RECORDS ORGANIZATION IN THE REGISTRY OF AHMADU BELLO UNIVERSITY, ZARIA, NIGERIA

BY

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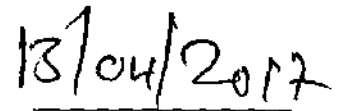DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
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DECLARATION

I declare that the work in this Dissertation entitled RECORDS ORGANIZATION IN THE REGISTRY OF AHMADU BELLO UNIVERSITY; ZARIA has been performed by me in the Department of Library and Information Science. The information derived from the literature was duly acknowledged in the text and lists of references were provided. No part of this work was previously presented for the award of another degree, diploma or any other certificate at this or any other institution.
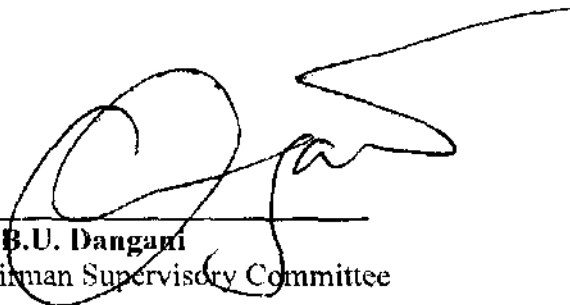

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CERTIFICATION

This Dissertation entitled Records Organization in the Registry of Ahmadu Bello University by ABUBAKAR ALIYU DAUDA has met the requirements governing the award of the degree of Master in Archives and Records Management of Ahmadu Bello University Zaria and was approved for its contribution to knowledge and literary presentation.
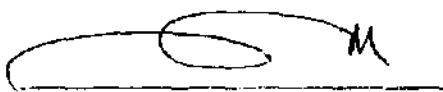
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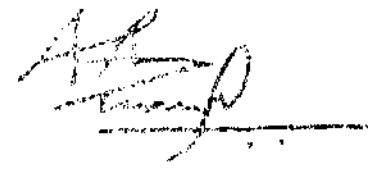
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DEDICATION

This Dissertation is dedicated to my parents, my relatives and my supervisors.

ACKNOWLEDGEMENTS

ABSTRACT

This study focused on Records Organization in the Registry of Ahmadu Bello University, Zaria. Five research questions were used to guide the study: which includes the types of records generated in Registry records office of Ahmadu Bello University? How records are stored in Registry record office of Ahmadu Bello University? among others. The research method adopted was qualitative research method while case study was used as a research design, the population of the study comprised of six records managers working in the registry of Ahmadu Bello University, Zaria, and the entire population were used as sample of the study. Interview was used as instrument for data collection. The data collected was analyses using thematic data analysis where the data was presented using code categories and sub-categories. The findings of the study indicated that: records of senior and junior staff of the University, Departmental records and none tenure staff records were the types of records that are mostly generated in the registry records office of Ahmadu Bello University, Zaria, Records were stored using files, cabinets and dispatch book in the registry records office of Ahmadu Bello University, Zaria among others. It was concluded that records organization in the registry in Ahmadu Bello University, Zaria was not fully in line with the Standard for Records Management, AS ISO 15489. It was recommended that; a part from senior and junior staff records other records generated in the University such as students' records, University financial records, external records that come to the University should be generated and kept in the registry for further use, a part from cabinets and dispatch book that were used for storing records, other storage equipment such as computer should be use to store the records kept in the registry electronically as this reduce the challenges of space for keeping physical records among others.

TABLE OF CONTENTS

LIST OF APPENDIX

x

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Records play important roles in decision making in organisations especially the university system where evidence are required and depended upon to guide daily activities. The activities in the university enable the generation of large volumes of physical and electronic records on a daily basis. Records are organized to better collect sources, compare them, evaluate them, identify discrepancies, and make reasonable decision, (Family Search 2014). Universities, like other semi-government or government institutions, are legally bound to retain and preserve documents as a record of their activities and proceedings.

Many organizations find it difficult to make a good decision, in the absence of records that can assist them to take effective decision. Records if not properly organized good decisions cannot be taken because there are decisions that the organisation need to refer to its document in order to take it. Records represent tangible and intangible products of the work of organizations. To recreate them in the event of a total loss would cost millions of naira. The loss of University's records, or even a part of them, could destroy the evidence of students' achievements, staff entitlements and jeopardize the University's rights and interests. Generally, record keeping must be guided by some level of confidentiality, proper maintenance, security, preservation of the content and context, etc (Akporhonor 2007, and Iwhiwhu, 2005). Unfortunately, the Nigeria situation in the business of record keeping and management especially in the university system has not been too successful because of lack of management components (Omeyi, 1997). In order to reduce the problem of records organisation, records organisation standard must be used.

Many studies were conducted on records management in institutions, but yet the problems remain unsolved. The problem is attributed to lack of proper guide to be used by the

organisation in organising their records. In his view, Iguodala, (1998) believes that personnel (secretaries and filing clerks) who maintain the registry systems with filing cabinets containing the paper evidence of university business are inadequate and in fact ignorant of their responsibilities. The effectiveness of records systems depends on knowledge of what records are held, what information they contain, in what form they are made accessible, what value they have to the organisation and how they relate to organizational functions. Without this knowledge an authority will find it difficult to:

- Locate and retrieve information required for business purposes or to respond to an information request;

- Produce a Publication Scheme or a reliable list of information assets available for re-use;

- Apply the controls required to manage risks associated with the records;

- Ensure records are disposed of when no longer needed.

1.1.1 Records Organisation

Records organisation addresses a range of issues relating to records and records management. It looks at the essential role of records in underpinning business efficiency, accountability and the rule of law. Atulomah (2011) maintained that good records organisation ensures better planning for the future by the management of a particular organisation. It examines the characteristics of records as reliable and accurate 'evidence' of the decisions and actions they document. It then looks in detail at the mechanisms and practices governing the control of records from the point of their creation. Every organisation is expected to keep the records of its personnel in an organized way (Acas, 2011), to ensure that records may be organized and retrieved efficiently for the use of the current administration and guarantees the

2

effective management of records at all later phases of the life cycle. Okello (2011) stated that records organisation helps in the reduction of loss of records that much organisation experience. For an organisation to achieve its objective maximally, its records must be organized in an appropriate way (Akporhonor and Basil 2007).

Current records should be organized for efficient retrieval and handling. International Records Management Trust, (2000) stated that unorganized records make it difficult for the individual to retrieve such records. Deciding how to file records need not be complicated; it begins with a careful look at the records currently in use. Are they already filed in a way that allows for quick access? Is the current system logical, consistent, and reasonably convenient? Could a newcomer interpret and understand it? If so, there is probably no need to change the system.

1.1.2 The Registry Section of Ahmadu Bello University

The Registry of Ahmadu Bello University is a large and existing organ in the University. The office of the Registrar is responsible to the Vice-chancellor for a variety of routine operation of the University system. The Registry is no doubt the vein and arteries that supply essential nutrients for the functioning of the various organs of the University system. The Registry thus provides services to enable the University achieve its goals of teaching, learning, research and public service. The Registry, therefore, coordinates all activities of the University by ensuring that there is an uninterrupted calendar and enforcing that everything is in place for effective rules and regulations. The effectiveness of the Registry can be measured through policy implementation, social and strategic advice to the Vice-chancellor and the entire system. All these are predicated on a sound and functional structure. The structure is therefore built within the responsibilities being carried out which tend to be split specialist functional areas and

3

organized around tasks performed. Within the structure, however, managers are placed to strategically handle units and the effectiveness of the structure depends entirely on the ability of the managers to work as a team with efficient coordination.

