencies”. He further stated that the users of

records at semi-active phase are once again policy makers and action officers of the ministries, departments and agencies that created them, while the users of the records at inactive phase consequently widens to embrace academics, researchers, historians and indeed any citizen of sound mind adjudged qualified to have access. Thus, Misau (2006) stressed that:

Good management of records is only a means to an end, the ultimate goal of which is their proper and effective utilization by policy makers/managers, top bureaucrats and even middle and lower cadre personnel as well as others such as students, scholars and researchers.

Utilization depends on the access to the available records through authorization and the help of finding aids. As such lack of proper finding aids, user education etc. can be a problem in proper utilization of records. Akussah (2006) asserted that “the importance of educating users in document handling techniques is emphasized by the assertion that more damage is likely to occur to documentary materials when they are in use than during storage”. Popoola (2000) pointed out that “man’s reaction to events depend to a large degree upon accessibility to the available information as well as its utilization”.

The three common strategies used by organizations to maintain and use records are centralized, decentralized and a combination of two (Ellis and Mauldin 2003 and Shepherd and Yeo 2003: p.173). According to Ellis and Mauldin (2003), among the advantages of a centralized system are:

- reduced complications in handling the system
- reduction of infrastructure requirement
- easy promotion of standardization
- cost reduction
- easy alignment of corporate objectives with the records system
- simplified reporting and accuracy.

The advantages of decentralized systems are:

- increased control at the local level
- departmental specific needs are met easily

- easy creation of local reports
- improved control over resources.

Given the advantages and disadvantages of the centralized and decentralized systems, Ellis and Maulidin (2003) prefer a combination of centralized and decentralized systems in order to gain the advantages of both. However, Shepherd and Yeo (2003) argue that the choice of a system should be determined by the size of the organization and the availability of resources, they also point out that ‘for many organizations, a mixture of centralized and decentralized storage is appropriate’.

2.8.1 Users of Records

Within both government and the private sector, records are created and used on a daily basis to document actions, confirm decisions, identify rights and responsibilities and communicate information. Without records, governments and other organizations like mass media corporations cannot operate effectively. It is no longer possible to ‘remember’ vast quantities of information without creating an independent account: a record.

I. According to Cook (1999) Governments use records for such wide-ranging purposes as:

- documenting the work of employees
- confirming pensions, leave and health benefits
- confirming or reviewing policies and procedures
- confirming citizens’ rights, such as benefits or land ownership
- providing information about past actions or decisions.

On behalf of the citizens of a country, government employees rely on records to provide core information for conducting their public business.

While many of those records do not need to be kept permanently, small but significant portions have enduring value. It is this portion of a government’s records that are preserved within public archival institutions. Together with a country’s National Library, National Museum and other national institutions, the National Archives is one of the country’s essential research resources. Users come to it from all sectors. Other government archival facilities, such as state or provincial

archival institutions, or private-sector archival facilities in businesses or associations, are equally important research resources.

II. Typical users in national and other archival institutions include:

- government representatives requiring information about government activities
- professional or academic researchers from a wide range of disciplines
- journalists
- amateur researchers
- genealogists
- members of the public
- others wishing to have some contact with the primary sources of their national culture and tradition
- anyone with an urgent problem that can only be solved by referring to records.

Equally, corporate, organisational or local archival institutions hold records of research use by a wide variety of people.

III. An archival institution — national, local or corporate — is useful not just to the nation and its citizens. There is *international interest* in the health and efficiency of a country's archival repository and the records it protects. Many issues documented by public and private records are of international concern. The following are examples of such issues that are documented by records that should be accessible, most likely in a National Archives:

- citizenship rights and responsibilities
- medical and health concerns
- environmental issues
- resource management
- intergovernmental politics
- economic planning.

2.9 Obstacles to Effective Access and Utilization of Records in Mass Media Organizations

The challenges facing effective management of organizational records all over the world are myriad, divergent, enormous and complex, with no society, organization, state, nation or region having the highest, similar or peculiar problems than the others. For these reasons the literature review will look at both global and local challenges impeding proper accessibility, retrieval and utilization of records in organizations. According to the State of Montana, Montana Historical Society (2002) and Hounscome (2001), there are many causes of the problem of poor records management practices:

- Lack of records management policies and procedure. Are they adequate? Are they philosophically consistent across the organisation?
- Lack of qualified staff such as a records manager and archivist. Will the experience and qualifications of the existing staff be suitable for managing a records management programme?
- Records management costs that are not immediately apparent. Cost may only become significant over a period of time and thus not attract management's attention.
- Limited resources to implement a system according to requirements (legislation). Is the number of staff and other resources adequate? Is the records retention and disposal schedule in place? Has this been approved by legal services?

In many countries around the world, record keeping systems are unable to cope with the growing mass of unmanaged records. This is particularly true in countries with limited financial or administrative resources or where records and archives managers lack training or professional development opportunities (Mashbum, 2004). As such, administrators find it ever more difficult to retrieve the information they need to formulate, implement, and monitor policy and to manage key personnel and financial resources. This situation impedes the capacity to carry out economic and administrative reform programmes aimed at achieving efficiency, accountability, and enhanced services to citizens. Moreover, the decline, and in some cases total collapse, of record keeping systems makes it virtually impossible to determine responsibility for actions and to hold individuals accountable.

In many developing countries, record keeping systems are weak or have actually collapsed to the point where they barely function. This situation is particularly evident in countries that were once part of European-dominated colonial regimes. In these countries, structured record keeping

systems were common, supporting the information needs of a small centralized civil service, often with a well-trained and experienced records staff (Myers, 2004). In many of these countries the European model of registries, a central point for the registration and control of documents, was introduced, and it was not unusual for civil servants to begin their careers working in registries and then move upwards. They tended in this way to develop a good understanding of the importance of information management. (Wagner and Alfred, 1980)

In the years following independence, this situation deteriorated progressively as part of a general decline in public administration. Informal practices supplanted formal rules, and efficient public administration was of secondary importance to providing employment. While the civil service expanded steadily, bringing with it a corresponding increase in the flow of paper, more formal ways of working gradually collapsed, often replaced by adhoc work methods. In many cases, the institution grew used to making decisions without referring to records. There was little incentive to maintain effective record keeping systems or to allocate adequate resources for records storage and staff. In some cases, the failure to create and maintain records systems was motivated by the desire to conceal financial and other irregularities. Eventually, the registries stopped acting as the point of entry for able recruits and became a dumping ground for staff without career prospects. The staff had limited training or experience with record keeping work, and record keeping was allowed to deteriorate (Noonan, 2004).

The record management procedures were hampered by so many modern changes and nonchalant attitudes. As Wagner and Alfred (1980) rightly put it, file classification and indexing systems originally designed to meet the record keeping requirements of the colonial period could not meet the needs of complex modern governments and organizations particularly mass media agencies. Paradoxically, in many countries, despite the low usage of records, there was an extreme reluctance to destroy records, even after they ceased to have any value to the institution. In the absence of rules and guidelines for what should be kept and for how long, staffs were reluctant to authorize destruction. Over time, registries became severely congested with older records. Ultimately, many records systems collapsed under their own weight (Myers, 2004).

Information users as well are aware that there are severe problems in information retrieval, but they do not know what solutions are required. They do not appreciate the complexities of

establishing and maintaining records systems; often they do not recognize the connection between the breakdown of record systems and the larger problem of public administration. As a result, record system reforms rarely feature in government priorities (Noonan, 2004). According to Mnjama (2004), the poor state of record keeping practices in Kenya can be explained by:

- i. Failure by the senior management to establish acceptable record management goals and practices;
- ii. Failure to hire competent and qualified staff in the area of records management;
- iii. Failure to provide adequate storage facilities thus, causing registries to lose morale and motivation.

The roots of the problems of records management in Nigeria can be traced to the lack of a comprehensive policy approach to the management of the whole life cycle of records. Akussah (2006) stated that “this situation of lack of comprehensive policy had left the record management scene very chaotic”. Another problem in that regard is lack of qualified personnel responsible for managing records in both private and public sector organizations in Nigeria today. In a related development, Afolabi (1991) identified the dearth of qualified personnel, low priority accorded records management and insufficient funding as serious problems affecting record management in Nigeria.

Despite the importance of records management in organizations, there are a lot of problems and constraints of records management in Nigeria. Ajewole (2001) stated that, the problem of records management is not with records and information *per se* but with those having interface and interactions with these two vital resources. Newton (1988) sees the major problem of records management in an organization as lack of recognition from top management staffs and their failure to see the function records managers performed. This is also applicable to officers saddled with the responsibility of managing records in both private and public sector organizations in Nigeria. Popoola (2005) on the other hand argues, that the problem of records use and management as well as access to information content of records in Nigeria, is not just of volume, but the effective and efficient management of record creation. He however added that, proliferation of records creation is the major headache confronting modern technocrats in public sector organization. It created enormous problem of organizing, utilizing and accessing vital

information contained in the records. The impact seems to have been on retrieving the required information from documents for administration purposes rather than that of physically compiling documents based on their correlation with particular transactions.

Eevborokhai (1990) asserted that, problems of record management in Nigeria include lack of resources, poor management, inappropriate staff and training, lack of tools and techniques. Similarly, Maidabino (2004) identified three (3) reasons for poor management of records in organizations as; inadequate funds, which affected staffing, accommodation, expansion and execution of such operations as appraisal, preservation and conservation, poor training opportunities for record managers and lack of adequate infrastructure and modern information technology. In the same vein, Enwere (1992) argues that the absence of un-integrated record management programmes in Nigerian organizations including mass media has led to inefficiency in administration and to the loss or unavailability of vital information needed for decision making. Record management programmes have a number of problems. While looking at it from cross-angle, Gama (2004) identified the obstacle management of record is facing as a result of sabotage from public officials by way of mutilating or burning of important records to cover some fraudulent acts, lack of record schedules in organizations which guide the entire records management in any organization.

Traditionally, paper records were managed long after creation, once they were physically filed into agency filing systems and began to take up valuable office space. This management typically consisted of transferring the records offsite to a records centre facility or warehouse dumping ground where they were forgotten. With electronic records, management must be included in system planning and implementation and must take place immediately upon creation as the agency classifies the information for further use. This classification is vital for the application of corresponding electronic controls to ensure the effective maintenance and disposition of the record. Rhoads (2002) made a case by saying that “the use of computers to store, manipulate, retrieve and disseminate information has placed versatile new tools in the hands of records managers whose objective is to make storage handling of information less costly and more efficient. Unlike paper records where decisions on their management may be delayed, decision on electronic records, their capture, storage and disposition may have to be taken at the time of their creation”. That is why Madu (2010) succinctly stated that, although

significant progress has been observed in the use of ICTs in many organizations in Nigeria in the last couple of years, major constraint still hinder the promotion of universal access. These include lack of ICT policies in most organizations in developing countries. This in no small way impedes the effective deployment of ICTs.

Absence of proper record keeping in any organization can bring devastated consequences that will hinder its effective growth and development. Makhura (2005) identified certain symptoms of a failure to manage records effectively. They are:

- the loss of control over the creation and use of records
- the loss of control over access
- the fragmentation of official records
- the existence of different versions of the same information and the absence of a definitive or authentic record
- the loss of contextual information, such as the originator and the date of creation
- the ease with which electronic records can be manipulated or changed
- technology-related difficulties in retrieving records
- the misuse of records, such as unauthorized access to or alternation of records.

2.10 Theoretical and Conceptual Framework

The management of records is governed by three important theories or principles which are the life-cycle; the continuum theory and the principle of *respect des fonds*.

Chachage and Ngulube (2006) stress that of all the above principles "the records life cycle and records continuum models are the dominant theories in the archival and records management field". The theories are explained below in relation to record management in organization. However, the principle of *respect des fonds* is used as the theoretical and conceptual basis for this study. This is as a result of its relevance to the topic under investigation as will be described in this study.

A. The Life Cycle of the Record

The life-cycle concept of the record is an analogy from the life of a biological organism, which is born, lives and dies. In the same way, a record is created, is used for so long as it has continuing value and is then disposed of by destruction or by transfer to an archival institution. Since the late

1930s, the life cycle theory has been the main conceptual framework for managing records, especially in the paper environment. The life cycle concept was invented by Theodore Schellenberg of the National Archives of the USA in 1934 (Shepherd & Yeo, 2003:5). It falls into three phases, which may be defined as “(1) records creation or receipt (born or adopted); (2) records use and maintenance (that is, they live actively), and (3) records destruction (they die) or are transferred to an archival repository (they are reincarnated)” (Ricks & Gow, 1988:4). Figure 1 illustrates the life-cycle concept of records.

According to Akussah as cited in Chachage and Ngulube (2006) “it is universally acceptable among archivists and records management professionals that the life cycle concept is the most integrated and comprehensive approach to records management”. This, according to Ngulube and Tafor (2006), explains why the life cycle is popularly used as a framework for managing public sector records in Eastern and Southern Africa region.

With the massive shift in Information and Communication Technology (ICT) in the 1980s and 1990s, there was proliferation in electronic records, leading to new archival and records management practices. This has resulted in debates that have challenged the relevancy of the life cycle approach in managing records and culminated in the continuum theory. The life cycle theory states that records can only live once at each stage in their life. This clearly defines responsibilities for the management of records at each stage. In contrast, the continuum theory developed in the 1990s by Ian MacLean argues that record keeping is a continuing and rolling process that does not separate the life of records in time and space (Upward, 2005). When he developed the continuum concept, MacLean was of the view that the work of archivists and records managers are interrelated and that there is continuity between records management and archives (Kemoni, Ngulube & Stillwell, 2007). According to Upward (2005), “the continuum theory has been defined in ways which show it is a time/space approach instead of a life of the records approach”.

In the continuum approach, there are no strict boundaries between archives and records management responsibilities, as current records can also become archives right from creation, instead of waiting for final disposal to determine this. Proponents of the continuum paradigm, such as Bearman (1994) and Cook (1997) have advanced debates in favour of this model as a better approach to modern record keeping. For example, they argue that archivists should not

wait until the end of the life cycle, but be actively involved in the management of records from creation. Valpy (2009) stated that the effective management of records throughout their life cycle is a key issue in civil service reform. Without it, vast quantities of inactive records clog up expensive office space, and it is virtually impossible to retrieve important administrative, financial and legal information. Such a situation undermines the accountability of the state and endangers the rights of the citizen. Without a management programme that controls records through the earlier phases of their life cycle, those of archival value cannot readily be identified and safeguarded so that they can take their place in due course as part of the nation's historical and cultural heritage (Bartolo, 2009).

Phases of the Life Cycle of Records

In the simplest version of the life-cycle concept, three biological ages are seen as the equivalents of the three phases of the life of a record. *In the current phase*, records are regularly used in the conduct of current business and are maintained in their place of origin or in the file store of an associated records office or registry. Current records known also as active records are records regularly used for the conduct of the current business of an organisation or individual. Active records will normally be maintained in or near their place of origin or in a registry or records office. *In the semi-current phase*, records are still used, but only infrequently, in the conduct of current business and are maintained in a records centre. Semi-current records are records required only infrequently in the conduct of current business. Semi-current records or semi-active records will normally be maintained in a records centre or other offsite intermediate storage pending their ultimate disposal. *In the non-current phase*, records are no longer used for the conduct of current business and are therefore destroyed unless they have a continuing value for other purpose, which merits their preservation as archives in an archival institution. Non-current records or inactive records are records no longer needed for the conduct of current business. Some records management systems recognize only two phases: current and non-current. Figure 1 outlines the life-cycle concept of records.

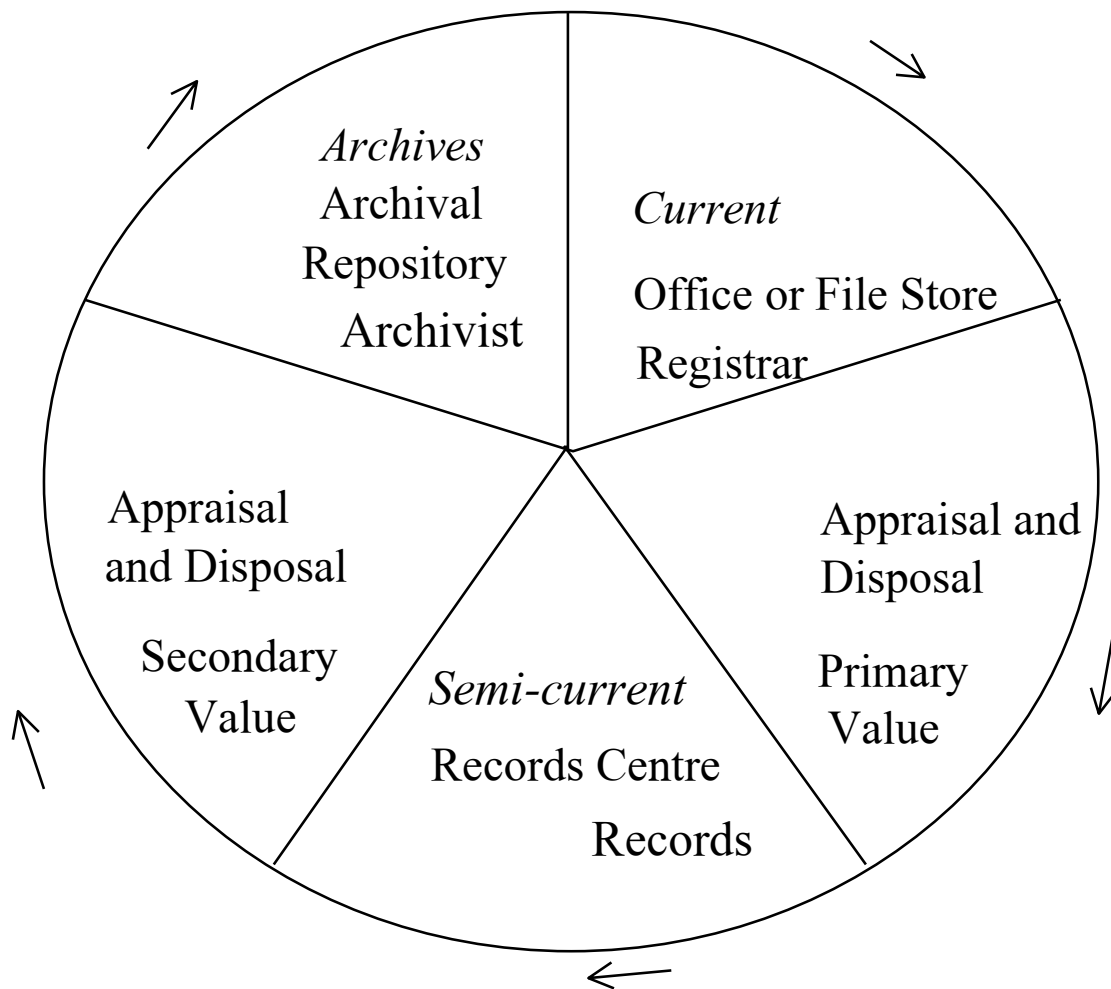


Figure 1: The Life Cycle Concept of Records

B. The Continuum Concept

The life-cycle principle recognizes that records are created, used, maintained then disposed of, either by destruction as obsolete or by preservation as archives for their on-going value. The continuum concept suggests that four actions continue or recur throughout the life of a record: identification of records; intellectual control of them; provision of access to them; and physical control of them (Kumming, 2010).