The structure of the Registry is based on Human Resources Management and focuses on the operating procedures and practices in order to meet demands in the dynamic and challenging university environment. This is designed to make the university fit-for-purpose and thus meet the need of the community in service delivery. By reorienting the human resource of the university to acquire the needed values for the attainment of the vision and mission of the university, the objective is designed to change and transform the nature and structure of the work environment to bring about cost effectiveness and efficiency in the service delivery.

It is also designed to increase in operational efficiency and effectiveness through significant change in the organizational structure. The driving force is that human resources within the structural changes ensure that there is effective and efficient planning of jobs and people with a view to balancing demand against supply. This ensures that there is always the right number of quality employees at the right time and at the right places doing the right job.

1.2 Statement of the Problem

Records organisation helps in quick retrieval of records. The quick retrieval of records has to do with the access of such records with ease (Okello, 2011). Easy records retrieval makes individuals in an organisation to use such records in order to carryout decision.

However, it was observed that some records in the Registry created by some faculties in Ahmadu Bello University, Zaria are found in the midst of other records created by other faculties. These records are retrieved after spending a lot of time (days and weeks) as well as energy by the staff of the Registry records office. The consequences of this observation as reported by International Records Management Trust, (2000), Adamu, (2013), and Sacremento State University Records Management (2013) include: delay in accessing a particular record for decision making at a particular time, planning, implementation to be done by the organisation using records as audience are delayed, a lot of time and energy is spent by the staff working in the Registry records office when searching for the records among others.

In order to solve the above problem, the research intends to look at the problem from the perspective of using ISO 15489: International Standard on Records Management.

1.3 Research Questions

The following are the research question the study seeks to answer.

1. What types of records are generated in the Registry records office of Ahmadu Bello University?

2. How are records stored in Registry records office of Ahmadu Bello University?

3. How are records classified in Registry records office of Ahmadu Bello University?

4. What type of filing method is used in Registry records office of Ahmadu Bello University?

5. What are the challenges encountered in the organization of records in Registry records office of Ahmadu Bello University?

1.4 Objectives of the Study

The objectives of the study are as follows;

1. To identify the types of records generated in Registry office of Ahmadu Bello University.

2. To examine how records are stored in Registry office of Ahmadu Bello University.

3. To identify the method of classification of records towards quality service delivery in Registry office of Ahmadu Bello University.

4. To determine the filing method used in Registry Office of Ahmadu Bello University.

5. To identify the challenges encountered in the organisation of records in Registry Office of Ahmadu Bello University.

1.5 Significance of the Study

The findings of this study would help to increase efficiency and effectiveness in service delivery in the Ahmadu Bello University registry. The study would bridge the gaps of knowledge and practice of organisation of records and ensure continuity of business activities even after emergencies inclusion and protects legal rights of the registry as an organ of the university. It is expected by that the findings would help to equip records practitioners with the best techniques and strategies that can resolve challenges encountered in records organisation and protection.

While on the other hand, the knowledge from this study would help to provide awareness to public servants on the contributions of records to the services provided at their offices. It will also assist the stakeholders and policy makers identify the possible challenges and opportunities of improving organisation of records in public authorities.

1.6 Scope of the Study

The research covered "Records Organization in the Registry of Ahmadu Bello University, Zaria" located at the 7th Floor, Senate Building Samaru, Campus.

1.7 Limitation of the study

This study was limited to the Registry Records Office of Ahmadu Bello University, Zaria. Also, the study was limited to interviewing only staff working in the records office in the registry Office in Ahmadu Bello University, Zaria. Time was another factor which the researcher had to contend with because there was a time limit for which the program would expire.

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CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter presents the literature relevant to this study based on the following sub-headings:

2.2 Theoretical Framework

2.2.1 Records Creation

2.2.2 Records Capture

2.2.3 Records Organisation

2.3   Types of Record Generated in University Registry

2.3.1 Registry Records Categorization in University Registry

2.4   Records Classification in University Registry

2.5 Records Filling in (University Registry)

2.6   Previous Studies that Adopted Record Continuum Theory

2.7 Application of Record Continuum Theory to the Understanding of Record Organisation

2.8   Summary of the Review

2.2 Theoretical Framework

The theoretical framework is based on Records Continuum Theory developed by Frank Upward and his colleagues at Monash University in Australia (2000). The aim of the theory is to support records managers and archivists in their concern with the relationship between recordkeeping and accountability (Upward, 2005). The theory's aim is to provide understanding to records and recordkeeping processes, regardless of form and of situation, and from which practices for recordkeeping environments may be developed. It is based upon an integration of the responsibilities between records managers and archivists. The records continuum theory as expounded by Upward addresses the inadequacies of the records lifecycle theory, which fails to integrate the processes of records management and archives management. Recordkeeping or archiving processes take only that stage perspective in consideration irrespective of which dimension that is in focus. The constructs of records continuum theory are; creation, capture, and organization.

2.2.1 Records Creation

The principle identifies accountable acts and creates reliable evidence of such acts by capturing records of related/supporting transactions. Records of business activities are created as part of business communication processes within the organization. Barbara, (2004) maintain that records are created during the business activities in the organization. It involves; a creator; the transaction in which they take part of which a document is a result; the document itself with or without archival characteristics; the trace or presentation of that transaction embodied in the document. In any organization records are created in either printed or electronic format.

11

2.2.2 Records Capture

Records that have been created or received in an organization are tagged with metadata, including how they link to other records. Records capture involves personnel and corporate records generation that will serve as evidence of the transaction of business in the organization, (Spiteri, 2012). With the characteristics from the second dimension records now attest to evidence of action and can be distributed, accessed and understood by others involved in undertaking business activities. This principle involve; the personal and corporate recordkeeping system that capture documents to support their function as evidence of the social and business activities of the units responsible for the activities.

2.2.3 Records Organisation

Records became part of a formal system of storage and retrieval that constitutes the organizations corporate memory. United States National Archives and Records Management (2014) reported that organization of records as part of records keeping ensures easy retrieval of such records. During organization of the records activities such as classifying, sorting, arrangement, storing/filling are carried out. University of Wisconsin (2014) stated that records are organized in the organization through filling and arranging of such records for easy retrieval. The principle of organization involves; investing the records with explicit elements needed to ensure that the record is available over time.

Similarly, Taiwo, Olanrewaju & Taiwo II.S. (2011) believed that well organized records are very important to individuals as well as organizational operations. This is because a well organized record saves such individual as well as organisation a lot of money that can cost individual and such organisation in depending the establishments as well as continuity of the business particularly in the case of litigation. This shows that well organized records helps

individual as well as organisation in running day to day activities with less expense in the general conduct of the business.

2.3 Types of Record Generated in University Registry

Organizations' generated records that serve many functions in the operation of an establishment such as University, Hospital, and Court etc. Records represent all documentary materials such as correspondence, forms, reports, drawing, maps, photographs, and appear in various physical forms, e.g. paper, card, microfilm, tape, CD-ROOM, etc. According to Popoola (2000), what actually keeps the civil service going in any modern system of government is recorded information called "record" which is used for planning, decision making, and controlling.

In every organization, records are being generated or received on daily basis. This maintains that records generation are the organizational activities that are created regularly. Organizational activities that are carried out regularly lead to the creation of records. There are many organizational activities through which records are created. Such activities as the meeting taking place in the organization. During the meeting, an individual is assigned to take the minute of that meeting. The minutes of that meeting form part of records created in that organization.

This shows that records are generated in the registry office through all their activities. Other activities include; ceremonies, convocation; congregation meetings; inaugural lectures; staff and students records etc Ibrahim B. Babangida University (2015).

2.3.1 Records Categorization

Records are categorized according to the role they play in recording the history of an organization and/or their importance to the continuity of operation of the organization. James

(2016) stated that records categorization refers to the structured grouping of records according to the role they play. The following are the general list of record types, in order of priority:

- Vital records: Are those records necessary to continue the existence and basic functioning of the organization. Types of vital records include governing board minutes and student transcripts. Vital records are usually irreplaceable.

- Important records: Are irreplaceable or replaceable only at great cost to the organization. These may include historical materials recording significant decisions or events in the organization's history.

- Useful records: Contribute to daily office efficiency. These records may include correspondence and records of financial transactions. They can generally be destroyed after their period of usefulness to the creating office is over.

- Nonessential records: May be destroyed immediately after they are used. This type of record includes routine memos.

2.4 Records Classification in University Registry

Records classification has to do with putting of similar records together and keeping in a particular place. It is the processes through which records that are created by an individual or a particular organisation are given the same title, general reference code, the same content arranged and kept in one place as they come from the creation agency. Aduku (2014) established that records classification follow certain procedure. This procedure is divided into two. The first one is called records classification at micro level, while the second procedure is called records classification at macro level.

Records classification at micro level involves arranging of records that belongs to an individual or organisation in one place. This is done if such records have similar or the same characteristics such as codes, subject, content, format among others in the place where such records are created before taking them to the registry or archival centre. In the case of current records, after classification they are kept in the storage devices such as drawer, cabinet, closed or open shelves using their characteristics where access to such records does not require time wasting (Adikwu,2007). In the case of noncurrent records, such records are taken to the archival centre if they are worthy for permanent preservation.

However, records classification at macro level involves arrangement of records that have similar or the same characteristics in one place and kept in the registry or archival centre. In the case of current and noncurrent records respectively from the creation agency through a process called records transfer. Smith et al (2002) maintained that records transfer is the act of moving records from the initial custody to the final custody (mostly archives) for permanent preservation without altering the structure of such records. The initial custody has to do with the creation agency or individual, while the final custody involves registry or archival centre.

Furthermore, both micro and macro level of records classification involve technical activities. These activities involve sorting of the records, coding of the records, arranging of the records, labeling of the records among others. For example, a minute of the organisations meeting as records is given a code based on the type as well as the date of the meeting. Another minute of the same meeting but coming from different period of time will be given another code the same with the initial one except in the date issue. As the minute continues code will be assigned to them until when a group is formed that is worthy for storage at the micro level before transferring such records to the macro level (registry or archival centre).

15

Organisation of records and other business information can be greatly facilitated by developing and implementing tools to assists with classification, titling, retrieval, sentencing and disposal of records. Records classification is a process in which records are identified and categorized for filing on the basis of their subject matter and subject category, and are assigned a file number for efficient retrieval (Business Dictionary.com 2014).

The processes of classification helps describe organize and control information. It creates order in understanding what an organisation does and how it does it. Simple classification tool can facilitate and enhance the capacity of the organisation to share information and knowledge. Information can be organized in different ways for different purposes. In libraries, for example, classification is used to organize information by subject to facilitate resource discovery. In this study, classification is undertaken for the purpose of managing records and other business information according to their business context within an organisation.

The Australian Standard for Record Management, AS ISO 15489 (2002) maintain that, classification is the set of terms and conventions applied in a particular organizational setting to classify, title and retrieve records and other business information. It controls the vocabulary used, generating consistency in the description of information produced by business activities and improving retrieval of that information. The capabilities of classification tool for record management can be extended to assist sentencing and disposal. Classification by function is based on the context of a records creation and use, rather than on the content of the record itself. This means the records will be classified according to why it exist-i.e., it's function rather than what it is about-i.e., its subject. In this study the merits and limitation of two classification tools are compared: a records classification scheme and a function thesaurus. One is a hierarchical representation of a business classification scheme and the other an alphabetical representation.

The purpose of the comparison is to help you make decision regarding the most appropriate tool for your organisation. Organisation may also adopt different classification tools over time depending on the nature of their business environment.

2.5 Records storage and filing in University Registry

Records are stored because they may need to be retrieved at some point. Therefore, stored records must be protected from physical harm or loss, organized, and indexed so they are available for retrieval (Iowa State University, 2014). Physical records must be stored in such a way that they are both sufficiently accessible and safeguarded against environmental damage. Vital records needed for disaster recovery may need to be stored in a disaster-resistant safe or vault to protect against fire, flood, earthquakes and tornado. Mark (2012) maintained that not all offices are fortunate enough to have much available filing space. Most governmental offices have limited storage space; storage in an active records center may be the solution.

An organized and standardized system that minimizes duplication and misfiling is economical in that it saves time during initial retrieval, prevents losing files and filing duplicate records. An efficient filing system, records classification system, and appropriate filing equipment solve most common records storage and retrieval problems.

Electronic Records; unlike physical records, management of electronic (i.e., digital) records requires a computer, server, or other digital storage equipment. Particular concerns exist about digital preservation the ability to retain and still be able to access and read electronic records over time as technologies change. With electronic records, technical expertise is needed to assure that the content, context and structure of records is preserved and protected (Iowa state university 2014).

2.6 Previous Studies that Adopted Record Continuum Theory

Many scholars from variety of studies used the theory of records continuum theory to present an overview of the recordkeeping dynamic that transcends time and space.

Research carried out by Coetzer (2012) titled investigating the status of records management at the University of Zululand. The introduction of the study stated that records are vital assets in ensuring that the institution is governed effectively and efficiently, and is accountable to its staff, students and the community that it serves. The research question of this study was, how are records are managed and what system and policies are used in terms of records management? The study used the survey research method, with the questionnaire as data collection instrument. Findings of this study revealed that the University still has a long way to go with respect to day-today records management. The study recommends the development and adoption of an official records management policy, the appointment of records manager and the establishment of a records management training program for staff.