The records continuum is becoming a much used term but has seldom been defined in ways

which shows it is a time and space model not a life of the record model. Upward (1992) describes continuum to denote its features as of continuity, the indiscernibility of its parts, the way of its parts, and the way its elements pass into each other. Precise definition accordingly, has to discern the indiscernible so as to identify points that are not distinct and do so in ways which accommodate the continuity of change.

The records continuum concept is of the idea that different stakeholders create, use, manage and retain records, not in discrete stages, but at different points throughout the records existence. Thus, the continuum concept recognizes that records pass through identifiable stages. But however, these stages are perpetual reference points not separate function. As such Upward (2005), in the records continuum model asserts that; ‘the continuum idea requires that the preservation decision is taken proactively at the moment a record is created or before it is created and for which the records’ usage can vary and shift through time. Record continuum thinking and practice are underpinned by a concept of records which is inclusive of, not exclusive to, record of continuing value (archives). According to continuum view the role of recordkeeping professionals relates to setting up regimes that can ensure that from their creation, records are managed in ways that enable them to fulfil their multiple purposes contemporaneously and overtime (McKemmish, 2001).

Reed (2005) as cited in McKemmish, describes continuum concept as a consistent and coherent process of records management throughout the life of records, from the development of record-keeping systems through the creation and preservation of records, to their retention and use as archives. Australian Records Management Standard (2001), which has adopted the continuum model, defines the continuum theory as “an integrated nature of the records’ existence”. In other words, the continuum model is not about records, but about a regime for record keeping. The continuum is a model of record management that relate to the records keeping regime, which is “continuous, dynamic and on-going without any distinct breaks or phase. For which it has, integrated approaches to record management that are needed to view record keeping process in an integrated fashion.

According to McKemmish (2001), the aims of the continuum theory are as follows;

- to re-define and re-invent record keeping practice, including appraisal, control, storage and access,

- to identify a broad range of stakeholders and clients by posting multiple uses and stages of record overtime,
- to build partnership with business, accountability and information managers.
- To establish and maintain an integrated record keeping responsibility.

In addition, the focus or perspective of the record continuum theory includes the following;

- Current record keeping
- Regulatory record keeping
- Historical record keeping

The current record keeping perspective involves looking at record keeping process from the viewpoint of what needs to be done to capture a record and fix it in context. A regulatory record keeping perspective involves looking at record keeping process from the view point of how they can be standardized, controlled and monitored. The historical record keeping process focuses its attention on what has to be done to maintain this record and manage its meaning overtime. (Kumming, 2010)

The records continuum model provides a useful framework for the exploration of continuity of responsibilities that relate to record keeping. The model provides a way of conceptualizing the records continuum, via mapping evidential record keeping functions that shall serve. What Shepherd and Yeo (2003) identified as the underlying values of records which motivates the purpose for record keeping as;

- i. The evidential value of record
- ii. The value of the record as an information source
- iii. The values of the records as artefact for life.

According to the continuum concept, the distinction between records management and archives management need not be rigidly maintained. These four actions are outlined in Table2.1.

Table 2.1: Four Actions of Records Care

<i>Process</i>	<i>Records management actions</i>	<i>Archives management Actions</i>
1 identification and acquisition	creation of receipt	selection or acquisition

2	intellectual control	classification within a logical system	arrangement and description
3	access	maintenance and use	reference and use
4	physical control	disposal by destruction or transfer as archives	Preservation

From this principle a unified model has been developed. In view of this, Upward (2005) aptly stated that the model reflects the pattern of a continuum. Four actions continue or recur throughout the life of a record and cut across the traditional boundary between records management and archival administration. These are:

- the creation or acquisition of the record
- its placement within a logical, documented system that governs its arrangement and facilitates its retrieval throughout its life
- its appraisal for continuing value, recorded in a disposal schedule and given effect at the due time by appropriate disposal action
- its maintenance and use, that is, whether it is maintained in the creating office, a records office, a records centre or an archival repository, and whether the use is by its creator or a successor in function or by a third party, such as a researcher or other member of the public.

The continuum model is shown in Table 2.2

Table 2.2: The Continuum Approach to Managing Records through the Life Cycle

Phase	Current	Semi-current	Archives
Operations			
<i>Analysis</i>	Business Analysis Systems		
<i>Creation</i>	Creation or Receipt	Receipt into Records Centre	Accession to Archival Repository
<i>Control</i>	Classification Filing Documentation	Maintain Arrangements and Documentation	Arrangement and Description
<i>Appraisal</i>	Schedule [Primary and Secondary Values]	Review [Secondary Value]	
<i>Maintenance and Use</i>	Office/File Store Official Access	Safekeeping Records Centre Official Access	in Preservation and Conservation Public Access/ Outreach
<i>Disposal</i>	Transfer to Records Centre or Destroy	Transfer to Archival Repository or Destroy	
Responsibility	Action Officer Records Manager	Records Manager Archivist	Archivist

The division of activities between records managers and archivists can be artificial; records care should follow a continuum approach.

Notwithstanding, Mackenzie (2009) further stated that this division of activities into records management and archival phases, with the consequent division of responsibility between the records manager (or registrar) and the archivist, is seen by some as artificial and restrictive. The several stages are not really seen as distinct and separate. Consider the following tasks, for example.

- Acquisition in the archives phase is the mirror image of disposal in the records management phase.
- Reference and use in the archives phase are essentially the same tasks as maintenance and use in the records management phase.
- Arrangement and description in the archives phase is vitally dependent on classification in the records management phase.

The continuum approach means the end of the traditional demarcation between the functions of the records manager (or registrar) and the archivist. A person responsible for care of records at a particular phase in their life cycle will certainly need specific knowledge and expertise. However, input will be needed from others who have been or will be responsible for records at other phases of the life cycle. The registrar, records manager, records centre manager and archivist will all still perform their own duties, but their work will be undertaken within an integrated structure, with no rigid boundaries to limit professional collaboration and development.

Barry (2009) reiterated that this collaboration between records and archives managers is most successful if the archival institution can be restructured to serve as a records and archives institution, responsible for all aspects of records care throughout the life cycle. A records and archives institution would establish a new records service for the whole of the government, corporation or organisation that would include staff working in records offices (registries), records centres and archival repositories. It would also develop an appropriate scheme of service

and job descriptions for all records staff, and it would develop training schemes to prepare staff at all the necessary levels to provide efficient records services throughout the life cycle.

Where records management and archival activities are not integrated, records managers and archivists find that they are often duplicating each other's work or, worse, undoing or redoing tasks that could have been completed more efficiently had the two phases been considered part of a unified whole.

In conclusion, the records continuum goes back to the fundamentals to define record keeping regimes as a framework of action for which it is records centred and mostly concerned with records as physical entities integrated into custodial roles and strategies right from the creation of the records. It is operationally focused and concerned with records management tasks i.e. things done to records at fixed stages and incorporated into the business of record keeping process.

Therefore, record managers and archivist within the record keeping profession should view records in broader usage and retrieval perspective to bear relevance to the present, future and eternity especially as an archival heritage that could be bequeathed in time and space to generations yet unborn. As such Cumming (2005) stressed that the continuum has an enduring relevance and remains an essential tool for accessing and realigning recordkeeping practice today.

C. The Principle of *Respect des Fonds* as Theoretical Framework

Despite the acknowledged success of the records continuum model in explaining the life of records, it is important to note that fundamental practices in the paper environment as illustrated in the life cycle approach are still relevant. While the need for a new paradigm shift is recognised, the researcher is of the view that the life cycle concept must not be dismissed or rejected. Instead, the continuum model should be looked at as an additional strategy that is useful for managing records in the electronic environment. However, the researcher found the principle of *respect des fonds* most relevant to this study since it protects the authenticity, integrity and evidential value of both paper and electronic records, which in turn allow easy accessibility, retrieval and utilization of records in organizations. As MacNeil (1994) would attest, that this principle protect records and archives not only from physical deterioration but also from loss of meaning, due to their accidental or deliberate eradication from their context. In view of this, and

also of the fact that in Mass media organizations in Kano state, manual and electronic systems are still prevailing, therefore, this study investigated the management of records in Mass media organizations using the principle of *respect des fonds*.

One of the longstanding principles of records and archives management is the concept of *respect des fonds* (Millar. 1999). Originally a French term, *respect des fonds* is often defined simply as ‘respect for the creator of the records.’ The principle of *respect des fonds* consists of two related concepts: *provenance* and *original order*. Provenance refers to the ‘office of origin’ of the records while original order refers to the order and organisation in which the documents were created or stored by that office of origin.

The principle of provenance emphasizes the conceptual rather than the physical characteristics of records. It is the ‘evidential’ nature of records, rather than their physical format, that distinguishes them from other kinds of information. Provenance also provides the basis for retrieving information from records. Knowing who created or used a record, and where, when and why, provides the key to retrieval rather than format, subject matter or content of the records (Cook, 2009). This is true for modern electronic records as well as the more common paper-based records. Fundamentally, there is no difference between understanding and preserving the provenance of electronic records – that is, the inter-connections between electronic records and their creators and users – and preserving the connections between a large sequence of nineteenth-century official letters and the registers and indexes that keep track of them. Mass media organizations create, retrieve and use both electronic and paper records which contain evidential value for their development. The idea of this theory to respect and safeguard the original information without alteration made it coincided with the cardinal responsibilities of mass media organization in sifting, accessing, retrieving, preserving and disseminating factual evidence to the general populace. This is one of the reasons why this theory became relevant to the investigation.

According to Barry (2009), these principles require archivists and records managers to observe the following guidelines;

- The records of separate agencies or organisations must be managed separately, even if the agencies in question were involved with similar activities or were managed by the same people. Do not combine the records of two agencies or organisations. Similarly, the private

records of individuals must not be integrated, even if the individuals were related or experienced the same events.

- Records must be maintained according to their ‘original order’: that is according to the filing, classification and retrieval methods established by the organisation as part of an efficient records management programme. Records offices and records centres must create, maintain and store records according to logical and well-structured records management procedures. Archival institutions must not change the original order in which records were received, as that order reflects the way in which the records were created and used.

The principle of *respect des fonds* has been variously described as a “powerful guiding principle” (Dearstyne, 1993), and “the only principle” of archival theory (Horsman, 1994), the Principle of provenance distinguishes the archival profession from other information professions in its focus on a document’s context, use and meaning and is fundamentally important in characterizing an archive’s role within society. Not only does an archive save and keep all of a culture’s important records, it attempts to keep them contextually meaningful through providing structure and organization meaningful to the original purpose and function of the document. It is this intention of providing context that distinguishes an archive from a museum or library, and it is context that ultimately gives records their evidential value. These unique attributes made it relevant as basis or framework in management of records in mass media organizations.

The Principle of provenance has three distinct meanings (Bellardo&Bellardo, 1992). Each of these distinct meanings is relevant and can auger well to the record keeping in mass media organizations as can be described below;

- First, and generally, it refers to the “office of origin” of records, or that office, administrative entity, person, family, firm, from which records, personal papers or manuscripts originate.
- Second, it refers to the idea that an archival collection of a given record’s creator must not be intermingled with those of other record’s creators; in this sense, the principle is often referred to by the French expression *respect des fonds*. A corollary principle, solemnly entitled, “Principle of the Sanctity of Original Order,” states that records should be kept in the order in which they were originally arranged.
- Finally, the Principle of provenance refers to collecting information on successive

transfers of ownership or custody of a particular paper or manuscript.

The Principle of Provenance was independently developed by early modern French and Prussian archives managers in the nineteenth century, and had its origins in necessity, both theoretical and practical. Prior to the development of the Principle, records and archives were arranged and described according to the “principle of pertinence,” where archives were arranged in terms of their subject content regardless of provenance and original order (Gränström, 1994). Although the Principle has been widely adopted and is, in fact, a fundamental concept within archival practice, it still generates discussion, controversy, and sometimes misunderstanding. The Principle becomes complicated when considering its inward and outward application to archival documents, and is illustrated by an argument that took place in the early twentieth century between a Swedish archivist, Carl Weibull, and the Netherlands State Archivist, R. Fruin.

This argument hinged on the application of the Principle to papers within *afonds*. Weibull agreed with the outward application of the Principle of provenance (*respect des fonds*) but was critical of the idea that within *afonds* the archivist must preserve the original order as it came from its creator (the sanctity of original order). That order might have served the administrative body creating the records, and it might make the archivist’s job easier, but does not serve historical research. Fruin replied that Weibull was right to be concerned with the needs of researchers, but argued that re-arranging a *fonds* on the basis of subject oriented classification, something that a librarian might do, is a subjective enterprise, and not the archivist’s responsibility or charge. The archives creating administrative body knew the best arrangement for the effective use of its records, and this arrangement would be the most objective for future research. “No, it’s one thing or the other. If one accepts the Principle of provenance, then one must respect the original arrangement of the *fonds*. As soon as one gives it up, the whole principle is unsettled.” (Fruin to Weibull, quoted in Horsman, 1994)

This argument illustrates a whole range of issues related to nature and purpose of archives themselves. Among others: Are archivists supposed to be objective and scientific? Is the Principle of provenance addressed primarily as an administrative, time-saving endeavour or because is it theoretically sound from an evidential perspective? Exactly how is evidence and authenticity established? Is evidence fundamentally important to archival practice? These are obviously difficult questions, and each topic has generated voluminous literature, and in one

case, the objectivity of the archivist, whole new bodies of thought. But the most basic tenet of archival practice, providing context, has never been questioned. People might argue about the best way to provide context in different environments (physical versus digital), but the urge to give contextual meaning is always present. The argument of this researcher is that the Principle of provenance provides the most robust and straight forward means by which record managers, archivists and researchers can deduce context from objects in any system. This made it essential to the basic tenets of mass media organizations for being objective and scientific in their operations.

Dollar (1992) has discussed the complexities involved in archiving electronic records. First, he points out that these records do not exist as discrete physical entities, and most of the contextual information, something as simple as the author's name, is either not visible to users, or not consistently captured. Further, the arrangement of bits and bytes that form a record seldom have any relationship to the image displayed on the monitor or printed on the page. This separation of physical and logical relations adds a level of complexity to the already complicated process of archiving. Add to this complexity the idea that instead of discrete records, future archives will be responsible for capturing and managing networked or corporate-wide databases, which "dissolve the traditional boundaries between organizations, sub-operating units, and offices that in the past provided much of the provenance based information," otherwise known as the record's "office of origin." Dollar recognizes the magnitude of this problem, argues for the importance of stringent metadata standards, and gives recommendations that archivists should follow to make capturing provenancial information possible. Basically, he believes that archivists should identify and articulate the archival requirements for capturing provenancial information, then intervene in the development of software and systems applications that would ensure the capture and preservation of this information.

David Bearman is another scholar interested in the question of provenance of electronic records. He has written quite a few articles on this subject, but his argument boils down to a few points: the Principle of Provenance typically dictates that records ought to be "understood with reference to their origins in activity" (Bearman, 1994). In trying to simplify the process, archivists tend to equate the provenance of records with the organization in which records were created or received, thus the focus on the "office of origin." Bearman believes, however, that provenance is

better understood by reference to the function of which the records are evidence, and to the record system in which they were created, stored, preserved, and accessed by the organization.

He argues that, among other elemental attributes (Bearman, 1989); archivists should recognize that function, not organizational setting, is the “focus of the provenancial meaning.” With regards to electronic records, the problem then becomes not focused so much on the contextual and administrative information, which Dollar is interested in capturing, but on elucidating the purposes for which records were created. This significantly simplifies matters for Bearman, who argues that it is easier to capture the functional provenance of records either explicitly, recorded as data within the record by the creator or system; or implicitly, in the system design, which would reveal through analysis “the structural relations between data instances, or discovered by links to the originating activity, which is represented by the source of the records, or more exactly by knowledge of the transaction communication path.” Boiling down, once again, to articulating functional requirements for capturing provenance information, and working with systems designers and engineers to incorporate those requirements into working systems.

The strength of *provenance* and original ordering are obvious in the promotion of archival goals and the development of the profession. In addition, the importance of arrangement cannot be understated, since the process is based on systematic methodology to reach an outcome. However, within the very inner reaches of those components that form the best parts of archival science, a weak link can be found: theory does not equate with routine practice (MacNeil, 1994:7). One of the problems is with terminology.

In *Theoretical Principles and Practical Problems of Respect des Fonds in Archival Science*, Michel Duchein writes that different countries have different ideas concerning the arrangement of *fonds*, based on vocabulary nuances. For example, *series* means different things to the English and French, as does the word *fonds* (Duchein 1983). If archivists are unable to agree on meaning, it would lead one to believe they are not arranging materials in an identical fashion. Duchein calls for more precise definitions of basic terms so that misunderstandings can be avoided (Duchein 1983). If many archivists are finding terminology and the theory behind archival science burdensome, then obviously there will be problems with application. There may be an element of the profession who believe that five levels of arrangement are simply too many and the process should stop with series or subseries. This would save money, but what a series is to

one archivist may be a *fond* to another. The vocabulary should be clearly defined. That way, there can be common ground for archivists, no matter what country they work in.

Conceptual Framework

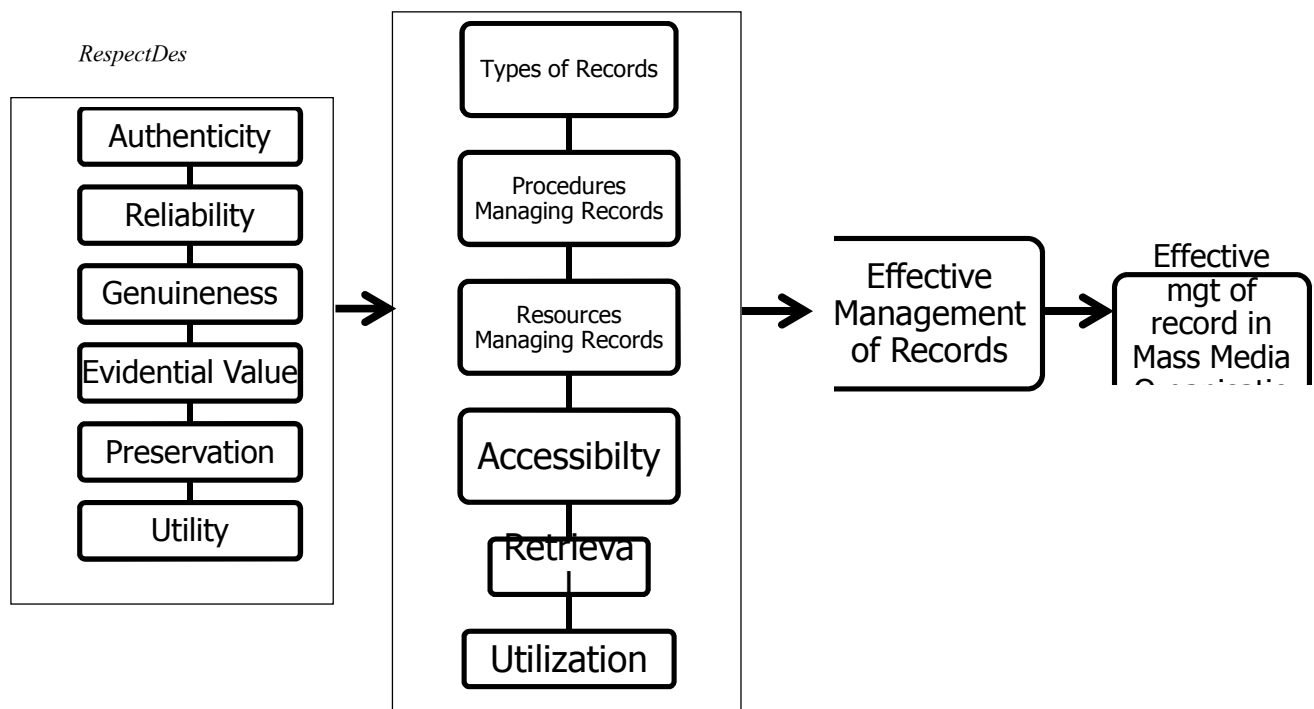


Figure 2: Respect des Fonds as Conceptual Model

Ascertaining the provenance and original order of any given record particularly mass media record is paramount in determining its authenticity, and authenticity is absolutely necessary if a record is going to be used as evidence for an argument, or in legal proceedings. Proving authenticity, or in this sense, genuineness, is also important when disseminating information to the general public through proving that a given record is what it purports to be, either the record being used or the currency of information with which it is being created for.