Another research by Egwunyenga, (2009) investigated recordkeeping in Universities: Associated problems and Management in South West Geo-political zone of Nigeria. The introduction of this study was that there were a number of problems associated with record keeping in the universities ranging from negative attitude of staff, badly implemented record management system, insecurity of records, use of paper convention, lack of training, manual operation, inadequate computer terminal and resources to ineffective retrieving. The method used was survey. The following questions were raised in the study: What problems are associated with recordkeeping in universities? What management option can be employed to improve record keeping processes in universities? The findings showed that there were inadequate qualified records management personnel, lack of electronic devices used in records

keeping processes in the Universities. The study recommended that professional staff should be employed and electronic devices are needed for records keeping processes.

A study conducted by Kanuti (2014) showed many reasons vital records should be well preserved in public authorities which includes decision making, reference purpose etc. The study used case study design as a research method. The research questions asked in this study were how can vital records be identified and classified? What are the procedures, policies and standards used in preservation of vital record in public sector? The findings of this study showed that vital records are identified through the creation agent and are classified using subject of the records. The procedures, policies and standards used in preserving the vital records were use of cabinet, use of records management guidelines and the use of organizational documents on records keeping. It is recommended that EWURA should pay attention during identifying and classifying its vital records, more cabinets should be used, its policies should be reviewed and organizational guidelines should also be reviewed.

Another study by Nakpodia (2011) titled Challenges on Student's Records in Tertiary Institutions in Nigeria. The introduction of this study was to examine the challenges of records management as a function of student's personnel services in Nigerian Universities with a view to suggesting effective and efficient ways of meeting these challenges. Two research questions were raised. The research method used in this study was descriptive survey. The findings revealed that the challenges encountered in the management of records are common to Federal, State and Private Universities in Nigeria. The researchers' finding's recommended that there should be government policy on records management to lower use of paper and electronic records in our universities, so as to improve retrieval, storage and management areas especially funding.

A study conducted by Akor (2013) on Assessment of record Management of the Federal University of Technology, Minna Nigeria and Ibrahim Badamasi Babangida University Lapai, Nigeria. The introduction of this research was records represent the tangible product of the work of staff. Research method adopted was survey. In carrying out this study, three (3) research questions were posed; do you use or refer to the file plan when creating correspondence? Where records should be kept for easy access? Do you regard records as one of the important resources that would enable Universities to carry out its mandate effectively? The major findings of the study revealed: That staff referred to file regularly when creating correspondence, records are kept in registry office and these staff agreed that records are important resources in carrying out their daily activities. The recommendations showed that staff should continue to keep their records in file system, registry office should be well equipped for records storage and records need to be created and maintained effectively for day to day usage.

2.7   Application of Record continuum Theory to the Understanding of Record Organisation

Records continuum model constitutes four principles. Which three (3) of the principles plays vital roles in records organization? The principle of records continuum model and how each is applied in records organisation is discussed as follows;

Principle of Records Creation In every organization, records are created or received on daily basis. This principle maintains that records are the organizational activities that are created regularly. Organizational activities that are carried out regularly lead to the creation of records. There are many organizational activities through which records are created. For example, the meeting taking place in the organization is one of the activities through which records are

created. During the meeting, an individual is assigned to take the minute of that meeting. The minute of that meeting is an example of records created in that organization.

Records creation shows that records are also created in the organization during so many activities. These activities include; ceremonies such as convocation, matriculation, students' academic records senate meeting, and council meeting etc. In the case of Universities, Polytechnics, colleges of education etc. Other activities that lead to the creation of records in the organization are conferences, seminars, workshops, etc. From this principle these research questions can be asked; what types of records are created in the organization? How are records created in the organization?

Principle of Records Capture: this principle shows that records are generated in the organization during their activities. Records capture can be in the form of manual or electronic. Print form of records capture has to do with generation of records manually. For example, during meeting that takes place in the organization, an individual is always assigned to take the minute of that meeting. Taking the minute of the meeting by an individual using his or her hand with pen and paper is a good example of manual records capturing.

However, records are captured electronically in the organization. This is done through utilization of electronics devices such as digital camera to capture the pictures of all the events that take place during a particular programmed. Also, handset, radio recorder etc, can be used to capture the voice of the individual speaking in a particular programmed etc. Using this principle, these research questions can be asked: How are records captured in the organization? What are the electronic devices used in capturing of records in the organization?

Principle of Records Organization: the principle shows that records in any organization are organized for easy retrieval. After identifying records of organization activities that need to be retained the next thing is the organization of such records. The first step in managing records throughout their life cycle is to organize and control records at the point of creation and use of information, and to protect valuable information against loss or damage.

During organization of records activities such as sorting, classifying, arranging and storing/filling are carried out. These records should be organized and kept in a safe place where only individual that are permitted will have an access to such records. All records whether paper or electronic must be organized in a uniform, logical way, so that they can be easily and speedily retrieved allowing enquiries to be answered promptly and in line with the statutory time scales. Using this principle, these research questions can be asked: What are the challenges encountered in the organization of records? What management option can be employed to improve records organization systems and processes?

2.9 Summary of the Review

This research summarizes the record continuum theory as a guide that explains records creation, records capture, and records organisation. It also explains types of records generated in the organisation to include minutes of the meeting. Also in the research discussion was made on records storage and filing, records are stored because they may need to be retrieved at some point. Records categorization has been discussed in the research which includes vital records, important records, useful records and non-essential records. Furthermore, records classification also had been discussed which involves micro and macro level of classification technical activities. The previous studies that were reviewed in this chapter were researches carried out investigating the status of records management of the University of Zulu land, another research

investigating the recordkeeping in Universities: associated problems and management in south-west geo-political zone of Nigeria, a study challenges facing preservation of vital records in relation to service delivery, another study challenges on students records in tertiary institutions in Nigeria and a study conducted on Assessment of records management of the federal university of technology, Minna and Ibrahim Badamasi Babangida university Lapai, Nigeria.

But all these studies were concentrated on records management and challenges facing records management generally. None of these focused on records organisation specifically in the Registry of an organisation. As a result of this, this study focused specifically on records organisation in the Registry record office in Ahmadu Bello University, Zaria which no previous study focused on.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1   Introduction

This chapter described the research method and procedure employed in carrying out the study. The chapter is grouped under the following sub-headings;

3.2   Research Methodology Adopted for the Study

3.2.1 Research Design Adopted for the Study

3.3   Population of the Study

3.4 Sampling

3.5 Instrument for Data Collection

3.6 Procedure for Data Collection

3.7 Procedure for Data Analysis

3.2   Research Methodology Adopted for the Study

The research methodology adopted was qualitative research method, referred to as method of inquiry employed to gather an in depth understanding of issues, phenomenon, happenings, human behavior especially feelings, actions and opinions, and the reason that governs behavior. Kamba (2014) maintained that qualitative research also deals with exploring issues, understanding phenomenon and answering questions using subjective reasoning of the researcher.

that the population was small and the researcher needed detailed information from the respondents (Ingalill, 2011).

3.5   Instrument for Data Collection

There are three fundamental types of research interviews: structured, semi-structured and unstructured interviews. Structured interview essentially verbally administered questionnaires, in which lists of predetermined questions are asked, with little or no variation and with no scope for follow-up questions to responses that warrant further elaboration (British Dental Journal 2008). The instrument to be used in collecting data for this research was structured interview. Interview method helped to explore in depth respondent perceptions, understandings, feelings, and perspectives. Creswell (2013) stated that, this process has the advantage of encouraging the researcher to explain confusing or ambiguous research phenomenon in detail. Interview was chosen because this helped the researcher to get information from the respondents in detail concerning the issues or topics of discussion.