The information environment is based on the interaction of four entities: the information producers, the information consumers, the information/record managers and the archive itself. Information is defined as “any form of knowledge that can be exchanged,” and it comes in two

forms – physical or digital – both labelled the “data object.” System users interpret the data objects as meaningful or appropriate through the interplay between the community’s inherent knowledge base, and the representation information associated with each data object. The “representation information” is that supplemental information necessary for the user to understand the archived information (Lavoie, 2002).

Duranti (2000) has proposed two somewhat conflicting definitions of authenticity, reliability and genuineness. In a 1995 article dedicated to the themes of reliability and authenticity, she states that reliability refers to the “authority and trustworthiness of the records as evidence,” and “the ability [of the document] to stand for the facts they are about.” For an example, a reliable certificate of citizenship can be treated as a fact that the person holding the certificate, the person in question, is in fact a citizen. A document is reliable when its form is complete, and it “...possesses all the elements required by the system in which it was created for it to generate the consequences recognized by the system itself” (Duranti, 2000). Reliability is also enhanced when the body of rules surrounding the procedure of creation is robust and established. Some of these rules refer to appropriate persons responsible for making records, and other rules refer to correct routing and handling in the course of their “compilation, completion, and their filing, as this operation determines the record’s documentary context” (Duranti, 2001). The more rigorous and detailed the rules, the more reliable are the resulting records.

Authenticity is a separate notion from reliability, and is related to a document’s transmission – providing authentic copies, for example.... a record is reliable when it can be treated as a fact of which it is evidence. By contrast, a record is authentic when it is the document that it claims to be. Proving a record’s authenticity does not make it more reliable than it was when created. It only warrants that the record does not result from any manipulation, substitution, or falsification occurring after the completion of its procedure of creation, and that it is therefore what it purports to be. Here is where the competing definitions of authenticity, reliability and genuineness come into play:

“Genuineness is the closest concept to truthfulness...documents that are trustworthy (that is, reliable) because of their completeness and controlled procedure of creation, and which are guaranteed to be intact and what they purport to be (that is, authentic) by controlled procedures of transmission and preservation can be presumed to be truthful (that is, genuine) as to their

content. Thus, to those who make and preserve records, the two key concepts remain reliability and authenticity, as genuineness is embedded in them.” (Duranti, 2000). But three years later, in *Diplomatics: New Uses for an Old Science*, Duranti (2001) presented differing view by stating that; “A Document is ‘authentic’ when it presents all the elements which are designed to provide it with authenticity. A document is ‘genuine’ when it is truly what it purports to be.” (Duranti, 2001)

Hedstrom (1991) is concerned with articulating the nuances of archival practice in the electronic environment (Hedstrom, 1991; Hedstrom, 2002). In a 1994 paper, she deals extensively with the Principle of Provenance in relation to the concepts of integrity and preservation of paper and electronic records (Hedstrom, 1994). She defines archives as institutions that “organize and manage records to protect their integrity as documentary evidence and to provide successive generations with materials for fresh interpretations of collective actions and consciousness.” Preservation in an archival setting includes retaining a record’s content and the ability to reproduce its structure, but also to provide “linkage between the archival document and related records, the record’s creator and recipient, the function or activity it derived from, and its place in a larger body of documentary evidence.” These linkages provide contextual or provenancial information, and hence authenticity, and are, in the physical realm, captured through the physical organization of archives. Instead of being primarily concerned with the formal and content-oriented characteristics of a record, like Dollar, or the functional roles a record might have played within an organization, like Bearman, Hedstrom is concerned primarily with protecting those characteristics of records which establish their reliability, authenticity, and utility as evidence, both legal and scholarly. The Principle of Provenance, then, is a means to an end.

Provenancial and contextual information help define authenticity; authenticity confers evidential value to a record; archives exist to provide records with evidential value; so provenancial information must be preserved. Instead of specifically discussing provenance, Hedstrom focuses on protecting the evidentiary nature of archives through the development, once again, of standards and requirements for software and hardware applications and systems. This idea of protecting evidential quality of records through careful preservation of context is an idea, like the Principle of Provenance in the late Eighteenth Century, whose time has apparently come.

It is not in the scope of this investigation to determine what the subtle differences between

authenticity, reliability and genuineness might be. For the purpose of this research, the researcher is more concerned with determining whether the implications for accessibility, retrieval and utilization of records in mass media organizations can affect proper and effective management of records. For this reason, it is pertinent at this point to also understand that effective management of records in media organizations as conceived in the conceptual framework will not be fully achieved unless the elements of *respects des fonds* (authenticity, reliability, genuineness, evidential value, preservation and utility) are present. In other words, when a record presents all of the above elements which are designed to provide (a record) with authenticity (or reliability), genuineness etc. and when record is managed effectively, then, accessibility, retrieval and utilization of record could be achieved efficiently in mass media organizations as depicted in Figure 2.

2.11 Summary of Review and Uniqueness of the Study

It has been deduced from the above review that an effective records management programme is a major element of the governance of any organisation. However, despite this crucial role played by records management, there is a consensus amongst researchers that many organisations, including mass media organizations, pay little attention to the management of records.

The review highlighted that the history of mass media is long and complex. It stretches back beyond the dawns of recorded history to the people that figured out that they could reach a larger audience through painting a picture on a cave wall than just by telling the story to whatever group happened to be present. While these distant mass communicators may not have been *Homo sapiens*, certainly they were human. The review goes further to interpret variously definitions from different scholars like Head and Sydney (2004), Elaturoti (1977), Wright (2009), Quinn (2007), etc.

There are basically eight different mass media: radio, television, film, books, sound recordings, newspapers, magazines and the Internet. Of course, these eight are not the only mass media that exist. Others are billboards, comic books, posters, direct mail, matchbooks and buttons. Mass Media organization generally has to do with all agencies whose aims and objectives are primarily the making available of information, whether in print or electronic, for the best use of patrons. They are preoccupied with collecting, organizing presenting and disseminating information. As it is, instances of such agencies could be in the form of electrically operated media like radio,

television and the print media where printed information materials like the newspapers, magazines, periodicals, journals and indeed books in or outside libraries are found and used for information retrieval purposes. As Elaturoti (1977) succinctly puts it, the term "media" are basically and physically carriers of information which could include books, periodicals, newspapers pamphlets and ephemeral audio materials, audio-visual materials, film materials, graphics, etc."

The review also discusses how Mass media organizations contributed greatly in the area of mass communication, which has brought about political, social and cultural awareness and understanding among the people in the state and Nigeria at large. Apart from that, media also contributed in the educational and industrial sector because many of the companies in this state use the mass media to advertise their products. With the trend of development, radio, television and newspapers have contributed to the quest of these groups of people for information which the media houses should strive to provide. The mass media also contributes in the public enlightenment programmes through mass literacy campaign which help in raising the living standard of the people.

Notwithstanding the different definitions of the term "records management", the meaning underlying it is the same. Records management is a way of looking at how records are created, used, maintained and ultimately disposed of. The objectives in managing organizational records are to make the records serve the purpose for which they were created as cheaply and effectively as possible, and to make a proper disposition of them after they have served those purposes. As highlighted by Dearstyne (1985), Makhura (2005) and Agere et al. (1999).

The review also captures the essence of preservation. Records of all kinds of media located in the archives need protection in order to minimize the wear and tear that are inherent in handling, copying, loaning, and exhibiting them. Preservation refers to the management of activities that are associated with maintaining materials in their original form or other format. Hence, preservation is a crucial element in any Records Management Programme. If records are not well protected physically throughout their life cycle, they will not survive long enough to serve their administrative and cultural purposes, as evidence and information of present and past activities (Coleman, 1994).

The review then examines how Arrangement and Description of record/archives also serves the dual functions of preserving records and making them available for use. Alfred (1980) notes that “making possible the use of records, processing gives meaning to their acquisition and preservation. At the same time, processing is the key method by which archivists control and administers the records in their custody”. In the arrangement of archival records, archivists organize and orders their collection, there by bringing under physical control. In the description of archival collections, archivist brings together information that provides a context for the records, thereby bringing them under intellectual control.

Considering all of the issues discussed above will reveal the resources required to restructure and manage the organisation’s records system. Resources such as personnel, accommodation, equipment and finances are essential to the success of any records management programme. Adequate accommodation is essential to the proper functioning of the records service. Johane (2006) provided three particular types of accommodation that are required. Sufficient and appropriate equipment and materials should be provided for the handling, storage and preservation of records throughout their life cycle.

In many countries, record keeping systems are weak or have actually collapsed to the point where they barely function. This situation is particularly evident in countries that were once part of European-dominated colonial regimes. In these countries, structured record keeping systems were common, supporting the information needs of a small, centralized civil service, often with a well-trained and experienced records staff. In many of these countries the European model of registries, a central point for the registration and control of documents, was introduced, and it was not unusual to civil servants to begin their careers working in registries and then move upwards. They tended in this way to develop a good understanding of the importance of information management.

Despite the importance of records management in organizations, there are a lot of problems and constraints of records management in Nigeria. Ajewole (2001) stated that, the problem of records management is not with records and information *per se* but with those having interface and interactions with these two vital resources. The problems of records management can be summarized into inadequate knowledge of the life-cycles of records, inertia in implementing a

form of system and information. He identified these problems in every phase of life-cycle of records.

The researcher found this review to be unique considering lack of sufficient literature that investigates record management in mass media organizations. However, the researcher acknowledged the relevance of the review with the existing research work on record management. It is in line with this, the researcher become highly interested in selecting *respect des fonds* as theoretical/conceptual framework and see whether it is applicable in mass media organizations particularly in Nigeria. Furthermore, to the knowledge of the researcher, no previous study employed similar theory on record management in mass media organizations. Therefore this study is unique considering the approach and peculiar nature of the research environment (mass media organizations). Also, the outcome of the research will serve as a contribution to knowledge and hopefully minimize the gaps identified.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This portion deals with the methodology employed in carrying out the study. It discusses the research methodology, research design, population of the study, sample technique and sample size, instrument for data collection, validity and reliability of the instrument, administration of the instrument and method of data analysis.

3.2 Research Methodology

The quantitative research methodology is more relevant for this study as it would enable the researcher to obtain relevant information from the population or its sample through a closed and open-ended questionnaire. According to Burns (2000), quantitative research uses descriptive statistics that enable the researcher to summarize quantities of data by using graphs and numbers such as values and percentages. Research methods in a quantitative study include experiments, surveys, content analysis and existing statistics (Neumann, 2000). A quantitative study measures a phenomenon using numbers in conjunction with statistical procedures in order to process data and summarize results (Creswell, 1994:2; Locke, Silverman & Spirduso, 1998).

The quantitative research paradigm was employed in this study. The major attraction of the quantitative design is that it is the oldest type of research that can describe, predict and explain a

research phenomenon (Locke, Silverman & Spirduso, 1998). The quantitative research paradigm provides significant premises that best describe and explain the major objectives of the study.

3.3 Research Design

According to Babbie and Mouton (2001), a research design is a plan or structured framework of how a researcher intends to conduct the research in order to solve the research problem. This study is empirical in nature as it sought to address a real life problem and both the primary and secondary data is to be used.

The Cross-sectional survey design is employed for this study. Owens (2002) stated that cross sectional design allow data to be collected at one point in time from a sample selected to represent a larger population; which was the aim of this study. According to Elkatawneh (2011) Cross-sectional study can be either qualitative or quantitative or mix method, Cross-sectional surveys are used to gather information on a population at a single point in time. As such questionnaire will be used to collect the data. Elkatawneh (2011) added that the benefit of cross sectional include, allowing researchers to look at numerous things at once, does not involve manipulating variables and often used to look at the prevalence of something in a given population. The nature of study objectives dictates the adoption of such kind of a research design.

Cross sectional is one of the types of survey research. Survey research as defined by Akuezuilo and Agu (2002) “is one in which a group of people or items is studied by collecting and analysing data from a few people or items considered to be representative of the entire group”. While Cohen, Manion and Marrison (2002) stated that survey research “gather data at a particular point in time with the intention of describing the nature of existing conditions, or identifying standards against which existing conditions can be compared, or determining the relationships that exist between specific events”

Based on the foregoing, therefore, it was found imperative to use cross sectional survey research design for this study because it allowed the researcher to examine management and use of records in mass media organizations. It also enables the researcher to gather and analyse opinions on the above subject matter from a sampled number of respondents which could be used to make generalization and draw appropriate conclusion. The appropriateness of the survey design in this context is considered more so because the study involves many respondents from

the various mass media organizations in Kano state ranging from radio, television and newspaper agencies. Moreover, the survey method allowed the researcher to obtain current information in relation to the topic under study.

3.4 Population of the Study

The population of the study consist of all individuals, objects, events or constructs about which the research is concerned. Ifidon and Ifidon (2007) stated that a “population is the entire entity that is of interest to the researcher, it is aggregate of all the elements that conform to form designated set of specifications”. Sambo (2008) defines population as “the set of all elements, objects or events that are of interest for a particular study”. Adams (2005) defined population as “any set of persons or objects that possess at least one common characteristic”. Population could be all members of a given class or group of people, institutions or events.

The population of the study comprises all the mass media houses in the state. There were about fourteen (14) different media houses (both private and government owned) in Kano State (preliminary study data). These media houses can be categorized into three (3) in terms of the medium used to disseminate information to the general public i. e. the print media, radio and the television media. Table 3.1 provides information about the Mass Media Organizations in Kano.

Table 3.1: Information about the mass media organizations in Kano

S/N	Mass Media Organizations in Kano	Frequency	Category of the media	Year Established	Number of Departments	Number of Staffs
1	Radio Kano I AM	729MW	Radio (Audio)	1946	6	102
2	Radio Kano II FM	89.3	Radio (Audio)	1986	5	87
3	Raypower FM, Kano	106.5	Radio (Audio)	2000	5	46
4	Pyramid FM (FRCN), Madobi LG, Kano	103.5	Radio (Audio)	2004	6	54
5	Freedom FM, Kano	99.5	Radio (Audio)	2003	7	87
6	Dala FM, Kano	88.5	Radio (Audio)	2008	5	54
7	Express Radio FM, Kano	90.3	Radio (Audio)	2013	4	43
8	Wazobia FM, Farm Centre, Kano	95.1	Radio (Audio)	2011	4	45
9	Cool FM, Farm Centre, Kano	96.9	Radio (Audio)	2011	5	38
10	Rahama FM, Kano	97.3	Radio (Audio)	2011	6	55
11	ARTV & ARTV FM	-	Radio & Television (AV)	1982	8	133

12	NTA	-	Television (AV)	1976	6	106
13	AIT	-	Television (AV)	2002	5	56
14	Mahangar Arewa/ Hot Pen	-	Paper Newspaper	2009	3	25
	TOTAL				75	931

Source: Preliminary Study Data

The target population of the respondents were the Mass Media staffs in Kano State. There were seventy five (75) departments in all the Media houses in Kano state. The total numbers of staff in the various media houses in Kano were 931. The above data/result was from the preliminary study conducted by the researcher for this study and it is hoped that the population would provide adequate information on how the mass media organizations in Kano manage their records.

The respondents of this study included administrative/record managers/officers and categories of staffs in some departments. They were chosen because by convention and regulations, they are custodians and preservers of records in their institutions. Also they were concerned with management of records received and/or generated by their respective institutions. As such they could provide the needed information pertaining to the nature of record management in mass media organizations. Staffs such as journalists, editors, reporters, newscasters, etc. in the various departments/offices were chosen as respondents because they were in the best position to supply information on the access, use, purpose, problems and proffer effective solutions to the problems under investigation. Moreover, the reason for selecting these categories was their insight and understanding of the research topic as they dealt with correspondences in the execution of their duties, and also understood the strategic role of records management in an organisation. The selected sample constituted of officials from all departments to ensure that the views of all departments were represented.

3.5 Sampling Procedure and Sample Size of Respondents

Probability sampling methods was used in this study. Whether probability or non-probability sampling strategy is chosen, the sampling frame should be relevant, complete, precise and up-to-date (Denscombe, 1998). Probability sampling implies that each one in the population has an equal chance to get involved in the sample (Corbetta, 2003).

In this study, stratified random sampling was used, since it allows the researcher to choose a respondent as it illustrates features or processes which the researcher is interested in. Stratified random sampling is a type of probability sampling technique. Unlike the [simple random sample](#) and the [systematic random sample](#), sometimes we are interested in particular strata (meaning groups) within the population (e.g., males vs. females; houses vs. apartments, etc.) With the stratified random sample, there is an equal chance (probability) of selecting each unit from within a particular stratum (group) of the population when creating the sample.

Stratified sampling is a method of sampling that involves the division of a population into smaller groups known as strata. In stratified random sampling, the strata are formed based on members' shared attributes or characteristics. A random sample from each stratum is taken in a number proportional to the stratum's size when compared to the population. These subsets of the strata are then pooled to form a random sample (Winter, 2014).

Winter (2014) further explains that the main advantage with stratified sampling is how it captures key population characteristics in the sample. Similar to a weighted average, this method of sampling produces characteristics in the sample that are proportional to the overall population. Stratified sampling works well for populations with a variety of attributes, but is otherwise ineffective, as subgroups cannot be formed.

In order to ascertain the actual sample size of the respondents constantly accessing, retrieving and utilizing records in mass media organizations, a preliminary survey was established with a view to determine the actual size. Data was collected through an interview. The Interview covered the items that sought for the Name of the Organization, Year of Establishment, Category and Type, Total Number of Departments/Sections, Availability of Records, Types of Records, Users of the Records and the Total Number of Staffs in each of the mass media organizations in Kano (See Appendix A).