The reason why the researcher used interview as instrument for the data collection was that the instrument, according to Gwaltney (2013) allows an interviewer to have an in depth dialogue with the interviewee. The interview was informed of semi-structured questions. This was because it enabled the researcher to collect more useful data from the respondents (Pathak2012). Also, the interview was in the form of individual interview. The reason why the researcher used individual interview was that it allowed the researcher to collect detailed information from the respondents (Mac 2012). The interview was conducted using open-ended questions. Langer (2011) stated that open-ended question allows the respondents to give their

own thinking about the question of the research. The interview was guided by interview guide. This is because the researcher found it easy to ask questions systematically from one to the other.

The interview guide was in a single section containing only the main research questions and the sub-questions of the main research questions. The researcher was interested only in the information on the main research questions and their sub-questions. The main research questions were numbered using Arabic numbers while the sub-research questions were numbered using Roman numbers the reader will found it easy to differentiate between the main research questions and the sub-research questions. The interview guide was self-developed by the researcher. This was because it was difficult to find any interview guide that could exactly match the problem as well as the research questions that the researcher was interested in.

3.6   Procedure for Data Collection

The data necessary for achieving the objectives of this study was collected using interview discussion. After drafting the interview guide procedure, a focus group interview was conducted to test the effectiveness of the questions. The outcome of the interview guide procedure, will lead to adjustment of the questions that appeared to be too ambiguous so as to avoid confusion among participants. After reviewing the interview guide, gaps identified was incorporated before conducting the interview with the target respondents. The researcher will informed each of the individuals selected for the interview of the purpose of the research. This is because each individual selected for the interview needed to be aware about the purpose of the research before the interview date. The researcher informed each individual to select for the interview one week before the interview date. This is because each of the individuals selected for the interview needed to get ready before the interview date.

On the interview date, the researcher introduced himself to each individual that participated in the interview before the interview started. The researcher carried out the interview. This is because the subjects of the research were few. Two weeks (2) were used to complete the interview because the researcher needed to interview the respondents again were by as a result of the first interview, the respondent was not clear in order to clarify the question of the first interview. The researcher made sure that the starting and ending times of the interview are known. This is because the researcher showed the duration of each interview during the final research report. Selected individual that participated in the interview were asked to choose the time and place for the interview within the time frame in which the interview was completed that is two weeks. This is because the researcher did not want to interfere with the schedule of duties of each respondent.

3.7 Procedure for Data Analysis

The researcher transcribed and coded the responses that were collected from each respondent. This was because transcribing the responses of each respondent allowed the researcher to interpret each respondent's words during data analysis (Markle2011). The reason why codes were used during data analysis was to long responses of each respondent that were summarized using a single word or phrase without changing its meaning (Ford 2014). Different columns were used to present each of the research questions, its responses, its open code, its codes, its category, its sub-category in an organized manner where the first column carried letters such as A.B.C.D. and E to represent the five (5)subjects used in this research, the second column carried research questions, the third column carried responses of each research questions, the fourth column carried open code of each research question, the fifth column carried code of each research question the six column carried the category of each research question, and the seventh

column carried sub-category of each research question. All these were done in order to reach the last column of each research question known as category or construct of the theory used as a guide to this research.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1   Introduction

This chapter presents the analysis interpretation and discussion of the data collected from the five (5) respondent interviewed. The study was guided by the five (5) basic research questions the study designed a structure interview guide to answer the research questions.

4.2 Realization from Sample

This section highlights on a major upgrade that had been undertaken within the Registry of the University and also demographic characteristics of the sample to lay a background understanding of the population and problem. Based on the already established criteria that a respondent must have worked in the Registry records office and must be involved in one way or the other in the organisation of records, the participants that met the study criteria base five (5) they had a working knowledge of all the challenges that had occurred in the Registry of the University.

4.3   Analysis of Interview

The in-depth interviews with the respondents were transcribed and analyzed using qualitative data miner software-QDA Miner-Provalis 4.1.23 by the researcher. The transcription was read, examined and re-examined using an analytical inductive process which, According to Patton (2002), this process "is used to refer to any qualitative data reduction and sense-making effort that tales a volume of qualitative material and attempts to identify core consistencies and meaning".. The coding was done in consideration of five issues: types of records generated,

storage of records, records classification, filing method and challenges to organisation of records in the Registry of Ahmadu Bello University 17 codes related to types of records generated in Ahmadu Bello University Registry, (11 code) related to Records storage in Ahmadu Bello University Registry, 6 codes related to records classification in Ahmadu Bello University Registry, 15codes related to records filing methods in Ahmadu Bello University Registry, and 13 codes related to challenges to organisation of records in Ahmadu Bello University Registry. This gives a total of 62 codes. 19-sub-categories were identified and 15 categories were identified, these are listed as Appendix 1.The sub-categories were collapsed into 14 categories, and are presented below.

4.3.1 Types of Records Generated in Ahmadu Bello University Registry Office

Records are essentially important as source of documented evidence and referral for confirmation and reaffirmation of doubt. Records play important role in the life of employees because without them they would secure the future they have. Records generation in Ahmadu Bello University Registry is one of the routines functions of the arm. The types of records generated in the Registry included staff records. With regards to the above heading, three categories of records were identified: Records of Senior and Junior Staff of the University, Departmental Records and non tenure Staff Records.

Category One: Records of Senior and Junior Staff of the University. The Registry office of the University deals with tenure, senior and junior staff records. These records contain details about staff achievements in terms of qualifications, promotions, staff mails as well as active and dormant staff records. These records according to the respondent of the interview included, appointment letter, staff credentials (staff certificate from primary school up to the tertiary

institutions, certificate of birth, indigene certificate, curriculum vitae among others), letter of leaves (sabbatical leave maternity leave annual leave, study leave, casual leave to mention but a few), letter of promotion, letter of query etc. were the records mostly generated too. All the respondents concord that these records basically generate on daily basis. This is because the University is large having twelve (12) faculties and about over ninety departments, with research centre's as well as institutes each both senior and junior staff that their records are being up dated in the registry as a result of the duties assigned to them by the University. Senior and junior staff records in that they stated that *"we have two types of records in the Registry. Ahh first we have senior staff records, secondly we have junior staff records"*. This statement is exactly the saying of the five respondents about the types of records they generate in the Registry. All the respondents emphasized that these records are the most generated records in the Registry of the University.