Therefore, the respondents for this study comprised different categories of staff that constantly used records from the various departments in all the mass media organizations in Kano. They included administrative/record officers/managers, librarians, secretaries, journalists, editors, reporters, and ICT experts. As such 118 questionnaires were used to collect data from the custodians of records. Also, 181 questionnaires were used for different categories of staffs who

were the users of records as mentioned above. These were in accordance with Kreycie and Morgan's (1971) scale of sampling which states, if the population size is 10, 10 sample suffices; if 30, 28 suffices; if 950, 274 suffices; while if 1000000, 384 suffices. Thus, the total sample respondents will be as follows:

Table 3.2: Subject of the Study

S/N	SUBJECT	POPULATION SIZE	SAMPLE SIZE
1	Record Managers/ Administrative Officers etc.	168	118
2	Users of Records	336	181

3.6 Instrument for Data Collection

The instrument used was questionnaire. This is in order to collect data relevant to the study. The nature of the instrument is self-developed. Quantitative data was gathered using questionnaires. Questionnaires are a useful way of collecting information of a large sample of people (Key, 2007). This technique was basically chosen to generate information about the management and use of records by staffs in mass media organizations in Kano State.

Questionnaire was employed to collect data because of the fact that questionnaires offer a number of options for respondents to choose from (Amin, 2005). Questionnaire is very effective for assessing programme satisfaction and could easily be administered (Bouffard and Little, 2004). Questions elicited data regarding the levels of accessibility and utilization of records by staff and personnel of mass media organizations. Afolabi (1993) reiterated that questionnaire "is used by research to convert information provided by respondents in a research into research data". He however advised that, success in the use of questionnaire as an instrument largely depended on the cooperation of the recipient, the accuracy of information given by the respondents based on the faithfulness, without exaggeration or distortion and more importantly, the respondent's knowledge of the information he/she is providing.

The questionnaire was therefore relevant for this study because of its suitability in gathering information from a multiple population of Mass Media organizations in Kano State, as it will ensure high response rate from the same item, from all of the respondents, and lastly it saves time and cost to personally administer, retrieve and analyse.

(i) *Questionnaire for Record Managers/ Administrative Officers/Librarians* – This questionnaire was divided into Six sections and contains 19 items (questions) under the following sections. *Section A* contains demographic profile, *section B* is about the types of records in mass media organizations, *section C* covers procedures for managing records in mass media organizations, *section D* is on resources available for management of records in mass media organizations, *section E* is on obstacles to effective accessibility and utilization of records in mass media organizations, *section F* is about the measures to overcome obstacles of accessibility and utilization of records in mass media organizations in Kano State.

(ii) *Questionnaire for Users of Records in Mass Media Organizations* – This questionnaire was divided into 7 sections and contains 27 items (questions) under the following sections. *Section A* contains demographic profile, *section B* is about the types of records in mass media organizations, *section C* examines records accessible for utilization, *section D* is about the purpose of utilization of records in mass media organizations, *section E* covers the extent of utilization of records in mass media organizations, *section F* is on obstacles to effective accessibility and utilization of records in mass media organizations, *section G* is about the measures to overcome obstacles of accessibility, retrieval and utilization of records in mass media organizations.

3.7 Validity and Reliability of the Instruments

3.7.1 Validity of the Instruments

Validity is a very vital psychometric property of measurement therefore there was need to establish it before instruments were used. Hammersley (1987) asserted that “an account is valid or true if it represents accurately those features of the phenomena, that it is intended to describe, explain or theorise”. Validity is concerned with two main issues: whether the instruments used for measurement are accurate and whether they are actually measuring what they want to measure (Winter, 2000). Ritchie and Lewis (2003) indicated that the validity of research instrument is conceived as the precision or correctness of the research findings. Denscombe

(1998) added that the use of multi-methods for examining one issue corroborates the findings of the research and increases the validity of the data.

The questions in the instruments were subjected to face validity by the supervisor. The questions' appropriateness and generalization to the topic were validated by experts in Records Management and professional staff in the department of Library and Information Science, Bayero University, Kano. In terms of the current research, validity was achieved by undertaking multiple methods to investigate the problem from different angles and strengthen the validity of the findings. As such the researcher considered selecting multiple/representatives to cover the entire issues related to the study. Moreover, all the questions proposed in the questionnaire were directly linked to the research's objectives of the topic.

3.7.2 Reliability of the Instruments

Reliability is known as to what extent the research findings can be replicated, if another study is undertaken using the same research methods (Ritchie and Lewis, 2003). They asserted that "the reliability of the findings depends on the likely recurrence of the original data and the way they are interpreted" (Ritchie and Lewis, 2003).

It is recognised that the conditions surrounding the research might be different when replicating the current study but in an attempt to help others understand the various decisions and processes adopted along the research journey and increase the probability of replicating the present study, all decisions and procedures were set clearly. The study provides detailed information about the aim and objectives of the research, how the study was undertaken and the justifications of the adopted research strategy and methods.

Reliability of the objectives of the study was examined by the supervisor to judge their stability, correctness and appropriateness. A pilot test of the instruments was also carried out from selected members of Mass Media Organizations in Jigawa State to improve on clarity and comprehensiveness of the instruments aimed at covering relevant information about implication of accessibility, retrieval, utilization of record and management of records. The reliability test indicated .993 as clearly shown below.

Reliability Statistics

Cronbach's Alpha	No of Items
.993	151

3.8 Administration of Research Instrument

Questionnaire was distributed both to the records managers/administrative officers and the users of records in the mass media organizations in Kano State. Prior to questionnaire administration, an introductory letter signed by the Head of Department, Library and Information Science, Bayero University Kano, was issued to the respective respondents. The questionnaires were administered to the respondents in their offices and collected in person after couple of days. The offices were a convenient place to administer the questionnaires because the respondents spent a good part of their time in them. This type of data instrument administration strategy was good as it allowed the respondents' time to fill in the data. The researcher was able to respond to any queries that arose during data collection and there was control over the data collection procedure, which enabled the researcher to get significant response rate.

3.9 Method of Data Analysis

Collected quantitative data were analysed using the Statistical Package for Social Sciences (SPSS). Quantitative data were coded and entered into the SPSS computer package for analysis. The analysis of quantitative data included; running descriptive statistics and the analysis of the statistical relationships between dependent and independent variables in the study.

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CHAPTER 4

DATA PRESENTATION, ANALYSIS, INTERPRETATION AND DISCUSSIONS

4.1 Introduction

In this chapter, the data collected are presented, analyzed and interpreted in accordance with the objectives of the study. It is organized under the following sub-headings;

- a. Introduction
- b. Response Rate
- c. Demographic Profile of the Respondents
- d. Types of Records Generated
- e. Procedures Employed for Managing Records
- f. Resources Available for the Management of the Records
- g. Extent of Accessibility to Records for Use
- h. Purposes for Using the Records
- i. Extent of Using the Records
- j. Obstacles Associated with Effective Access and Use of the Records
- k. Measures to be Employed to Address the Obstacles

4.2 Response Rate

A total of 118copies of questionnaires were distributed to the record managers in all the mass media organizations in Kano State. Table 4.1 indicates the number of questionnaires distributed and the number actually retrieved. Also, a total of 181copies of questionnaires were distributed to users in all the mass media organizations in Kano State. The table below indicates the total number of copies of questionnaire distributed and the number retrieved and found usable.

Table 4.1 Response Rate

S/N	Mass Media Organizations	AdministrativeOfficers/Record Managers/Librarians/Secretaries			Users		
		Number of questionnaires administered	Usable returned	%	Number of questionnaires administered	Usable returned	%
1	Radio Kano I AM	10	10	8.5	13	12	7.2
2	Radio Kano II FM	8	8	6.8	13	12	7.2
3	Raypower FM, Kano	8	8	6.8	13	12	7.2
4	Pyramid FM (FRCN), Madobi LG, Kano	8	8	6.8	13	13	7.8
5	Freedom FM, Kano	8	8	6.8	13	13	7.8
6	Dala FM, Kano	8	7	5.9	13	11	6.7
7	Express Radio FM, Kano	8	8	6.8	13	13	7.8
8	Wazobia FM, Farm Centre, Kano	8	8	6.8	13	11	6.7
9	Cool FM, Farm Centre, Kano	8	8	6.8	13	11	6.7
10	Rahama FM, Kano	8	8	6.8	13	13	7.8
11	ARTV & ARTV FM	10	10	8.5	13	12	7.2
12	NTA	10	10	8.5	13	11	6.7
13	AIT	8	8	6.8	13	11	6.7
14	MahangarArewa/Hot Pen	8	6	5.1	12	10	6.1

	TOTAL	118	115	97.4	181	165	91.2
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The above table shows that out of 118copies of questionnaires administered to the record/administrative managers, secretaries and librarians, 115 were completed and returned, thus representing 97.4% response rate. The reason for the high response rate was due to the fact that the researcher administered the questionnaires personally to each of the respondents in the Kano State mass media organizations studied. Nwana (1992, p.128) viewed that questionnaire administered personally to have a "very high" if not complete percentage of return of the questionnaire from the respondents.

The table, also shows that out of 181 questionnaires administered to the users of the records, such as journalists, editors, reporters etc. only 165 questionnaires were completed and returned, thus representing 91.2% response rate. The reason for the high response rate was due to the fact that the researcher administered the copies of questionnaire personally to each of the respondents in their various offices.

4.3 Demographic Profile of the Respondents

4.3.1 Gender

The table below shows thegender/sex of the respondents in mass media organizations in Kano State.

Table 4.2: Gender of the Respondents

Gender / sex	Managers of records		Users of records		Total	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Male	72	62.6	97	58.8	169	60.36
Female	43	37.4	68	41.2	111	39.64
Total	115	100	165	100	280	100

Table above shows that most of the respondents, 169 (60.36%) were males while the number of females stands 111 representing 39.64%. This shows that males dominate the number of staff in the mass media organizations in Kano State.

4.3.2 Educational Qualifications of Record Managers/Administrative Officers

Table 4.3: Qualifications of the Respondents

Responses	Frequency	%
Diploma	39	33.9
BA/B.Sc/B.Ed	47	40.8
MA/Msc./MILS	19	16.5
PhD.	10	8.7
Others	0	0
Total	115	100

Table 4.3 shows qualifications of the respondents in all the mass media organizations in Kano State. As shown on Table 4.3 out of 115 respondents, 47(40.8%) were first degree holders, whereas 39(33.9%) were Diploma holders. The other 19 (16.5%) were Masters Degree holders and 10 (8.7%) had PhD. qualification.

4.3.3 Positions/Ranks of Record Managers/Administrative Officers

The table below shows the various positions of the respondents in mass media organizations in Kano State.

Table 4.4: Positions of Respondents

S/N	Rank	Frequency	Percentages
1	Administrative officers	43	37.4
2	Record managers	44	38.6
3	Secretaries	14	12.2
4	Librarians	14	12.2
	Total	115	100

Table 4.4 shows the various positions of the respondents. As custodians of records in mass media organizations, their positions were an indication of routine involvement with the management of records created, generated or received in the course of daily activities and services rendered.

4.4 Types of Records Generated in Mass Media Organizations in Kano State

The study wanted to find out the types of records generated in terms of formats and subject contents. The question was addressed to the records managers as well as the users of the records in the organizations. Table 4.5 below shows the details of the record managers' responses.

Table 4.5: Types of Records Generated in Terms of Format and Subject Content

	TYPES OF RECORDS		INTERNALLY GENERATED	EXTERNALLY GENERATED	RECEIVED	TOTAL
I	Format					
1	Paper-based Records	<i>F</i>	67	33	15	<i>115</i>
		%	58.3	28.7	13.0	<i>100.0</i>
2	Electronic Records	<i>F</i>	107	5	3	<i>115</i>
		%	93.0	4.3	2.6	<i>100.0</i>
3	Audio-visual Records	<i>F</i>	52	55	8	<i>115</i>
		%	45.2	47.8	7.0	<i>100.0</i>
II	Subject Contents					
4	Administrative Records (memos, circulars, correspondences, minutes of meetings etc.)	<i>F</i>	106	6	3	<i>115</i>
		%	92.2	5.2	2.6	<i>100.0</i>
5	Private Records (students records, medical records, credit histories etc.)	<i>F</i>	26	52	37	<i>115</i>
		%	22.6	45.2	32.2	<i>100.0</i>
6	Public Records (gazettes, regulations, procedures etc.)	<i>F</i>	20	75	20	<i>115</i>
		%	17.4	65.2	17.4	<i>100.0</i>
7	Historical Records	<i>F</i>	39	41	35	<i>115</i>
		%	33.9	35.7	30.4	<i>100.0</i>
8	Evidential Records (photographs, relics,	<i>F</i>	106	6	3	<i>115</i>

	films, artefacts etc.)	%	92.2	5.2	2.6	100.0
9	Financial Records (vouchers, cheques, imprest, ledgers etc.)	F	40	32	43	115
		%	34.8	27.8	37.4	100.0
10	Legal Records (laws, decrees, policies, certificates of occupancy etc.)	F	101	10	4	115
		%	87.8	8.7	3.5	100.0
11	Personal Records (files, leave forms, postings, queries, letters etc.)	F	115	-	-	115
		%	100.0	-	-	100.0

Table 4.5 provides an insight with respect to the types of records generated in the mass media organizations in Kano. Majority of the respondents indicated that their records were internally generated. On the formats of the records, the table shows that most of the records generated either internally or externally were electronic based records. This was indicated by 107 (93%) of the respondents while paper-based records were indicated by 67 (58.3%) of the respondents to be generated or received. While staggering response indicated some types of records were generated externally which include Audio-visual records 55 (47.8%) as part of the records format.

In terms of subject contents, the table shows that Administrative records 106 (92.2%), Evidential records 106 (92.2%), Legal records 101 (87.8%), Personal records (files, leave forms, postings, queries, letters etc.) 115 (100%) constituted the subject contents of the records. This result was to be expected as respondents had earlier given indications about the availability of records in their organizations. Only few of respondents described receiving records from outside, such records are financial records 43 (37.4%). While reasonable response indicated some types of records were generated externally, these include, Private records, 52 (45.2%), Public records 75 (65.2%), Historical records 41 (35.7%) all under the content of the records. Generally, respondents were widely split between the two contrasting views of internally and externally generation of records.

The prime objective of records creation is to ensure that only records needed by the system are created and enter the system (Penn et al. 1994; Shepherd and Yeo 2003). The results showed the presence of paper, electronic and audio visual records in the investigated mass media organizations in Kano State. With regards to this, Cook (1992) confirmed that records may also be created on media other than paper; in roll microfilm, microfiche or computer output microfiche (COM) formats (microforms); as photographs, including prints, negatives, transparencies and x-ray films; as sound recordings on disk or tape; as moving images on film or

video (audio-visual records); as electronic text or images copied on magnetic tape or magnetic or optical disk or held in online databases (electronic records; formerly known as machine-readable records); as three-dimensional models, scientific specimens or other objects; or as combinations of any of the above formats in an electronic form (multimedia). All of these items are records if 'they were created by individuals or organizations in the course of their business or activities.

The results of the survey also indicated that majority of the respondents generated their records internally and only few respondents from the mass media organizations received records. While the remaining indicated that they generated their records externally. The implication of the results is that not only unnecessary records might be created, but that some important activities may also have been overlooked in the creation of records. The primary purpose of records management is to ensure that all the records that provide the evidence that the organization is carrying out its mandate are captured. Records are the basis for organizational accountability, complying with legislative requirements and the development of a corporate memory for the Mass Media. For records to be able to do that they must be complete, accurate and reliable evidence of the transactions conducted (University of Melbourne, 2001).

On the other hand, when users were asked to mention types of records available in their mass media organizations; the following were what they indicated to be in their organizations. These were minutes, reports, policies and manuals, business plans, circulars, invoices, newsletters, brochures, proceedings of council meetings, sponsored programmes, districts functions, including public activities, independence celebrations, and special visitors.

Types of Audio Records kept as identified by the respondents (users), included Audio records and Video records. The audio records were Compact cassette tape, Reel tape $\frac{1}{4}$ inch magnetic audio-tape, Vinyl record disks – 45 rpm, Vinyl record disks – $33\frac{1}{3}$ rpm, Vinyl record disks – 78 rpm, Compact digital audio disks. Video records include Betacam Short Play (SP) tapes, Umatic & Umatic SP, $\frac{3}{4}$ in. low and high band tapes, Video Home System (VHS), DVCAM (Advanced Metal Evaporated Tapes C/1/16K and Mini DV tapes), 16 and 35 mm film reel, 2" Tape, [There were also photographs kept in the Corporations].

4.5 Records Management Procedures in the Mass Media Organizations

4.5.1 Appraisal Procedure

Table 4.6 indicates the criteria used in appraising the records by mass media organizations in Kano State.

Table 4.6: Criteria Used in Appraising Records

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Evidential values	20	17.4	17.4	17.4
Legal values	12	10.4	10.4	27.8
Administrative values	31	27.0	27.0	54.8
Information values	28	24.3	24.3	79.1
Research values	21	18.3	18.3	97.4
Others	3	2.6	2.6	100.0
Total	115	100.0	100.0	

The above table reveals the criteria used by most of the mass media organizations in Kano to determine record appraisal. Administrative values and Information values of the content of the records had the highest percentage of 31 (27.0%) and 28 (24.3%) respectively. Legal values received the lowest response of 12 (10.4%). This clearly show that not all records in those organizations deal with legal values but all records have information value in one way or the other as discussed in the literature review that ‘all records contain information but not all information is record’. Similarly, Cook (1999) asserted that appraisal for retention or disposal is a key part of a systematic process that ensures that the destruction of records or their transfer for archival preservation takes place at the right time. Appraisal requires the systematic implementation of decisions based on an assessment of the continuing value of the records for administrative, operational or other uses. However, other respondents indicated that quality of the content, relevancy of the records to the organization and futuristic features of records were among the criteria use to appraise their records.

The table below indicates the procedures of appraising records in mass media organizations in Kano State.

Table 4.7: Procedures of Appraising Records

I	Appraisal	1	2	3	4	5	TOTAL
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A	Appraising the records helps to determine their value for permanent retention or proper destruction	F	2	3	10	30	70	115
		%	1.7	2.6	8.7	26.1	60.9	100.0
B	Criteria in appraising the records to determine their retain ability or disposability	F	3	10	2	35	65	115
		%	2.6	8.7	1.7	30.4	56.5	100.0
C	Appraising records for their evidential value	F	3	10	2	32	68	115
		%	2.6	8.7	1.7	27.8	59.1	100.0
D	Appraising records for their legal, financial, and administrative transactions	F	2	3	10	25	75	115
		%	1.7	2.6	8.7	21.7	65.2	100.0
E	Appraising records for their documentary nature	F	2	10	3	30	70	115
		%	1.7	8.7	2.6	26.1	60.9	100.0
F	Developing records schedules for all audio-visual records	F	55	45	10	2	3	115
		%	47.8	39.1	8.7	1.7	2.6	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

The figures in Table 4.7 suggest that even though appraising records can result in proper use of records management, 100 (86.9%) of respondents did not consider developing records schedules for all audio visual records. Interestingly, however, a significant number of respondents representing majority agreed that Appraising the records helps to determine their value for permanent retention or proper destruction 100 (87%), Criteria in appraising the records to determine their retainability or disposability 100 (86.9%), Appraising records for their evidential value 100 (86.9%), Appraising records for their legal, financial, and administrative transactions 100 (86.9%), Appraising records for their documentary nature 100 (87%).

Table 4.7 indicates how the respondents shared their knowledge on how appraisal was in their various mass media organizations in Kano. It was revealed from the study that appraisal helped in determining the values of records i.e. for permanent retention or proper disposition. The management of the records after their creation is just as important as ensuring that the right records have been captured. In relation to this, Robek et al. (1995) conclude that if the basic premise of records management, which is to 'manage organisational information so that it is timely, accurate, complete, cost-effective, accessible and usable', is to be realized, then proper controls must be applied to records during the different stages they pass through from creation to

disposal. This ensures that records maintain their value as authentic evidence of activity throughout their life cycle.

4.5.2 Accessioning Procedure

Table 4.8 shows the criteria of accessioning records in mass media organizations in Kano state.

Table 4.8: Criteria of Accessioning Records

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Numerically	8	7.0	7.0	7.0
Alphabetically	32	27.8	27.8	34.8
Chronologically	32	27.8	27.8	62.6
Subject wise	39	33.9	33.9	96.5
Others	4	3.5	3.5	100.0
Total	115	100.0	100.0	

Table 4.8 reveals how the various mass media organizations accessioned their records. Majority preferred accessioning based on Subject as it received the highest frequency of 39 (33.9%), followed by alphabetical and chronological means of accessioning with the frequency 32 (27.8%) each. However, few media organizations were using numerical order in accessioning their records. During accessioning, as indicated by Evans (1986) the record managers collected basic information about the record on the basis of the preliminary examination. The information that is gathered during the accessioning process provides essential information about the newly acquired records and later serves as the basis for the arrangement and description. Others indicated using any necessary feature that could provide easy identification of records such as date of creation, name of creators and colour of the records 4 (3.5%) as presented in the Table 4.8

Table below indicates the procedures of accessioning records in mass media organizations in Kano state.

Table 4.9: Procedures of Accessioning Records

	Accessioning		1	2	3	4	5	TOTAL
A	An accession form	F	3	40	2	45	25	115

		%	2.6	34.8	1.7	39.1	21.7	100.0
B	Date of records creation is considered in accessioning records	F	3	2	5	50	55	115
		%	2.6	1.7	4.3	43.5	47.8	100.0
C	Date of records transfer is considered in accessioning records	F	60	45	-	5	5	115
		%	52.2	39.1	-	4.3	4.3	100.0
D	Creating agency is considered in accessioning records	F	2	3	3	45	62	115
		%	1.7	2.6	2.6	39.1	53.9	100.0
E	Receiving agent is considered in accessioning records	F	50	46	-	10	9	115
		%	43.5	40.0	-	8.7	7.8	100.0
F	Organic relationship is considered in accessioning records	F	48	42	13	10	2	115
		%	41.7	36.5	11.3	8.7	1.7	100.0
G	Original order is considered in accessioning records	F	5	10	-	40	60	115
		%	4.3	8.7	-	34.8	52.2	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

Table 4.9 describes the accessioning procedures of the mass media organizations in Kano. Out of the seven statements in the table, respondents disagreed with three statements; these are date of records transfer is considered in accessioning records 105 (91.3%), Receiving agent is considered in accessioning records 96 (83.5%), Organic relationship is considered in accessioning records 90 (78.2%). However, the respondents agreed with the remaining four statements; An accession form 70 (60.8%), Date of records creation is considered in accessioning records 105 (91.3%), Creating agency is considered in accessioning records 107 (93%), Original order is considered in accessioning records 100 (87%). As an integral part of record management, the findings agrees with Bartolo (2009) assertions that record accessioning has to be done by a professional who can intellectually record the basic facts about the records for easy identification. As the matter of fact, the shortage number of such professionals as presented in table 4.9 could lead to poor retrieval and difficulties in accessing records at appropriate time.

4.5.3 Arrangement and Description Procedure

The following table shows criteria employed by mass media organizations in Kano state in arranging and describing their records.

Table 4.10: Criteria used in arranging and describing the records

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Creating agency	18	15.7	15.7	15.7
Date of record creation	28	24.3	24.3	40.0
Date of record transfer	15	13.0	13.0	53.0
Receiving agents	10	8.7	8.7	61.7
Organic relationship of records	31	27.0	27.0	88.7
Registry	9	7.8	7.8	96.5
Others	4	3.5	3.5	100.0
Total	115	100.0	100.0	

Clearly, Table 4.10 provides a lot of insight with respect to the procedures considered in arranging and describing records in mass media organizations in Kano. Not surprisingly, 31 (27%) percent of respondents indicated use of organic relationship of records. Only 9 (7.8%) of respondents described use of Registry, while 28 (24.3%) prefer using date of record creation. Again, a smaller proportion of respondents – 10 (8.7%) recognize receiving agents. Generally, respondents were widely split between the two contrasting procedures of creating agency 18 (15.7%) and date of record transfer 15 (13%). Others 4 (3.5%) also indicated use of peculiar and reliable means to arrange and describe their records. In some cases, however, records came to record centres or archives in such a state of disorganization, to maintain them, their original order would be a detriment to subsequent use. In this case, the archivist may choose to arrange the record in logical way (e.g., alphabetically, chronologically, or topically) in order to facilitate access.

Table 4.11 shows the procedures used in arranging and describing records in mass media organizations in Kano state.

Table 4.11: Procedures Used in Arranging and Describing Records

	Arrangement and Description		1	2	3	4	5	TOTAL
A	Records are effectively organized in your mass media organization	<i>F</i>	20	55	15	10	15	<i>115</i>
		<i>%</i>	17.4	47.8	13.0	8.7	13.0	<i>100.0</i>
B	Appropriate arrangement and description procedures are followed	<i>F</i>	50	45	5	8	7	<i>115</i>
		<i>%</i>	43.5	39.1	4.3	7.0	6.1	<i>100.0</i>
C	Finding aids are used to describe	<i>F</i>	39	36	12	10	12	<i>115</i>

	the records	%	33.9	31.3	10.4	8.7	15.7	100.0
D	Principle of provenance is used in arranging your records	F	15	31	15	31	23	115
		%	13.0	27.0	13.0	27.0	20.0	100.0
E	Organization aims to provide information about the content and context of records	F	30	20	10	25	30	115
		%	26.1	17.4	8.7	21.7	26.1	100.0
F	Recovery procedures are in place to help the organization assemble its records and resume administrative operations in case of a disaster	F	50	45	5	10	5	115
		%	43.5	39.1	4.3	8.7	4.3	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

The proper management of records entails establishing physical and intellectual control over records that are entering the records system. This is done through registering each record as it enters the system, locating it where it can be found easily by means of classification schemes, placing it into files that are properly titled and indexing the information in the records. When records are used by several people, and when records can be taken out of the office for use elsewhere, it means keeping track of where the record is and for how long, if the record is not to be lost.

Table 4.11 presents how the mass media organizations arranged and described their records for easy accessibility, retrieval and use. It shows that majority of the respondents disagreed with the four out of six statements in the table. Seventy five (65.2%) respondents disagreed with the statement that records were effectively organized, ninety five (82.6%) disagreed with the position that appropriate arrangement and description procedures were followed, seventy five (65.2%) felt finding aids were not used to describe the records, and ninety five (82.6%) disagreed with the notion that recovery procedures were in place to help the organizations in assemble their records to resume administrative operations in the event of a disaster.

Table 4.11 further reveals that respondents were almost equally split in their opinions about the principle of provenance used in arranging records by their organizations. While fifty four (47%) agreed, forty six (40%) disagreed. Similarly, in terms of their organizations aiming to provide information on the content and context of records 55 (47.8%) agreed while 50 (43.5%) disagreed.

Contrary to the findings, Schellenberg (1996) asserts that when arranging records and archival materials, repository must follow the internationally accepted principle of *respect des fonds*,

which encompasses respect for the provenance and original order of records. In relation to the above findings, the Society of American Archivists (1986) also emphasized that arrangement of archival collections is governed by two key concepts: provenance and original order. According to principle of provenance, which emerges from nineteenth century European archival practice, records are maintained to their creator or source, rather than by subject or classification system. Records produced by different creators are not intermingled, even though they might share a common subject. The second important concept for archival management is original order which holds that whenever possible, records should be maintained in there filling structure that were used by their creators.

The implications of the above findings is that more than half of the offices managing records in the mass media organizations were not properly registering the records that came into their records systems. The absence of a written classification scheme meant that records were not classified consistently. Inconsistent titling could also become a problem if offices reported that they had responsibility for opening new files yet only few indicated that they had a list of authorized terms that could be used in the titles of new files.

The tracking of records was also problematic as only few kept track of their files. Yet, majority of the respondents had files that were used by more than one person. Even when the right records were created they would not be of much use unless they could be found and utilized in the organization when required. It seemed that the standard practice was that users found the records because 'the users know the system', as one respondent claimed.

4.5.4 Preservation and Conservation Procedure

Table 4.12 indicates whether mass media organizations in Kano State preserve and conserve their records.

Table 4.12: Preservation of Records

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	64	55.7	55.7	55.7

No	51	44.3	44.3	100.0
Total	115	100.0	100.0	

As revealed in Table 4.12 staggering 55.7% indicated that preservation and conservation of records are part of their current records management processes, whereas a minority 44.3% did not preserve and conserve their records. Preservation and conservation of records is largely concerned with the storage of records that are no longer constantly referred to but are occasionally needed for business. These are semi-active and inactive records. These records often safeguard 'crucial organisational interests hence the need to keep them for as long as they may be needed' (Penn et al. 1994). Keeping these records implies identifying them so that they can be separated from active records and then storing them away from expensive office space.

Table 4.13 describes the procedures employed by mass media organizations in Kano state in preserving and conserving their records.

Table 4.13: Procedures in preserving and conserving records

	Preservation		1	2	3	4	5	TOTAL
A	Adequate preservation and conservation techniques for the records	<i>F</i>	50	45	5	8	7	<i>115</i>
		%	43.5	39.1	4.3	7.0	6.1	<i>100.0</i>
B	Provision of appropriate storage facilities (metal cabinet, cupboard, drawers, cabinets, trays, files, shelves etc.)	<i>F</i>	50	45	5	10	5	<i>115</i>
		%	43.5	39.1	4.3	8.7	4.3	<i>100.0</i>
C	Educating and training those handling and preserving records	<i>F</i>	40	38	5	10	22	<i>115</i>
		%	34.8	33.0	4.3	8.7	19.1	<i>100.0</i>
D	Recording medium sufficiently stable to maintain the viability of the records for the duration of their retention period	<i>F</i>	30	20	12	23	30	<i>115</i>
		%	26.1	17.4	10.4	20.0	26.1	<i>100.0</i>
E	Use of fire extinguisher	<i>F</i>	30	25	10	30	20	<i>115</i>
		%	26.1	21.7	8.7	26.1	17.4	<i>100.0</i>
F	Lamination of records	<i>F</i>	60	40	5	5	5	<i>115</i>
		%	52.2	34.8	4.3	4.3	4.3	<i>100.0</i>
G	Electronic conversion of nearly deteriorated paper based records	<i>F</i>	70	30	15	-	-	<i>115</i>
		%	60.9	26.1	13.0	-	-	<i>100.0</i>
H	Storage conditions protect audio-visual records from fire and water damage and insect, pest, and mold infestation	<i>F</i>	75	25	10	5	-	<i>115</i>
		%	65.2	21.7	8.7	4.3	-	<i>100.0</i>

I	The temperature in the storage area for audio-visual records in 72 degrees fahrenheit or less and the relative humidity between 30 and 40 percent	<i>F</i>	80	25	5	5	-	<i>115</i>
		%	69.6	21.7	4.3	4.3	-	<i>100.0</i>
J	All nitrocellulose-based motion picture, still picture, and aerial film stored in a vault meet fire safety standards	<i>F</i>	80	25	5	5	-	<i>115</i>
		%	69.6	21.7	4.3	4.3	-	<i>100.0</i>
K	Storage containers for permanent or unscheduled audio-visual records made of noncorroding metal, inert plastics, paper products, or other materials recommended standards	<i>F</i>	90	10	10	5	-	<i>115</i>
		%	78.3	8.7	8.7	4.3	-	<i>100.0</i>

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

The results of the survey indicated that respondents disagreed with majority of the above statements which include, Adequate preservation and conservation techniques to the records 95 (82.6%), Provision of appropriate storage facilities (metal cabinet, cupboard, drawers, cabinets, trays, files, shelves etc.) 95 (82/6%), Educating and training those handling and preserving records 78 (67.8%), Lamination of records 100 (87%), Electronic conversion of nearly deteriorated paper based records 100 (87%), Storage conditions protect audio-visual records from fire and water damage and insect, pest, and mold infestation 100 (86.9%), The temperature in the storage area for audio-visual records 72 degrees Fahrenheit or less and the relative humidity between 30 and 40 per cent 105 (91.3%), All nitrocellulose-based motion picture, still picture, and aerial film stored in a vault meeting fire safety standards 105 (91.3%), and Storage containers for permanent or unscheduled audio-visual records made of non-corroding metal, inert plastics, paper products, or other materials recommended standards 100 (87%). Also as Table 4.13 reveals, respondents were split equally in their opinions about whether the recording mediawere sufficiently stable to maintain the viability of the records for the duration of their retention period (Agree 46.1% and Disagree 43.5) and the Use of fire extinguisher (Disagree 47.8% and Agree 43.5%) in their mass media organizations. Exactly the same proportion of respondents, almost 50% disagreed as the remaining 50%. This is clear indication that a lot more work needs to be done in to enable mass media organizations to fully deploy relevant techniques to its records management processes.

In relation to the above findings, Wema (2003) suggests that keeping active and inactive records together poses serious storage and retrieval problems. The findings of this research showed that expensive office space was wasted on storing records which could be moved to less expensive

space, such as archives. This also had an important bearing on the ultimate disposition of these records when their retention time had expired. If they could not easily be identified, then they could not easily be disposed of.

A records retention and disposal programme is crucial to the management of the records of the organization. The findings, however, disagreed with Ricks et al. (1992) statements that records retention programme provides a timetable and consistent procedures for maintaining the organisation's records, moving the records to inactive storage when appropriate and destroying records when they are no longer valuable to the organisation."

The absence of adequate preservation techniques and particularly record retention schedules suggested that some of the records that were no longer needed by the organizations were still kept, and those that were still needed might have been destroyed. Another implication is that the mass media organizations might have been losing valuable evidence and vital memory as records disposition had not been developed systematically.

4.5.5 Availability of Record Centre

Table 4.14 indicates whether mass media organizations in Kano state have records centres.

Table 4.14: Records Centre

	Availability of Record Centre		1	2	3	4	5	TOTAL
A	Availability of record centre in the mass media organization	<i>F</i>	80	25	5	5	-	115
		%	69.6	21.7	4.3	4.3	-	100.0
B	Record centre control access to original audio-visual records to safeguard them from accidental or deliberate alteration	<i>F</i>	30	25	10	30	20	115
		%	26.1	21.7	8.7	26.1	17.4	100.0
C	Record centre instituted procedures to ensure that information on permanent or unscheduled magnetic sound or video media is not erased or re-recorded	<i>F</i>	70	30	15	-	-	115
		%	60.9	26.1	13.0	-	-	100.0
D	Record centre retains original photographic images created electronically (digital photography)	<i>F</i>	90	10	10	5	-	115
		%	78.3	8.7	8.7	4.3	-	100.0
E	Record centre maintains originals of permanent or unscheduled photographs scanned into computer programmes	<i>F</i>	15	31	15	31	23	115
		%	13.0	27.0	13.0	27.0	20.0	100.0

F	Record centre periodically inspect its paper, electronic and audio-visual records to determine if any are deteriorating	<i>F</i>	30	20	12	23	30	115
		%	26.1	17.4	10.4	20.0	26.1	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

The results summarized in Table 4.14 indicates that respondents disagreed that there is availability of records centre in the mass media organization 105 (91.3%), Record centre instituted procedures to ensure that information on permanent or unscheduled magnetic sound or video media is not erased or re-recorded 100 (87%), and Record centre retains original photographic images created electronically (digital photography) 100 (87%). Interestingly, however, as indicated in Table 4.14 the ratio of respondents who agreed compared to those who disagreed were quite marginal as in the following statements, Record centre control access to original audio-visual records to safeguard them from accidental or deliberate alteration (Disagreed 47.8% and Agreed 43.5%), Record centre maintains originals of permanent or unscheduled photographs scanned into computer programmes (Agreed 47% and Disagreed 40%), Record centre periodically inspect its paper, electronic and audio-visual records to determine if any are deteriorating (Agreed 46.1% and Disagreed 43.5%). Records centres are temporary or intermediate storage facilities, in the sense that they hold records between the time they leave the records office and the time they are sent to the archival institution or destroyed. With regards to this, the findings failed to comply with the position of Millar (1999) descriptions of records centre as “a high-density, low-cost storage area, which must be equipped with a system for retrieving and consulting the records held. The records centre should be safe, secure, clean, efficient and economical”.

4.5.6 Care of Electronic and Other Special Records

Table 4.15 presents care of electronic records in mass media organizations in Kano state.

Table 4.15: Electronic Records

	Care of Electronic records		1	2	3	4	5	TOTAL
A	Proper managing of electronic records	<i>F</i>	90	10	10	5		115
		%	78.3	8.7	8.7	4.3		100.0
B	Directive specifying how	<i>F</i>	15	31	15	31	23	115

	electronic and audio-visual records are to be maintained to ensure their preservation throughout their life cycle	%	13.0	27.0	13.0	27.0	20.0	100.0
C	Electronic and audio-visual records segregated into discrete series	F	90	10	10	5	-	115
		%	78.3	8.7	8.7	4.3	-	100.0
D	Original and use copies of audio-visual records maintained separately	F	5	10	-	40	60	115
		%	4.3	8.7	-	34.8	52.2	100.0
E	Appropriate finding aids such as indexes, captions, lists of captions, data sheets, shot lists, continuities, review sheets, and catalogues (published or unpublished) created and maintained for all electronic and audio-visual records	F	3	40	2	45	25	115
		%	2.6	34.8	1.7	39.1	21.7	100.0
F	Permanent special records filed separately from temporary special records, as specified in approved records schedules	F	4	8	3	40	60	115
		%	3.5	7.0	2.6	34.8	52.2	100.0
G	Use of cross-references to closely related textual records maintained with audio-visual records	F	75	25	10	5	-	115
		%	65.2	21.7	8.7	4.3	-	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

Table 4.15 indicates that majority percentage of the respondents sampled agreed with the following statements such as Original and use copies of audio-visual records maintained separately 100 (87%), Appropriate finding aids such as indexes, captions, lists of captions, data sheets, shot lists, continuities, review sheets, and catalogues (published or unpublished) created and maintained for all electronic and audio-visual records 70 (60.8%), and permanent special records filed separately from temporary special records, as specified in approved records schedules 100 (87%), all formed part of existing records management processes at mass media organizations in Kano state, except 3 statements who disagreed about the existence of such processes. These include, Proper managing of electronic records 100 (87%), Electronic and audio-visual records segregated into discrete series 100 (87%), Use of cross-references to closely related textual records maintained with audio-visual records 100 (86.9%). Interestingly, however, as indicated in table 4.15 the ratio of respondents who agree compared to those who disagree are quite marginal, as shown in the following statement, Directive specifying how electronic and

audio-visual records are to be maintained to ensure their preservation throughout their life cycle (Agree 47% and Disagree 40%). The results presented in figure above to a large extent confirms the assertions made by Akotia (2005) that records and information management involves managing records in all formats from their creation to their ultimate disposal.