Category two: Departmental Records and non tenure Staff Records In addition to senior and junior staff records generated in Ahmadu Bello University Registry, records pertaining departmental, non-tenure staff, visiting lecturers and records on sabbatical staff were uncommonly generated. These records included records of staff on sabbatical, records of staff on visiting lecturing etc. part of the departmental records generated in the Registry of the University included records of tenure of Head of Department, records of queries given to the staff by Head of Department. These records are generated by the Registry on rare occasion. This is evident that the activities that lead to the generation of this record come on rare occasion. For example, querying a staff by the head of department is not done regularly rather it comes on rare occasion. Also, elections of the Head of Department, handing over from one Head of Department to another are not done on daily, monthly, or yearly basis. This shows that the records generated as

a result of these activities have to be uncommon in the Registry of the University. This is true when four of the respondents disclosed in their words that: Excerpt: "...*about like... sabbatical leave...*" *"Departmental record"* *"we normally generate like visiting appointment..."* and "*... sabbatical staff*"

Category three: Hand written records Formats in which records are generated in the Registry were hand written. The respondents all agreed to the statement as one of them emphasized that: Excerpts: " ... *our records are written and then we keep them on computer*".

The findings of this study identified records of senior and junior staff of the University, Departmental records and non-tenure staff records that are mostly generated in the University Registry office. The responses obtained from the records staff showed that the types of records mostly generated in the University Registry include general staff records. These records contain details about the staff achievement in terms of qualification, promotions, staff mails as well as active and staff records. According to the respondents of the interview all the records generated in the University Registry all the five (5) respondents agreed that records basically generated on daily basis this is because the University is large as well as each faculties or department having both senior and junior staff that their records are being up dated in the registry as a result of the duties assign to them by the University. The implication of this is that, when there is a lawsuit, all of these including the copies that individuals have retained and any items deleted from the system may be identified as discoverable that means the could be used against the organisation in a law suit. Detailed and of accurate staff records documentation is not only essential for staff but also for defense in the event of a malpractices lawsuit.

4.3.2   Records Storage in Ahmadu Bello University Registry

Storage of records can vary throughout organization. File storage may be carried out by the owner, designee, a records repository, or clerk. Records may be managed in a centralized location, such as a records center or repository, or the control of records may be decentralized across various departments and locations within the entity. Records may be formally and discretely identified by coding and housed in folders specifically designed for optimum protection and storage capacity, or they may be casually identified and filed with no apparent indexing. However, three categories emerged namely: Cabinets files and dispatch books system, Alpha-numeric methods and Safety and easy access

Category one: Cabinets, files and dispatch books system are different media for records storage; cabinets and files are the commonly used media for storing information or records in the Registry of the University. The cabinets and files they use in the Registry are ion and paper for both cabinets and files respectively. The cabinets they use are placed horizontally meaning that the records kept in them are also kept horizontally. These cabinets constitute the highest storage device used in the Registry for keeping their records. When such records are kept in the cabinets, the retrieval of such records is done based on the combination of alphabets and the number given to that record. Each cabinet contains as many records as it can accommodate, when the cabinet is filed up with record, another cabinet is used to accommodate the other records

However, the files used in the Registry are paper based as well as computer files. The paper based files in the Registry are kept horizontally. Most of the files used are specially designed bearing green and red color with a logo of the University on the cover of the file placed of though centre of the file. The records kept in the file are tagged using file tag in order to make

sure that non of the records placed in the file get missing. The files used are ticked because continues handling of the file may not subject the file quick deterioration.

On the part of dispatch book system, the Registry uses a book to register records that come to the Registry. In the discharge book, the title of the record that comes to the Registry, the date the record comes, the source of the records are documented in the book. All these are done for reference purpose. Also, the records that go out of the Registry are being registered in the book, the title of the record, the date the record is leaving the Registry are all documented in the book. This could be because they are cheaper, affordable and ubiquitous. In this case four respondents identified themselves with storing records in files, cabinets and book. Excerpt: *"our records we do keep in cabinets and then we do keep them in files and then we write it in our dispatch book"* except for the fifth respondent who responded with succinct reason that: *"we don't store it in computer is easy storing it in computer but advisable wee we do manual especially there is some record that you don't want to you don't it to expose and if you put it in the computer people will have access to their file there is some secret especially people that have disciplinary committee cases they don't know the reply that the disciplinary committee have wrote about them"*

Category two: Alpha-numeric method is often devised to ensure that records are kept in an orderly manner that would unhinder access to records retrieval and utilisation. To this end, first timers' records managers do design or adopt one. The five respondents told the researcher that the Registry uses Alphabetical and numeric methods to store records. This method has to do with giving a particular record a code that contains letters and the numbers joined together. For example, a particular file that contains staff records is assigned a code bearing staff personnel number such as P21.Meaning that the letter P makes this code to be alphabetical while the

numbers make it to be numerical. This code that starts with P indicates that the records (file) belong to senior staff of the University. Another code such as JP31...indicates that the record belongs to a junior staff of the University. From this code JP represent the letters of the alphabet while three (3) to the end of the code represent the number there by making it alphanumerical. This is true when first and second of them affirmed that: Except-*"Alphabetical"* and *"we store our records in P number from one to twenty, we are now 23. From 101 to 23. We store it by numbers and we divide it by schedule officers from 1o to 15 something that is one schedule officer. Second schedule officer will take it from 15 to 17 the third officer will take from 17 to 20 that is how we arrange our records"*

Category three: Safety and easy access when asked the reason why they prefer the records storage media they use they all echoed words like: Excerpts- *"...cabinet is like safe..."*, *"...have access to it easily..."*, *"because is easier..."*

The findings of this research revealed that there are different media for records storage; cabinets and files are the commonly used media for storing information or records in the University Registry. This is because they are cheaper, affordable and ubiquitous which the four (4) respondents identified them with storing records in files, cabinets, dispatch book and computers. These cabinets and files constitute the highest storage device used in the University Registry for keeping their records, while retrieving such records is done based on the combination of alphabets and number given to that records. The respondents said that the Registry uses alphabetical and numeric method to store records. This method has to do with giving a particular record a code that contains letters and the numbers joined together. The implication of this is that using the right supplies, you can gain greater storage and retrieval efficiency. Filing supplies include a complete range of customized file folders and accessories

for the organisation. A color coded system convert's file organized alphanumerically, numerically or alphanumerically in to those categorized by easily recognizable colors to improve file retrieval time.

4.3.3 Records Classification in Ahmadu Bello University Registry

Classification of records is important because in standard records classification lies records' integrity, preservation and coordinated records organisation and simplicity of records retrieval. There are different records classification systems. The common ones are alphabetical and numerical classification systems. Regarding question asked about the types of records classification methods used in Ahmadu Bello University Registry, two categories emerged: Alpha-numeric Classification of Records and Contentment with the utilization of alpha-numeric classification system

Category One: Alpha-numeric Classification of Records is the process of grouping and assigning of notation(s) to records based on their peculiarity and characteristics. This is mostly done by assigning alphabets or Arabic numeral or a combination of the two as mixed notations to records for easy location, identification, retrieval and utilization. This method has to do with giving a particular record a code that contains letters and the numbers joined together. For example, a particular file that contains staff records is assigned a code bearing staff personnel number such as P21... meaning that the letter P21... makes this code to be alphabetical while the numbers make it to be numerical. This code that starts with P indicates that the records (file) belong to senior staff of the University. Another code such as JP31.....indicates that the record belongs to a junior staff of the University. From this code JP31 represent the letters of the alphabet while three (3) to the end of the code represent the number making it alphanumerical.