This indicated that the rationale for including the management of electronic records, as a separate section from the management of other records, was to highlight the fact that electronic records pose new challenges as compared to paper-based records. Although paper records remain predominant in organizations, there is no doubt that record keeping is increasingly becoming digital (Edith Cowan University, 2002). The presence of personal computers in every office and a local area network at the mass media organizations shows that there is increase in making use of digital records; they are continually being generated in electronic format and may exist only in that format.

The results showed that the management of electronic records was unsatisfactory. The full results of the survey as presented in Table 4.15. However, managing electronic record has remained a nightmare to many organizations in Africa (Ngulube, 2004). It is also evident from Table 4.15 that the management of e-records was fragmented and vital records were in danger of being lost.

4.6 Resources Available For Management of Records in Mass Media Organizations

4.6.1 Funding

Table below shows resources available for management of records in mass media organizations in Kano state.

Table 4.16: Funding

	Funding		1	2	3	4	5	TOTAL
A	The organization is providing adequate fund for the management of records	F	45	25	20	15	10	115
		%	39.1	21.7	17.4	13.0	8.7	100.0
B	Record office has and managed its own budget	F	50	35	30	-	-	115
		%	43.5	30.4	26.1	-	-	100.0
C	Record office generate income to support the proper management of the records	F	30	60	25	-	-	115
		%	26.1	52.2	21.7	-	-	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

As illustrated in the table above, unanimously respondents disagree with the above statements. 70 (60.8%) of the respondents disagreed that the organization is providing adequate fund for the management of records, 85 (73.9%) of the respondents also disagreed Record office has and managed its own budget. It is worthy of note that majority with 90 (78.3%) disagreed their record office generate income to support the proper management of the records. The generation of records needs to be managed because this is where the records enter the records system. Penn et al. (1994) state that 75% of the cost of information is in records creation. Mass media organizations are information intensive organizations and as such generate a large amount of records. Unless controls are instituted at the point where the records enter the system, unnecessary costs would be incurred and there is danger that the system would be inundated and fail to function properly.

4.6.2 Personnel

Table 4.17 shows resources available for management of records in mass media organizations in Kano state.

Table 4.17: Personnel

	PERSONNEL		1	2	3	4	5	TOTAL
A	Routine staff specifically assigned to take care of the records	<i>F</i>	60	40	5	5	5	<i>115</i>
		%	52.2	34.8	4.3	4.3	4.3	<i>100.0</i>
B	Staffs receive clear instructions and guidelines about management of records in the form of directives, manuals and handbooks	<i>F</i>	50	45	5	8	7	<i>115</i>
		%	43.5	39.1	4.3	7.0	6.1	<i>100.0</i>
C	Record office ensure that personnel who handle audio-visual records are properly trained	<i>F</i>	40	38	5	10	22	<i>115</i>
		%	34.8	33.0	4.3	8.7	19.1	<i>100.0</i>
D	Record management staffs, as well educated, intelligent and industrious	<i>F</i>	50	45	5	10	5	<i>115</i>
		%	43.5	39.1	4.3	8.7	4.3	<i>100.0</i>
E	Record management staffs are those who are unqualified, incompetent and idle	<i>F</i>	30	20	12	23	30	<i>115</i>
		%	26.1	17.4	10.4	20.0	26.1	<i>100.0</i>

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

Table 4.17 indicates that majority of the respondents disagreed with the statements such as,

Routine staff specifically assigned to take care of the records 100 (87%), Staffs receive clear instructions and guidelines about management of records in the form of directives, manuals and handbooks 95 (82.6%), Records office ensures that personnel who handle audio-visual records are properly trained 78 (67.8%), Records management staff, as well educated, intelligent and industrious 95 (82.6%). In contrast to the above findings, Pederson (2006) asserted that the quality of any records management programme is directly related to the quality of the personnel that operate it. Records work must be seen as a worthwhile career for those who are well educated, intelligent and industrious, not as the posting of last resort for those who are unqualified, incompetent and idle. It is important to note that the ratio of respondents who agreed compared to those who disagreed are quite marginal in the case of Records management staffs are those who are unqualified, incompetent and idle (Agree 46.1% and Disagree 43.5%).

4.6.3 Space/Accommodation

Table below shows resources available for management of records in mass media organizations in Kano state.

Table 4.18: Space/Accommodation

	SPACE/ACCOMODATION		1	2	3	4	5	TOTAL
A	Records office for the storage and use of current records	<i>F</i>	50	45	5	8	7	115
		%	43.5	39.1	4.3	7.0	6.1	100.0
B	Records centre for the storage and retrieval of semi-current records	<i>F</i>	40	38	5	10	22	115
		%	34.8	33.0	4.3	8.7	19.1	100.0
C	Archival repositories for the preservation and use of archival records	<i>F</i>	30	20	12	23	30	115
		%	26.1	17.4	10.4	20.0	26.1	100.0
D	Records office separated from other administrative units	<i>F</i>	60	40	5	5	5	115
		%	52.2	34.8	4.3	4.3	4.3	100.0
E	Records centre large enough to house the current files	<i>F</i>	30	20	12	23	30	115
		%	26.1	17.4	10.4	20.0	26.1	100.0
F	Records office accommodation is	<i>F</i>	30	25	10	30	20	115

	secure and well maintained	%	26.1	21.7	8.7	26.1	17.4	100.0
G	Records centre is strong enough so that it can bear the weight of the files	F	50	45	5	10	5	115
		%	43.5	39.1	4.3	8.7	4.3	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

Table 4.18 shows that majority of the respondents i.e. 95 (82.6%) indicated that there was no records office for the storage and use of current records in their organizations, records centre for the storage and retrieval of semi-current records 78 (67.8%), record office separated from other administrative units 100 (87%), record office accommodation secure and well maintained 55 (47.8%), record centre strong enough so that it can bear the weight of the files 95 (82.6%). Contrary to this finding, Pederson's (2006) position is that records accommodation must be located conveniently for the action officers whom they serve. They should be kept separate from other administrative units, such as the typing pool. They should be large enough to house the current files for which they are responsible and the records office staff who handle them. The accommodation must be secure and well maintained, and it must be of strong construction so that it can bear the weight of the files.

It is important to note that the ratio of respondents who agreed compared to those who disagreed are quite marginal in the cases of Archival repositories for the preservation and use of archival records (Agree 46.1% and Disagree 43.5%), and Record centre large enough to house the current files (Agree 46.1% and Disagree 43.5) respectively.

4.6.4 Equipment

Table 4.19 shows equipment available for management of records in mass media organizations in Kano state.

Table 4.19: Equipment

	EQUIPMENT		1	2	3	4	5	TOTAL
A	Records office has enough equipment and materials for managing the records	F	45	25	20	15	10	115
		%	39.1	21.7	17.4	13.0	8.7	100.0
B	Availability of modern equipment and materials for the management of records	F	30	25	10	30	20	115
		%	26.1	21.7	8.7	26.1	17.4	100.0
C	High capacity equipment in augmenting proper management of records in your organization	F	15	31	15	31	23	115
		%	13.0	27.0	13.0	27.0	20.0	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

The figures from the Table 4.19 reveals that 70 (60.8%) and 55 (47.8%) out of 115 respondents disagreed with the statements that Record offices have enough equipment and materials for managing the records 70 (60.8%), and Available of modern equipment and materials used for the management of records 55 (47.8%) respectively. However, 46 (47%) of the respondents agreed that their mass media organizations had high capacity equipment in augmenting proper management of records, while 15 (13%) of the respondents were neutral to this statement. In condemnation of similar findings, Coleman (1994) strongly stated that one of the benefits of a records management programme is that it encourages the efficient use of equipment and supplies, which reduces both costs and waste.

4.7 Accessibility and Retrieval of Records in Mass Media Organization

4.7.1 Access to Records

Access to the records in mass media organizations in Kano state was described in below table.

Table 4.20: Access to Records

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	165	100.0	100.0	100.0

Table 4.20 clearly indicates users had access to records in their various mass media organizations in Kano. This showed that no staff was deprived the right to have access to records. This corresponded with the testimony given by Norris (2002), where he opines that records in their various forms must be viewed as a valuable organizational asset. This is because records play a vital role in the management and operations of the organization in documenting past events, and serve as the basis for future actions. On this regard, Mass Media Organizations also not only

create, retain, and preserve records but made it readily accessible as indicated in Table 4.20 so that they could be used.

4.7.2 Extent of Accessing Records

Table below indicates the extent of accessing records in mass media organizations in Kano State.

Table 4.21: Extent of Accessing Records

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Poorly accessible	45	27.3	27.3	27.3
Fairly accessible	50	30.3	30.3	57.6
Accessible	35	21.2	21.2	78.8
Moderately accessible	20	12.1	12.1	90.9
Highly accessible	15	9.1	9.1	100.0
Total	165	100.0	100.0	

Table 4.21 shows the extent to which users had access to records. The data collected reveals that about 45 (27.3%) respondents indicated poor accessibility of records; 50(30.3%) respondents had fair access; 20 (12.1%) and 15 (9.1%) respondents indicated records to be moderately accessible and highly accessible respectively. 35 (21.7%) out of 165 respondents also indicated the records were Accessible. The terms and conditions of access to records were to a large extent influenced by the access policy....., the term access has been defined as the availability of records for consultation as a result of both legal authorization and the existence of finding aids (Abioye, 2002). In the same vein, Harrod (1977) stated that the extent of accessing records is the means by which users can have ease and convenient of access and consultation of available records. Table 4.21 clearly reveals the contrary which showed the higher percentage indicating poor and fair access to records, justifying difficulties and inconveniences in accessing records.

4.7.3 Accessibility of Records

Table below shows various means of accessing records in mass media organizations in Kano State.

Table 4.22: Accessibility of Records

	Accessibility of Record		1	2	3	4	5	TOTAL
A	Easy access to records	F	50	55	20	25	15	165
		%	30.3	33.3	12.1	15.2	9.1	100.0
B	Access records from my office	F	30	40	18	40	37	165
		%	18.2	24.2	10.9	24.2	22.4	100.0
C	Access records in records office	F	22	35	13	45	50	165
		%	13.3	21.2	7.9	27.3	30.3	100.0
D	Access records even from my home	F	153	10	2	-	-	165
		%	92.7	6.1	1.2	-	-	100.0
E	Access records even in café	F	165	-	-	-	-	165
		%	100.0	-	-	-	-	100.0
F	Skills in accessing electronic and audio visual records	F	45	43	12	45	20	165
		%	27.3	26.1	7.3	27.3	12.1	100.0
G	Accessing records by application	F	18	20	32	44	51	165
		%	10.9	12.1	19.4	26.7	30.9	100.0
H	Accessing records by request	F	25	30	25	54	31	165
		%	15.2	18.2	15.2	32.7	18.8	100.0
I	Accessing records by presenting self	F	19	25	17	51	53	165
		%	11.5	15.2	10.3	30.9	32.1	100.0

(KEY = 1 – Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly Agree)

Access is also concerned with making proper arrangements to ease access of records whether from within the organizations or from without. This is particularly important in the light of the current trends of electronic records. The results show that most of the respondents could not access records by the media houses. The respondents were all unanimous that accessibility to records through cyber cafés was not possible, and hardly could they access records from their homes and offices.

Access to records was best facilitated by personal visit to the records offices to which 104 (63%) respondents consented to. This was followed by accessing records through application to which 95 (57.6%) respondents consented to. This finding failed to correspond with Reese (2010) assertion that organizations need the ability to access records by multiple indexing parameters such as subject matter (content and context), record creator, intended recipient, date, etc. Proper indexing methods are one of the easiest ways to recognize significant returns on investment. Well-indexed records ensure easy access and reduced time and financial cost. Poor indexing methods will result in additional fees and more labour expended.

Access to records is faced with some problems; many at times, public access to records is hindered by lack of public awareness on the existence of such vital records and the role the record can play in the life of the general public. Meaning that, the public do not know much about the existence of such records and how to come about having them at hand for use (Maidabino, 2003). However, it is evident that while provision for internal access to records was satisfactory, provisions for external access were poor. These results meant that the mass media organizations were especially ill prepared to deal with external access requirements.

4.7.4 Retrieval of Records

Table below shows different types of retrieval/finding aids of records in mass media organizations in Kano State.

Table 4.23: Retrieval/finding aids of Records

	Retrieval finding aids		YES	N0	TOTAL
A	Inventories	<i>F</i>	68	97	<i>165</i>
		%	41.2	58.8	<i>100.0</i>
B	Catalogues	<i>F</i>	84	81	<i>165</i>
		%	50.9	49.1	<i>100.0</i>
C	Location register	<i>F</i>	141	24	<i>165</i>
		%	85.5	14.5	<i>100.0</i>
D	Index books	<i>F</i>	141	24	<i>165</i>
		%	85.5	14.5	<i>100.0</i>
E	Class and items list	<i>F</i>	93	72	<i>165</i>
		%	56.4	43.6	<i>100.0</i>
F	Summary guides/list	<i>F</i>	115	50	<i>165</i>
		%	69.7	30.3	<i>100.0</i>
G	Calendars	<i>F</i>	44	121	<i>165</i>
		%	26.7	73.3	<i>100.0</i>
H		<i>F</i>	40	125	<i>165</i>

	Manuscripts group lists	%	24.2	75.8	100.0
I	Date of creation/receive	F	155	10	165
		%	93.9	6.1	100.0

The records of an organization can only be useful to the organization if they are accessible to the members of the organization who need to use them. This implies making sure that they are readily retrievable when required. When asked to indicate the tools of retrieval in place to facilitate access to records, Table 4.23 reveals the type of retrieval/finding aids available in mass media organizations in Kano State. This shows that Date of creation/receive 155 (93.9%), Location register 141 (85.5%), Index books 141 (85.5%), Summary guides/list 115 (69.7%), Class and items list 93 (56.4%), Catalogues 84 (50.9%) were used as retrieval finding tools in the various mass media in Kano State. While, Manuscripts group lists 125(75.8%), Calendars 121 (73.3%), Inventories 97 (58.8%) were not uniformly employed as record finding aids in the investigated media organizations.

4.7.5 Ways of Retrieving Records

Table below shows the different ways of retrieving records in mass media organizations in Kano State.

Table 4.24: Ways Retrieving of Records

			YES	N0	TOTAL
A	Manually	F	165	-	165
		%	100.0	-	100.0
B	Mechanically	F	33	132	165
		%	20.0	80.0	100.0
C	Electronically	F	21	144	165
		%	12.7	87.3	100.0

Table 4.24 indicates that the major mode of retrieving records in all the mass media organizations in Kano was done manually 165 (100%), with fewer percentages showing the

presence of retrieving records both mechanically 33 (20.0%) and electronically 21 (12.7%). Read and Ginn (2011) stated that record or information from it may be retrieved in three ways i.e. manually, mechanically and electronically. The reasons for the above result could not be unconnected to the lack of available mechanical and electronic retrieving tools in the various mass media organizations under study. As such record managers preferred going to a storage container and removing by hand a record that a user had requested or made a note of the information someone had requested from it.

4.8 Purposes for Utilization of the Records in Mass Media Organizations

The purpose of using the records in mass media organizations in Kano State was clearly stated in the table below.

Table 4.25: Purpose of Using Records

	Purpose of Utilization of Records		YES	NO	TOTAL
A	Administrative/official purpose	<i>F</i>	152	13	<i>165</i>
		%	92.1	7.9	<i>100.0</i>
B	Research purpose	<i>F</i>	126	39	<i>165</i>
		%	76.4	23.6	<i>100.0</i>
C	Reference purpose	<i>F</i>	147	18	<i>165</i>
		%	89.1	10.9	<i>100.0</i>
D	Personal development	<i>F</i>	75	90	<i>165</i>
		%	45.5	54.5	<i>100.0</i>
E	Professional development	<i>F</i>	73	92	<i>165</i>
		%	44.2	55.8	<i>100.0</i>
F	Assignment	<i>F</i>	46	119	<i>165</i>
		%	27.9	72.1	<i>100.0</i>
G	Decision making	<i>F</i>	49	116	<i>165</i>
		%	29.7	70.3	<i>100.0</i>
H	Information purpose	<i>F</i>	163	2	<i>165</i>
		%	98.8	1.2	<i>100.0</i>

I	Historical purpose	<i>F</i>	114	51	165
		%	69.1	30.9	100.0
J	News	<i>F</i>	118	47	165
		%	71.5	28.5	100.0
K	Business purpose	<i>F</i>	35	130	165
		%	21.2	78.8	100.0

Table 4.25 shows that most of the respondents were using records for Information purpose 163 (98.8%), Administrative/official purpose 152 (92.1%), Reference purpose 147 (89.1%), Research purpose 126 (76.4%), News 118 (71.5%), and Historical purpose 114 (69.1%). However, other respondents indicated that Business purpose 130 (78.8%), Assignment 119 (72.1%), Decision making 116 (70.3%), Professional development 92 (55.8%), and Personal development 90 (54.5%) were not among the reasons of their utilization of records in the mass media organizations. In accordance with this finding, Misau (2006) also stated the purpose of using records include to have other potential values such as, research, administration etc.; because of all these the idea of following access to the records became imperative. Access to information is a fundamental right and an essential condition for democratic governance, accountability, the development of participatory democracy and economic development; access to information is essential for protection of other human rights and contributes to social stability and security (Manchester Declaration on Access to Information, 2006).

4.9 Extent of Utilization of Records in Mass Media Organizations

Table below shows the extent of utilization of records by the staffs in the mass media organizations in Kano State.

Table 4.26: Extent of Using the Records

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Daily	39	23.6	23.6	23.6
Weekly	63	38.2	38.2	61.8
Monthly	39	23.6	23.6	85.5
Occasionally	24	14.5	14.5	100.0
Total	165	100.0	100.0	

Table 4.26 shows the extent of utilization of records by the staffs in the mass media organizations in Kano State. It was observed that 63 (38.2%) which is the highest percentage revealed users prefer utilizing records weekly bases. While only 24 (14.5%) used records occasionally. This can be linked to the poor retrieval finding tools and certain difficulties in accessing the records at appropriate time. In justifying this finding, Akussah (2006) asserts that utilization depends on the access to the available records through authorization and the help of finding aids. As such lack of proper finding aids, user education etc. can be a problem in proper utilization of records.

4.10 Obstacles to Effective Accessibility and Utilization of Records in Mass Media Organizations by Record Managers/Administrative Officers

The challenges facing the mass media organizations in Kano State were enormous and varied as reflected in table below.

Table 4.27: Obstacles to Effective Access, Retrieval and Use of Records

	Obstacles		YES	NO	TOTAL
A	Lack of clearly stated titles of the records	<i>F</i>	35	80	<i>115</i>
		%	30.4	69.6	<i>100.0</i>
B	Difficulty in comprehending the aspect of policy regarding appraisal	<i>F</i>	82	33	<i>115</i>
		%	71.3	28.7	<i>100.0</i>
C	Lack of written appraisal policy	<i>F</i>	98	17	<i>115</i>
		%	85.2	14.8	<i>100.0</i>
D	Difficulty in comprehending the subject matter of the records	<i>F</i>	63	52	<i>115</i>
		%	54.8	45.2	<i>100.0</i>
E	Difficulty in identifying the original filing code of the records	<i>F</i>	70	45	<i>115</i>
		%	60.9	39.1	<i>100.0</i>
F	Difficulty in identifying the date of creation of the records	<i>F</i>	23	92	<i>115</i>
		%	20.0	80.0	<i>100.0</i>
G	Lack of standard format for records accessioning	<i>F</i>	101	14	<i>115</i>
		%	87.8	12.2	<i>100.0</i>
H	Lack of or inadequate trained manpower to intellectually and physically organize the records	<i>F</i>	104	11	<i>115</i>
		%	90.4	9.6	<i>100.0</i>
I	Insufficient funding to purchase furniture, accessioning materials etc.	<i>F</i>	106	9	<i>115</i>
		%	92.2	7.8	<i>100.0</i>
J	Inadequate storage space	<i>F</i>	58	57	<i>115</i>
		%	50.4	49.6	<i>100.0</i>
K	Lack of enough space to organize the records	<i>F</i>	57	58	<i>115</i>
		%	49.6	50.4	<i>100.0</i>
L	Overcrowded and unsuitable storage of records	<i>F</i>	89	26	<i>115</i>
		%	77.4	22.6	<i>100.0</i>
M	Lack of unified and good filing system	<i>F</i>	109	6	<i>115</i>
		%	94.8	5.2	<i>100.0</i>
N	Non- automation of the records office	<i>F</i>	112	3	<i>115</i>
		%	97.4	2.6	<i>100.0</i>
O	Chaotic nature of original filing of some records	<i>F</i>	78	37	<i>115</i>
		%	67.8	32.2	<i>100.0</i>
P	Inadequate staff in terms of number and quality	<i>F</i>	88	27	<i>115</i>
		%	76.5	23.5	<i>100.0</i>
Q	Lack of steel shelves, cabinet and metal boxes	<i>F</i>	21	94	<i>115</i>
		%	18.3	81.7	<i>100.0</i>
R	Inadequate insecticide and pesticide chemicals	<i>F</i>	59	56	<i>115</i>
		%	51.3	48.7	<i>100.0</i>
S	Lack of dusting of records	<i>F</i>	54	61	<i>115</i>
		%	47.0	53.0	<i>100.0</i>
T	Lack of disposition and retention policy	<i>F</i>	107	8	<i>115</i>
		%	93.0	7.0	<i>100.0</i>
U	Lack of adequate infrastructure, facilities	<i>F</i>	77	38	<i>115</i>
		%	67.0	33.0	<i>100.0</i>
V	Inadequate accommodation for keeping records	<i>F</i>	74	41	<i>115</i>
		%	64.3	35.7	<i>100.0</i>
W	Absence of natural atmospheric factors, such as humidity, windy, rain etc.	<i>F</i>	64	51	<i>115</i>
		%	55.7	44.3	<i>100.0</i>

The challenges facing the mass media organizations are enormous and varied particularly in the areas of appraisal, accessioning, arrangement and description, preservation, accessing, retrieving and utilization of the records as reflected in Table 4.27. From the findings of this study, it has been discovered that the problems included, Lack of clearly stated title of the record, Difficulty in comprehending the aspect of policy regarding appraisal, lack of written appraisal policy, difficulty in comprehending the subject matter of the records, difficulty in identifying the original filing code of the record, difficulty in identifying the date of creation of the record, Lack of standard format for record accessioning, lack of or inadequate trained manpower to intellectually and physically organize the records, Insufficient funding to purchase furniture, accessioning materials etc., Inadequate storage space, Lack of enough space to organize the records, Overcrowded and unsuitable storage of records, Lack of unified and good filing system, Non- automation of the record office, Chaotic nature of original filing of some records, Inadequate staffs in terms of number and quality, Lack of steel shelves, cabinet and metal boxes, Inadequate insecticide and pesticide chemicals, Lack of dusting of records, Lack of disposition and retention policy, Lack of inadequate infrastructure, facilities, Inadequate accommodation for keeping records, and absence of natural atmospheric factors, such as humidity, wind, rain etc.

As Table 4.27 shows, respondents were unanimous in their responses to the obstacles encountered on management of records in their various mass media organizations. The results presented to a large extent confirm the assertions made by Afolabi, Jimerson and Baumann. Afolabi (1991) identified the dearth of qualified personnel, low priority accorded to record management and insufficient funding as serious problems affecting record management in Nigeria. Jimerson (2003) emphasized that, the essential purpose of organizing records is to know what you have so that you can find it when you need it. Baumann (1986) stated information contained in record materials cannot be adequately exploited without being described and arranged accordingly.

4.10.1 Obstacles to Effective Accessibility and Utilization of Records in Mass Media Organizations by Users

The challenges facing the mass media organizations in Kano State were enormous and varied as reflected on the table below.

Table 4.28: Obstacles to effective access and use of records by Users

	Obstacles		YES	NO	TOTAL
A	Lack of clearly stated title of the record	F	45	120	165
		%	27.3	72.7	100.0
B	Difficulty in comprehending the subject matter of the records	F	88	77	165
		%	53.3	46.7	100.0
C	Difficulty in identifying the original filing code of the record	F	100	65	165
		%	60.6	39.4	100.0
D	Difficulty in identifying the date of creation of the record	F	33	132	165
		%	20.0	80.0	100.0
E	Lack of or inadequate trained manpower to intellectually and physically organize the records	F	144	21	165
		%	87.3	12.7	100.0
F	Insufficient funding to purchase furniture, accessioning materials etc.	F	146	19	165
		%	88.5	11.5	100.0
G	Non- automation of the record office	F	152	13	165
		%	92.1	7.9	100.0
H	Inadequate staffs in terms of number and quality	F	128	37	165
		%	77.6	22.4	100.0
I	Natural atmospheric factors, such as humidity, windy, rain etc.	F	89	76	165
		%	53.9	46.1	100.0

From the findings of Table 4.28, it has been discovered that the problems include, Lack of clearly stated title of the record 120 (72.7%), Difficulty in comprehending the subject matter of the records 88 (53.3%), Difficulty in identifying the original filing code of the record 100 (60.6%), Lack of or inadequate trained manpower to intellectually and physically organize the records 144 (87.3%), Insufficient funding to purchase furniture, accessioning materials 146 (88.5%), Non- automation of the record office 152 (92.1%), Inadequate staffs in terms of number and quality 128 (77.6%), and Natural atmospheric factors, such as humidity, wind, rain etc. 89 (53.9%). As figures above show, respondents were unanimous in their responses to the obstacles encountered on management of records in their various mass media organizations in Kano State. However, only one statement was denied by the respondents to be among the obstacles of effective use of records (Difficulty in identifying the date of creation of the record – 132

(80.0%). The results presented to a large extent confirm the assertions made by Jimerson (2003) emphasized that, the essential purpose of organizing records is to know what you have so that you can find it when you need it.

Respondents were asked to list any challenges that they were facing with regard to use of records in the mass media organizations in Kano State. The responses from the questionnaires revealed a number of challenges that were being experienced as follows:

- Lack of awareness of the importance of proper records management practices
- Absence of a records management policy and procedures
- Tremendous volume of older stored records (mainly physical records)
- Too much dust leading to the damage of records
- Inability to distinguish historical records from those with temporary value
- Most records are not generally up to date, leading to the wrong information being provided
- There is no records manager, leading to many record protocols not being observed as the staff are not aware of how to take care of different types of records
- Lack of training and workshops

4.11 Measures to Overcome Obstacles to Effective Accessibility and Utilization of Records in Mass Media Organizations by Record Managers

It is paramount to determine the views of the surveyed staffs about the measures to tackle challenges of record management in their respective organizations. These views were contained in table below.

Table 4.29: Measures to be Employed to Overcome the Obstacles

	Measures		YES	NO	TOTAL
A	Mass media organizations should provide adequate funds for the management of records	F	106	9	115
		%	92.2	7.8	100.0
B	Availability of Records office that will manage its own budget	F	104	11	115
		%	90.4	9.6	100.0
C	Records office should generate income to support the proper management of the records	F	109	6	115
		%	94.8	5.2	100.0
D	Staffs should receive clear instructions and guidelines on the management of records in the form of directives, manuals and handbooks	F	88	27	115
		%	76.5	23.5	100.0
E	Personnel who handle both paper and multi-media records should be properly trained	F	107	8	115
		%	93.0	7.0	100.0
F	Records management staffs should be educated, intelligent and industrious	F	98	17	115
		%	85.2	14.8	100.0
G	Availability of Records office for the storage and use of current records	F	57	58	115
		%	49.6	50.4	100.0
H	Availability of Records centre for the storage and retrieval of semi-current records	F	57	58	115
		%	49.6	50.4	100.0
I	Availability of Archival repositories for the preservation and use of archival records	F	64	51	115
		%	55.7	44.3	100.0
J	Records office should be separated from other administrative units	F	78	37	115
		%	67.8	32.2	100.0
K	Records office should have enough equipment and materials for managing the records	F	112	3	115
		%	97.4	2.6	100.0
L	Availability of modern equipment and materials used for the management of records	F	98	17	115
		%	85.2	14.8	100.0
M	Proper arrangement and description of records	F	112	3	115
		%	97.4	2.6	100.0
N	Consistent arrangement system of records	F	88	27	115
		%	76.5	23.5	100.0

Table 4.29 shows that most of the respondents were overwhelmingly in support of the 12 suggestions for overcoming the obstacles to effective accessibility and utilization of records in mass media organizations. The suggestions with least responses were G (the need for an office for the storage and use of current records) and H (the need for records centre for the storage and retrieval of semi-current records) with 57(49.6%) responses each. According to the respondents, the mass media organizations should provide adequate fund for the management of records, the mass media should provide record office that will manage its own budget, the recordoffice should generate income to support the proper management of the records, staffs should receive clear instructions and guidelines on the management of records in the form of directives, manuals and handbooks, personnel who handle both paper and audio-visual records should be properly trained; records management staffs should be educated, intelligent and industrious, mass media should also provide archival repositories for the preservation and use of archival records, record office should be separated from other administrative units, record office should has enough equipment and materials for managing the records, Availability of modern equipment and materials used for the management of records, Proper arrangement and description of records, and consistent arrangement system of records. However, few of the surveyed staffs wereuncertain when it comes to availability of records office for the storage and use of current records, and availability of Records centre for the storage and retrieval of semi-current records as indicated in the above table.

4.11.1 Measures to Overcome the identified Obstacles as suggested by Users

It is also important to seek the views of the surveyed staffs about the measures to tackle challenges of record management in their respective organizations. These views were contained in table below.

Table 4.30: Measures to be employed to overcome the obstacles

	Measures		YES	NO	TOTAL
A	Mass media organizations should provide adequate fund for the management of records	F	146	19	165
		%	88.5	11.5	100.0
B	Staffs should receive clear instructions and guidelines on the management of records in the form of directives, manuals and handbooks	F	128	37	165
		%	77.6	22.4	100.0
C	Personnel who handle both paper and audio-visual records should be properly trained	F	147	18	165
		%	89.1	10.9	100.0
D	Record management staffs should be educated, intelligent and industrious	F	138	27	165
		%	83.6	16.4	100.0
E	Record office should be separated from other administrative units	F	118	47	165
		%	71.5	28.5	100.0
F	Record office should has enough equipment and materials for managing the records	F	152	13	165
		%	92.1	7.9	100.0
G	Availability of modern equipment and materials used for the management of records	F	138	27	165
		%	83.6	16.4	100.0
H	Proper arrangement and description of records	F	152	13	165
		%	92.1	7.9	100.0
I	Consistent arrangement system of records	F	128	37	165
		%	77.6	22.4	100.0

Table 4.30 illustrates that most of the respondents suggested that the mass media organizations should provide adequate fund for the management of records, staffs should receive clear instructions and guidelines on the management of records in the form of directives, manuals and handbooks, personnel who handle both paper and audio-visual records should be properly trained, record management staffs should be educated, intelligent and industrious, record office should be separated from other administrative units, record office should have enough sufficient and materials for managing the records, Availability of modern equipment and materials used for

the management of records, Proper arrangement and description of records, and consistent arrangement system of records.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter summarises the study, the findings, draw final conclusions and seeks to recommend the best practices of ensuring sound and effective management of records in all the mass media organizations in Kano State.

5.2 Summary of the Study

Chapter one presented a general introduction to the study, which focused on the investigation of the role played by records management with specific reference to mass media organizations in Kano. The chapter provided the background, problem statement, research objectives, research questions, significance of the study, and an overview of the chapters, amongst others.

Chapter Two reviewed relevant literature informed of books, articles, journals and other publications on the topic. The concepts record, types of record, and records management were defined and the different roles played by sound records management in an organisation were discussed. Mass media, its types, effects to society and significances for records management were also examined.

Chapter Three outlined the research methodology adopted in this study. A self-administered questionnaire was used to collect data from the participants and the questionnaire consisted of mostly closed-ended questions. A sample of one hundred and forty (140) participants was selected to represent the entire population.

Chapter Four further analysed the results of the empirical survey and discussed the survey findings. The study revealed that the records management function is not receiving the attention it deserves in the mass media organizations in Kano.

This chapter summarises the study, draw final conclusions and seeks to recommend the best practices of ensuring sound and effective management of records in all the mass media organizations in Kano State. The recommendations are discussed further, and an attempt is made to link the recommendations to specific findings.

5.3 Summary of the Major Findings

Management of record is a function that is generally underestimated and is always aligned with low level officials. Conversely, records management is a process of maintaining and enhancing information, and is a fundamental resource to both private and public sectors alike. As such, records are essential to the administration of mass media organizations as they contain the information that keeps the entire community functioning. The following are the summary of the major findings:

1. The types of records generated by the mass media organizations investigated comprising of both internally and externally generated and received records in terms of their formats include paper based records, electronic records, audio-visual records. Other records identified in terms of their subject contents include administrative records, evidential records, legal records, historical and financial records among others. Also identified as available records in the organizations from the users' perspectives include Minutes, Reports, Policies and Manuals, Business plans, Circulars, Invoices, Newsletters, Brochures, proceedings of council meetings, sponsored programmes, districts functions, including public activities, independence celebrations, special visitors, Compact cassette tape, Reel tape ¼ inch magnetic audio-tape, Vinyl record disks – 45 rpm, Video Home System (VHS), DVCAM etc.
2. The study found out various procedures used in managing their records.
 - i. It was found out that the organizations appraised their records to determine their value for permanent retention and disposition. The values considered for retaining the records include administrative value, information value, research value and evidential value.
 - ii. The findings revealed that most mass media organizations under study accessioned records based on subject wise, alphabetical and chronological means of accessioning. The study identified the accessioning nature of the mass media organizations in Kano. It showed that there were poor accessioning facilities, absence of officer in charge of accessioning in some mass media organizations. However, there is existence of accession form and original order is considered in accessioning records.

- iii. The findings provide a lot of insight with respect to the procedures considered in arranging and describing records in mass media organizations in Kano. It showed the use of organic relationship of records and date of record creation. The findings also presented how the mass media organizations arranged and described their records for easy accessibility, retrieval and use. It shows that records were effectively organized in most mass media organization and appropriate arrangement and description procedures were followed in some mass media.
 - iv. As revealed in the findings, staggering number of mass media organizations indicated that preservation and conservation of records were part of their current records management processes, whereas a minority number did not preserve and conserve their records. The results findings also indicated that majority of the mass media organizations in Kano does not have record centre in their mass media organization.
 - v. The results presented from the study revealed to a large extent the management involved managing records in all formats from their creation to their ultimate disposal. Original and use copies of electronic and audio-visual records maintained separately mostly in the libraries. However, the results revealed that the management of electronic records was unsatisfactory.
3. The study revealed various resources available though, insignificant/insufficient for the management of the records in mass media organizations in Kano State as follows.
- i. Funds and records office.
 - ii. Professional personnel.
 - iii. Space/accommodation, and
 - iv. Equipment to preserve and safeguard records.
4. The results of the findings clearly indicated users had access to records in their various mass media organizations in Kano. This indicated that no staff was deprived the right to have access to records. However, despite having access to records the results about the extent of accessibility indicated poor access to the records.
5. The major purposes of using the records were identified to include administrative/official, reference, and research. However, others indicated that personal development, professional development, and business purpose to be among their considerations.

6. The findings equally show the extent of utilization of records by the staffs in the mass media organizations in Kano. It was found out that most users used the records on weekly bases. This can be linked to the poor retrieval/finding tools and certain difficulties in accessing the records at appropriate time.
7. The study revealed that managing records in the mass media organizations was faced with problems such as inadequate funding, lack of appraisal policy, difficulty in comprehending the subject matter of the records, difficulty in identifying the original filing code, inadequate storage space, non-automation of the records, and natural atmospheric conditions e.g. sunshine, rain, humid etc.
8. Finally, the study revealed that with adequate funding, proper arrangement and description of record, qualified and trained personnel to handle audio visual records, adequate equipment for managing record and automation of the records and its office, the records in all the mass media organizations will be adequately and properly managed and use.

5.4 Conclusion

The main aim of the research was to conduct an investigation on the role of records management, with specific reference to mass media organizations in Kano State. The study has revealed that records management does play a significant role in various aspects, including, inter alia, risk management process, strategic planning process, bettering performance and improving service delivery, promoting good governance, supporting democratic accountability, fulfilling legal requirements, combating corruption, promoting and protecting human rights and ensuring sound financial management. Nonetheless, based on the empirical survey findings, it can be concluded that records management is not receiving the attention it deserves in the mass media organizations in Kano state.

The results of the survey showed that the mass media organizations fell below requirements when it came to maintaining records series that document their functions. The study also demonstrated that the mechanisms in place for the management of records were inadequate to provide an environment in which records management objectives could be achieved. The desirable controls at each stage of the records life cycle were also found to be inadequate. The findings showed that, in the absence of guidelines records management, practices and procedures

were developed through individual initiative. The study indicated that the mass media organizations' records management procedure was playing a limited role in the management of current records in the creating units. Knowledge of appropriate requirements relating to retrieval, access and use to record was also limited.

5.5 Recommendations

Recommendations are made based on the findings of this study as well as within the context of the empirical surveys.