Based on this, the respondents responded when asked about the type of records classification system used to classify records in the Ahmadu Bello University Registry to be alphabetical and numerical classification. This, one of them says: *"we do page number records number by number, that's numerically? Aaa"* and another added that: *"you know I told you... is ahh no both (alphabetical and numerical) is better"*. The respondents indicated that they were the commonly used staff records classification system in the registry the reasons which would be elucidated in the second category.

Category two: Contentment with the utilization of alpha-numeric classification system. The alphabetical and numbering classification of records in Ahmadu Bello University Registry was due to ease and simplicity of access and use. This is evident that the purpose of generating, storing and preserving of records in the records centre is to ensure quick and easy retrieval of such records. For a particular decision to be made, right information from the right source (record) at the right time is needed. Using alpha-numeric classification system here enables the staff of the Registry to archive this. Also, the use of alpha-numeric classification system is certifying the need of the staff working in Registry. Hence, all the five respondents during individual interview expressed their contentment with the use of alpha-numerical system of classification in the Registry of the University. The respondents expressed how satisfied they were with the classification except for one among them who categorically stated flaws associated with alphabetical classification method as thus: *"the numerical number is easier because each and every staff you see in Ahmadu Bello University has his own number. Alphabetically you will see the same name, the same father that's why we are much attention with the numerical number"*

The responses pointed out that records classification system mostly used is alpha-numerical in the University Registry. This influences the purpose of generating, storing and preserving of records in the records centre to ensure quick and easy retrieval of such records for a particular decision to take place, right information from the right source (record) at the right time. The findings indicate that using alpha-numeric classification system satisfies the need of the staff working in the University Registry. Respondents expressed their satisfaction with the classification system during individual interview. The implication of this is that challenge for records staff concerns providing alternatives to traditional classification approaches, so that user-based errors and omissions pose less risk to the records management process. There are a number of new options to minimize the complexity of classification to ensure more effective record classification. Automated classification technologies are designed to reduce human intervention and error, avoid misclassification and ensure accurate and consistent classification to improve search and retrieval from the information repositories. Instead of manually classifying records, it may be preferable to use these applications to undertake the indexing or classification functions that would otherwise need to be carried out by users.

4.3.4 Type of Records Filing System in Ahmadu Bello University Registry

Closely to records classification is records filing. Records filing depends on sound records classification. Filing of records is done mostly on in-house traditions, though there are known standards globally. A file refers to the physical unit of information contained within a paper or electronic folder. Records are held in files to enhance accessibility and identification. The establishment of a coherent filing system provides for faster and systematic filing, faster retrieval of information, greater protection of information, and increased administrative stability,

continuity and efficiency. On the types of records filing systems in Ahmadu Bello University Registry two categories emerged: Multi-combination of filing system and Cabinet Numbering,

Category one: Multi-combination of Filing system, the use of more than one filing systems normally leads to cumbersome storage and retrieval of information from the system. A good filing system should have a structured numeric or alphanumeric referencing system in which each element equates with a function of the file title to a maximum of four elements. The respondents intimated the researcher of different filing approaches used in the Registry to include: Excerpt- *(1)"...we normally use the filing system in numerical order starting by 001 up to the last digit of the record"(2)"got instruction from the Registrar to use the code AD for staff on contract and sabbatical code C or something else be used" (3) "we use jacket"(4) "JP and P files..."* from the above statements it is obvious that the registry uses more than one filing systems. One of these filing systems used is multi-combination filling system. This is a situation where by the registry uses both letters of the alphabet and the figures. This is done in order to separate series of records that have relationship with the other records already created and kept in the Registry. For example, a series of records that come from particular faculty on a particular issue can be given a code as 023,anather records similar to this one that come after the first records will take the code as 023A, another records that is similar to above record will take the code as 023B. These continued based on the amount of record that come to the registry.

Category two: Cabinet numbering system however, on the side of numerical records filing system, the Registry used numbers as 001, 002, 003, to the 1st, 2nd, and3[rd respectively] as they come to the Registry. This is done in order to differentiate the series of related records that come to the Registry. The advantage of this system is that no matter the amount of records that come to the Registry, there must be a code that can be assigned to such records numerically. This is

evident that the number is infinite meaning that the digit 0 to 9 can be coded and recorded without limitation. Also, this filing system is easy and commonly used in the Registry because of the satisfaction which the staffs drive from it when retrieving a particular record from the storage facility. The study sought to know the commonly used filing system in the Registry. This question was asked in order to understand the frequently used filing approach. In response to the questions four of the respondents revealed that they arranged the files in cabinets in numerical order. One of them stated thus: *"...the first I told you we use cabinets to put our files there are in the cabinets"* and the second to the fourth meant: *"numerical order that's the common one yes!*

Analysis of the findings revealed that the types of filing records system mostly used were multi-combination of filing approach (Alpha-numeric) and the cabinets numbering (Numerical). Using more than one filing system leads to proper storage and retrieval of information from the system. This filing system is easy and commonly used in the University Registry because of the satisfaction the staffs drive from it when retrieving particular information (record) from the storage device. The effectiveness of this system is that no matter the amount of records that come to the Registry, there must be a code assigned to such records numerically. The implication is that since the records staff gets satisfied with the approach its advisable that should stick to this approach as it enables them to achieve their goals.

4.3.5 Challenges Encountered in the Organisation of Records in Ahmadu Bello University Registry

There is no doubt that record organisation has its own difficulties and obstacles especially the ones associated with records utilization such as compliance with regulations governing records filing, request and proper indication of staff identification number requesting for

information from his records or intends to add information to his records. This could subsequently be connected to some of the challenges they are encountering in later topics. However, Desk (2003) stated that filing systems can fail to operate effectively for a number of reasons such as overloading, duplication, lack of cross-referencing, obsolete correspondence, absence of a tracer system, inappropriate equipment, lengthy retrieval times, filing backlogs and an overall ad hoc approach to review and storage. In respect of challenges faced in records organisation three categories emerged: Incorrect identification number and compliance, misfiling of staff records and improper indication of staff identification number/ damaged files

Category One: Incorrect Identification number and Compliance, Proper indication of staff identification number on letters and requests would enable quick and timely response to their request to have access to their personal records. Identification number is issued to staff with a view to averting certain occurrences such as conflict of names and entitlements and processing of requests. All the respondents in the Registry agreed that incorrect identification number is a common challenge faced in the Registry. This is a situation where by the mails sent from the Department lack a given code. For example, many times mails from the Department are sent without P number. When this happen, it is difficult to precisely retrieve those records with an ease when the need arises. This leads to waste of time and energy when retrieving such records. Staff identification is often mixed in nature because it employs the use of alphabets and numbers as in the case of Ahmadu Bello University. Aside the issue of incorrect identification number complained as a challenge by the respondents there is also the problems of compliance with regulations surrounding the utilization of records. Three (3) among the respondents have these to say:

"They do send mail from departments without P number and then another person will quote number wrongly, quote another person's number. We do have such problem."