- In light of the findings of the study, it is recommended that the mass media organizations carryout a functional analysis of their key functions, activities and transactions in order to establish guidelines to identify the essential records series that need to be captured and maintained in their records systems.
- Records management manuals should also be developed to provide a reference point for practices and procedures while helping to standardize records management activities in the mass media organizations. The mass media organizations should facilitate continual training in records management, particularly in the face of current changes in the information field. It is particularly important that all those in charge of records, especially in administrative offices and libraries, be made aware of access requirements and those mechanisms for compliance with that access be provided.
- The mass media organizations should also pay serious attention to their electronic and multi-media records management environment. It is also recommended that the mass media organizations allow record centres and archives to assume their rightful role in the management of records throughout their life cycle. The mass media organization's record centre and Archives should be repository of expertise of records management procedures and the fact should be publicized to departments.
- Digitisation will require a library management system. This will involve the use of a computer system in a networked environment. The record office should be automated for speedy retrieval, use and safe keeping of records. Moreover, adequate budget and necessary equipment such as photocopiers, microfilming machines, should be provided to supplement the automation and digitization activities.

- The basic architecture of the archiving software could ensure the on-line operations with a central database (on hard disk). The software developed should maintain the index about the contents; handle management modules and WEB Interface and other offline database systems on CD-ROM, digital audio tape (DAT), digital linear tape (DLT), etc.
- Training is identified as one of the crucial elements in ensuring sound records management but there is no adequate training for the Records Manager, records office staff and records users. It is recommended that training programmes on records management be intensified in all the mass media organizations. Training should be provided to the Records Manager, records office staff and users in general.
- Staff should be informed to refrain from keeping documents in their offices as this can only chunk off the available space. As incompetency and lack of co-operation by records office staff was raised as a concern by certain respondents, management should train records office staff on customer care as they deal with people on a daily basis. Records office staff should also be equipped with knowledge and skills to enable them to carry out their duties effectively and efficiently. In addition to that, management should also inculcate a sense of ownership by staff generally to erase the perception that records management is the responsibility of records office staff only. The introduction of an electronic document management system could also serve as a control measure for ensuring care and safe custody of records. Also, documents could be easily retrieved.
- To ensure proper preservation and conservation of the records adjustable steel shelves are recommended for record storage. Cardboard boxes should be used in storing files and other records that are not in bound volume to protect them and for effective records maintenance and use.
- The atmospheric factors such as temperature and humidity of the storage area must be controlled through the use of air-conditioning and humidifiers. Constant cleaning and fumigation of the records storage area is recommended in order to avoid insects and other pests capable of causing damage to the records. Disaster control measures such as fire extinguishers, wind protectors etc. should be put in place.

5.6 Suggestions for Further Research

- Accessibility, Retrieval and Utilization of Electronic Records in Telecommunication Organizations in Nigeria.
- An Investigation into the Status of Records Management at the National Assembly of Nigeria.

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APPENDIX A

PRELIMINARY STUDY INTERVIEW

**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCES
FACULTY OF EDUCATION,
BAYERO UNIVERSITY, KANO**

20th April, 2014

Record Manager/Administrative Officer,

Dear Sir/Madam

PRELIMINARY STUDY INTERVIEW

I am a post graduate (MLS) student of the above named institution. I am conducting a preliminary study on “**Management and Use of Records in Mass Media Organizations in Kano State**”. Therefore, I am requesting for your participation by answering interview questions.

I would greatly appreciate if you would assist in responding these questions.

1. Name of the Organization
2. Year of Establishment
3. Category and Type of Mass Media
4. Total Number of Departments/Sections
5. Availability of Records
6. Types of Records
7. Users of the Records, and the
8. Total Number of Staffs in each of the mass media organizations in Kano

Ahmad Ameen Al-Deen Abubakar
SPS/11/MLS/00014

APPENDIX B

QUESTIONNAIRE FOR RECORD MANAGERS/ADMINISTRATIVE OFFICERS IN MASS MEDIA ORGANIZATIONS IN KANO STATE

As part of the requirements for the Award of Degree of Master in Library and Information Science, I am conducting research on **“Management and Use of Records in Mass Media Organizations in Kano State”**. You are therefore selected as one of the respondent in this study. You are also kindly requested to respond the questionnaire attached. Be assured that all information provided will be strictly used for the purpose of this study.

Thanks

Yours Sincerely,

Ahmad Ameen Al-Deen Abubakar

SPS/11/MLS/00014

QUESTIONNAIRE FOR RECORD MANAGERS/ADMINISTRATIVE OFFICERS IN MASS MEDIA ORGANIZATIONS IN KANO STATE

SECTION A – DEMOGRAPHIC PROFILE OF THE RESPONDENT INSTRUCTIONS

Please fill in as appropriate

1. Name of Mass Media Organization.....
2. Position.....
3. Educational Qualification.....
4. Gender.....

SECTION B – TYPES OF RECORDS IN MASS MEDIA ORGANIZATIONS IN KANO STATE

5. Do you have records in you mass media organizations?

a) Yes ☐ c) No ☐

6. Listed below are some types of records available, generated and received in mass media organizations. Please tick the options that are applicable in your organization respectively.

	Types of Records	Available		
		Generated		Received
		Internally	Externally	
A	Paper-based Records			
B	Electronic Records			
C	Audio-visual Records			
D	Administrative Records (memos, circulars, correspondences, minutes of meetings etc.)			
E	Private Records (student record, medical record, credit histories etc.)			
F	Public Records (gazettes, regulations, procedures etc.)			
G	Historical Records			
H	Evidential Records (photographs, relics, films, artefact etc.)			
I	Financial Records (vouchers, cheques, imp rest, ledgers etc.)			
J	Legal Records (laws, decrees, policies, certificate of occupancy etc.)			
K	Personal Records (files, leave forms, postings, queries, letters etc.)			

SECTION C – RECORDS MANAGEMENT PROCEDURES IN THE MASS MEDIA ORGANIZATIONS

7. What criteria do you use in appraising records?

a) Evidential values ☐ b) Legal values ☐
c) Administrative values ☐ d) Information values ☐
e) Research values ☐ f) Others, please specify.....

8. Based on the statements below, kindly indicate your agreement using the Likert Scale of:

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

	i. Appraisal	1	2	3	4	5
A	Appraising the records helps to determine their value for permanent retention or proper destruction					
B	Criteria in appraising the records to determine their retain ability or disposability					
C	Appraising records for their evidential value					
D	Appraising records for their legal, financial, and administrative transactions					
E	Appraising records for their documentary nature					
F	Developing records schedules for all audio-visual records?					

9. How are the records in your organization accessioned?

a) Numerically ☐ b) Alphabetically ☐

c) Chronologically ☐ d) Subject wise ☐

e) Others.....

10. Based on the statements below, kindly indicate your agreement using the Likert Scale of:

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

	ii. Accessioning	1	2	3	4	5
A	An accession form					
B	Date of records creation is considered in accessioning records					
C	Date of records transfer is considered in accessioning records					
D	Creating agency is considered in accessioning records					
E	Receiving agent is considered in accessioning records					
F	Organic relationship is considered in accessioning records					
G	Original order is considered in accessioning records					

11. Which of the following do you consider in arranging and describing records in your organization?

a) Creating agency ☐ b) Date of record creation ☐ c) Date of record transfer ☐

d) Receiving agents ☐ e) Organic relationship of records ☐ f) Registry ☐

g) Others.....

12. Based on the statements below, kindly indicate your agreement using the Likert Scale of:

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

	iii. Arrangement and Description	1	2	3	4	5
A	Records are effectively organize in your mass media organization					
B	Appropriate arrangement and description procedures are followed					
C	Finding aids are use to describe the records					
D	Principle of provenance use in arranging your records					
E	Organization aims to provide information about the content and context of record					
F	Recovery procedures are in place to help the organization assemble its records and resume administrative operations in case of a disaster					

13. Do you preserve and conserve your records?

- a) Yes ☐
b) No ☐

14. If Yes, what type of preservation and conservation techniques do you apply to your records? (Tick as many as applicable)

	iv. Preservation	1	2	3	4	5
A	Adequate preservation and conservation techniques to the records					
B	Provision of appropriate storage facilities (metal cabinet, cupboard, drawers, cabinets, trays, files, shelves etc.)					
C	Educating and training those handling and preserving records					
D	Recording medium sufficiently stable to maintain the viability of the records for the duration of their retention period					
E	Use of fire extinguisher					
F	Lamination of records					
G	Electronic conversion of nearly deteriorated paper based records					
H	Storage conditions protect audio-visual records from fire and water damage and insect, pest, and mold infestation					
I	The temperature in the storage area for audio-visual records 72 degrees Fahrenheit or less and the relative humidity between 30 and 40 percent					
J	All nitrocellulose-based motion picture, still picture, and aerial film stored in a vault meeting fire safety standards					
K	Storage containers for permanent or unscheduled audio-visual records made of noncorroding metal, inert plastics, paper products, or other materials recommended standards					

15. Based on the statements below, kindly indicate your agreement using the Likert Scale of:

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

	v. Availability of Records Centre	1	2	3	4	5
A	Availability of record centre in the mass media organization					
B	Record centre control access to original audio-visual records to safeguard them from accidental or deliberate alteration					
C	Record centre instituted procedures to ensure that information on permanent or unscheduled magnetic sound or video media is not erased or re-recorded					
D	Record centre retains original photographic images created electronically (digital photography)					
E	Record centre maintains originals of permanent or unscheduled photographs scanned into computer programmes					
F	Record centre periodically inspect its paper, electronic and audio-visual records to determine if any are deteriorating					

16. Based on the statements below, kindly indicate your agreement using the Likert Scale of:

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

	vi. Care of Electronic and other Special Records	1	2	3	4	5
A	Proper managing of electronic records					
B	Directive specifying how electronic and audio-visual records are to be maintained to ensure their preservation throughout their life cycle					
C	Electronic and audio-visual records segregated into discrete series					
D	Original and use copies of audio-visual records maintained separately					
E	Appropriate finding aids such as indexes, captions, lists of captions, data sheets, shot lists, continuities, review sheets, and catalogues (published or unpublished) created and maintained for all electronic and audio-visual records					
F	Permanent special records filed separately from temporary special records, as specified in approved records schedules					
G	Use of cross-references to closely related textual records maintained with audio-visual records					

SECTION D – RESOURCES AVAILABLE FOR MANAGEMENT OF RECORDS IN MASS MEDIA ORGANIZATIONS

17. Listed below are some resources for managing records in organization. Please tick the options that are applicable in your mass media organization.

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

S/N	i. Funding	1	2	3	4	5
A	The organization is providing adequate fund for the management of records					
B	Record office has and managed its own budget					
C	Record office generate income to support the proper management of the records					
D	Others					

S/N	ii. Personnel	1	2	3	4	5
A	Routine staff specifically assigned to take care of the records					
B	Staffs receive clear instructions and guidelines about management of records in the form of directives, manuals and handbooks					
C	Record office ensure that personnel who handle audio-visual records are properly trained					
D	Record management staffs, as well educated, intelligent and industrious					
E	Record management staffs are those who are unqualified, incompetent and idle					
F	Others					

S/N	iii. Space/Accommodation	1	2	3	4	5
A	Records office for the storage and use of current records					
B	Records centre for the storage and retrieval of semi-current records					
C	Archival repositories for the preservation and use of archival records					
D	Record office separated from other administrative units					
E	Record centre large enough to house the current files					
F	Record office accommodation secure and well maintained					
G	Record centre strong enough so that it can bear the weight of the files					
H	Others					

S/N	iv. Equipment	1	2	3	4	5
A	Record office have enough equipment and materials for managing the records					
B	Available of modern equipment and materials used for the management of records					
C	High capacity of equipment in augmenting proper management of records in your organization					
D	Others					

SECTION E – OBSTACLES TO EFFECTIVE ACCESSIBILITY, RETRIEVAL AND UTILIZATION OF RECORDS IN MASS MEDIA ORGANIZATIONS

18. Listed below are obstacles to effective accessibility, retrieval and utilization of records in mass media organizations in Kano. Please tick the options that best suit what you have encountered.

S/N	Obstacles	Tick
A	Lack of clearly stated title of the record	
B	Difficulty in comprehending the aspect of policy regarding appraisal	
C	Lack of written appraisal policy	
D	Difficulty in comprehending the subject matter of the records	
E	Difficulty in identifying the original filing code of the record	
F	Difficulty in identifying the date of creation of the record	
G	Lack of standard format for record accessioning	
H	Lack of or inadequate trained manpower to intellectually and physically organize the records	
I	Insufficient funding to purchase furniture, accessioning materials etc.	
J	Inadequate storage space	
K	Lack of enough space to organize the records	

L	Overcrowded and unsuitable storage of records	
M	Lack of unified and good filing system	
N	Non- automation of the record office	
O	Chaotic nature of original filing of some records	
P	Inadequate staffs in terms of number and quality	
Q	Lack of steel shelves, cabinet and metal boxes	
R	Inadequate insecticide and pesticide chemicals	
S	Lack of dusting of records	
T	Lack of disposition and retention policy	
U	Lack of inadequate infrastructure, facilities	
V	Inadequate accommodation for keeping records	
W	Natural atmospheric factors, such as humidity, windy, rain etc.	

SECTION F – MEASURES TO OVERCOME THE ABOVE OBSTACLES

19. What measures in your opinion could be employed to overcome the obstacles? (Tick as Applicable)

S/N	MEASURES	Tick
A	Mass media organizations should provide adequate fund for the management of records	
B	Availability of Record office that will manage its own budget	
C	Record office should generate income to support the proper management of the records	
D	Staffs should receive clear instructions and guidelines on the management of records in the form of directives, manuals and handbooks	
E	Personnel who handle both paper and audio-visual records should be properly trained	
F	Record management staffs should be educated, intelligent and industrious	
G	Availability of Records office for the storage and use of current records	
H	Availability of Records centre for the storage and retrieval of semi-current records	
I	Availability of Archival repositories for the preservation and use of archival records	
J	Record office should be separated from other administrative units	
K	Record office should has enough equipment and materials for managing the records	
L	Availability of modern equipment and materials used for the management of records	
M	Proper arrangement and description of records	
N	Consistent arrangement system of records	

APPENDIX C

QUESTIONNAIRE FOR USERS OF RECORDS IN MASS MEDIA ORGANIZATIONS IN KANO STATE

As part of the requirements for the Award of Degree of Master in Library and Information Science, I am conducting research on **“Management and Use of Records in Mass Media Organizations in Kano State”**. You are therefore selected as one of the respondent in this study. You are also kindly requested to respond the questionnaire attached. Be assured that all information provided will be strictly used for the purpose of this study.

Thanks

Yours Sincerely,

Ahmad Ameen Al-Deen Abubakar

SPS/11/MLS/00014

QUESTIONNAIRE FOR USERS OF RECORDS IN MASS MEDIA ORGANIZATIONS IN KANO STATE

SECTION A – DEMOGRAPHIC PROFILE OF THE RESPONDENT INSTRUCTIONS

Please fill in as appropriate

1. Name of Mass Media Organization.....
2. Gender.....

SECTION B – TYPES OF RECORDS IN MASS MEDIA ORGANIZATIONS IN KANO STATE

3. Do you have records in you mass media organizations?

b) Yes ☐ c) No ☐

4. Kindly indicate the kinds of records types in your mass media organization

SECTION C – ACCESSIBILITY AND RETRIEVAL OF RECORDS IN MASS MEDIA ORGANIZATION

5. Do you have access to the records in your organization?

a) Yes ☐

b) No ☐

6. If Yes, kindly indicate the extent at which you have access to the records

a) Highly accessible ☐

b) Accessible ☐

c) Moderately accessible ☐

d) Fairly accessible ☐

e) Poorly accessible ☐

7. Listed below are options about accessibility of records. Please tick the option that best suit your opinion. This options are on 5-ponit Likert scale as follows:

1 – Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

S/N	Accessibility of Record	1	2	3	4	5
A	Easy Access to records					
B	Access record from my office					
C	Access recordin record office					
D	Access recordeven from my home					
E	Access recordeven in Café					
F	Skills in Accessing electronic and audio visual records					
G	Accessing record by application					
H	Accessing record by request					
I	Accessing record by presenting self					

8. Listed below are types of finding aids used in retrieving records. Please tick the options applicable to your organization.

S/N	Retrieval Finding Aids	Tick
A	Inventories	
B	Catalogues	
C	Location register	
D	Index books	
E	Class and items list	
F	Summary guides/list	
G	Calendars	
H	Manuscripts group lists	
I	Date of creation/receive	

9. How do you retrieve records in your organizations? (Tick as many as applicable)

S/N	Ways of retrieving records	Tick
A	Manually	
B	Mechanically	
C	Electronically	

SECTION D – PURPOSE OF UTILIZATION OF RECORDS IN MASS MEDIA ORGANIZATIONS

10. Do you use the records in your organizations?

a) Yes ☐ b) No ☐

11. If yes, what are the purposes of using the records? (Tick as many as applicable)

S/N	Purpose Of Utilization Of Records	Tick
A	Administrative/official purpose	
B	Research purpose	
C	Reference purpose	
D	Personal development	
E	Professional development	
F	Assignment	
G	Decision Making	
H	Information purpose	
I	Historical purpose	
J	News	
K	Business purpose	

SECTION E – EXTENT OF UTILIZATION OF RECORDS IN MASS MEDIA ORGANIZATIONS

12. How frequent do you use the records in you organizations? (Tick as many as applicable)

S/N	Extent of utilizing records	Tick
A	Daily	
B	Weekly	
C	Monthly	
D	Occasionally	

SECTION F – OBSTACLES TO EFFECTIVE ACCESSIBILITY, RETRIEVAL AND UTILIZATION OF RECORDS IN MASS MEDIA ORGANIZATIONS

13. Listed below are obstacles to effective accessibility, retrieval and utilization of records in mass media organizations in Kano. Please tick the options that best suit what you have encountered.

S/N	Obstacles	Tick
A	Lack of clearly stated title of the record	
B	Difficulty in comprehending the subject matter of the records	
C	Difficulty in identifying the original filing code of the record	
D	Difficulty in identifying the date of creation of the record	
E	Lack of or inadequate trained manpower to intellectually and physically organize the records	
F	Insufficient funding to purchase furniture, accessioning materials etc.	
G	Non- automation of the record office	
H	Inadequate staffs in terms of number and quality	
I	Natural atmospheric factors, such as humidity, windy, rain etc.	
J	Others	

SECTION G – MEASURES TO OVERCOME THE ABOVE OBSTACLES

14. What measures in your opinion could be employed to overcome the obstacles? (Tick as Applicable)

S/N	MEASURES	Tick
A	Mass media organizations should provide adequate fund for the management of records	
B	Staffs should receive clear instructions and guidelines on the management of records in the form of directives, manuals and handbooks	
C	Personnel who handle both paper and audio-visual records should be properly trained	
D	Record management staffs should be educated, intelligent and industrious	
E	Record office should be separated from other administrative units	
F	Record office should have enough equipment and materials for managing the records	
G	Availability of modern equipment and materials used for the management of records	
H	Proper arrangement and description of records	
I	Consistent arrangement system of records	

APPENDIX D

TABLE 1

Table for Determining Sample Size from a Given Population

<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	1000000	384

Note.—*N* is population size. *S* is sample size.

***Source:* Krejcie R.V and Morgan D.W (1970), *Determining Sample Size for Research Activities, Educational and Psychological Measurement*, 30,608, Sage Publications.**