Another one stressed that: *"we face...Some offices outside when they are given files they don't return them on time and then when the file owner writes to us for something from his file we don't find his file in the cabinets. Then some files have their back covers damaged, request for new files to reinforce them we face challenges because we don't get them on time"*

The third was emphatic and I could tell from the look on his face he wanted quick succor: *"we have so many challenges. At times our staff may be I keep on telling our staff that they shouldn't return the file after twelve (12) o'clock when they are supposed to return the file to the cabinet at the normal time as possible when their. These challenges we have. At times you take the number of 13612 you just take it 1361 so when you are looking for that file so that is one of the challenges we are facing now. I keep on teeling my staff that they shouldn't return the file to the cabinet after 12 o'clock"*

Category two: Misfiling of Staff Records. The respondents further shared with the researcher commonly encountered challenge in their work of records organisation. They observed the issue of misfiling of staff records after use which was as a result of inadequate compliance. Missing of staff file is another challenge faced in the Registry of the University. It is a situation a file that is retrieved from a particular location is placed in another location expected to be the original place. This is done unknowingly by the staff of the Registry especially when they are under pressure of work. This problem also leads to delay in accessing information contained in the records for decision making. The two (2) among the respondents stated that: *"...Once you say you want to return the file to the cabinet after 12 o'clock you have so many*

things in your head you can even misfile... "and *"the common one is misfiling that is the mostly common one is the record misfiling. Any time when we are check our record we couldn't locate where that file is since normally misfiling we have to check one another through that we will be able to trace the file"* This implies the nature of other works tied to the ones they do which is routine. Misfiling could be averted if the Registry from time to time revisits its policy on records management.

Category three: Improper indication of staff identification number and damaged files The uncommon challenge faced by the respondents included: Excerpt-*"the ones we don't have much problem is the damaged works* "and *"like quoting number wrongly, comes easily but not common"*. Damage of files is another challenge faced by Registry staff in organising the files kept in the Registry. File damage is of different types, they include, tearing, wearing, fading, and squeezing of the file etc. This happens as a result of day to day handling of the file in the Registry. When these challenges occur, it is difficult to organize such files in order because some records are mixed with other records from different files as a result of tearing of the two (2) files. So these make it difficult to organize different records from different files that have different subjects.

The study also sought to understand that records organisation has its own difficulties and obstacles especially compliance with regulations governing records filing, request and proper indication of staff identification number requesting for information from his records or intends to add information to his records. All the respondents agreed that incorrect identification number is a common challenge faced by the Registry. They further observed the issue of misfiling of staff records after use was as a result of inadequate compliance with the rules and regulations governing records filing in the Registry. Misfiling could be reduced if the Registry from time to

time reviews its policy on records management. The implication of this leads to the missing of particular records and also leads to the waste of time and energy when retrieving such records. This problem also leads to the delay in accessing information contained in the records for decisions to take place.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents summary of the study, summary of the major findings, conclusion and recommendations of the study on Records Organisation in Registry of Ahmadu Bello University, Zaria. The chapter is presented under the following sub headings.

- Summary of the Study

- Summary of the Major Findings

- Conclusion

- Recommendations

- Contribution to the Body of Knowledge

- Suggestions for Further Study

5.2 Summary of the Study

The major objective of the study was to explore the records organisation in the Registry of Ahmadu Bello University, Zaria. The study aimed at achieving five specific objectives among which included: to identify the types of records generated in Ahmadu Bello University Registry, to examine how records are stored in Ahmadu Bello University Registry, to identify the classification of records towards quality service delivery in Ahmadu Bello University Registry, to examine how records are filed in Ahmadu Bello University Registry, and to identify the challenges in the organisation of records in the Registry in Ahmadu Bello University, Zaria. In line with these specific objectives, five research questions were raised which included: what types of records are generated in Ahmadu Bello University registry section, how are records

stored in Ahmadu Bello University registry section, how are records classified in Ahmadu Bello University registry section, what type of filing does the Ahmadu Bello University Registry used, and what are the challenges encountered in the organisation of records in Ahmadu Bello University registry.

The study adopted a qualitative research method, and for the purpose of the study, a case study research design was adopted. The population of this study comprised the entire staff of the Registry records office, with a total population of six (6) out of which five (5) personnel met the criteria for inclusion in the research study. The researcher made use of structured interview for collecting data for the study. The researcher personally visited the site under study and conducted the interviews. The data was collected from the research instruments were transcribed and analyzed using qualitative data miner software-QDA Miner-Provalis 4.1.23 the transcription was read, examined and re-examined using an analytical inductive. Finally chapter four (4) contains the analysis and findings of the research.

5.3 Summary of the Major Findings

Based on the data collected and analyzed for this study, the following are the major findings:

1. Records of senior and junior staff of the University, Departmental records and non-tenure staff records are the types of records that are mostly generated in the Registry of Ahmadu Bello University, Zaria.

2. Records are stored using files, cabinets, dispatch books system and computers in the Registry of Ahmadu Bello University, Zaria.

3. Records classification system mostly used is alphanumerical in the Registry of Ahmadu Bello University, Zaria.

4. The types of records filing system mostly used where multi-combination of filing approach (Alphanumerical) and the cabinet numbering (numerical).

5. The Challenges mostly encountered in the organisation of records in the Registry of Ahmadu Bello University, Zaria, incorrect identification number and compliance, misfiling of staff records and improper indication of staff identification number.

5.4 Conclusion

Based on the analysis and summary of the major findings, it was concluded that records organisation in the Registry of Ahmadu Bello University, Zaria needs to be improved. This is because from the assessment of the records organisation, it was discovered that challenges such as misfiling, improper identification of number among others commonly occurred. This is an indication that records organisation in the registry is not up to expectation hence the common occurrence of these challenges.

5.5 Recommendations

In this study, recommendations are made based on the findings and conclusion of the study.

1. A part from senior and junior staff records, other records generated in the University such as students records, external records that come to the University should be generated and kept in the Registry for future use.

2. A part from cabinets and dispatch book that are used for storing records, other storage equipment such as electronic devices should be used to store the records kept in registry electronically as this reduces the challenges of space for keeping physical records.

3. The Registry of Ahmadu Bello University, Zaria should employ other records classification system such as numerical and subject system in order to make their classification system a hybrid one to have alternative means of records retrieval.

4. Since the registry section of the University employed multi-combination filing approach and they are satisfied with the system, it is recommended that they should stick to this system as it enables them to achieve their objective.

5. On the challenges faced in the organisation of records in the Registry, more qualified records managers should be employed so that the challenges of misfiling, incorrect identification number among others should be reduced drastically.

5.6 Contributions to the Body of Knowledge

The following contributions to the body of knowledge were made.

1. Records of senior and junior staff of the University were the types of records mostly generated in the registry of Ahmadu Bello University, Zaria

2. The Challenges mostly encountered in the organisation of records in the Registry of Ahmadu Bello University, Zaria, where incorrect identification number and compliance, Misfiling of staff records and improper indication of staff identification number.

5.7 Suggestions for Further Study

In course of carrying out this research, a problem was brought to light. As such, the following research suggested for further study; Assessment of Records Staff/Manager's in Registry of Ahmadu Bello University, Zaria

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d) Formats in which Records are generated in Ahmadu Bello University Registry	• written by hand • Printed and computably generated	Hand, prints and computably	Hand written and computably records
Q2: **a)**Records Storage in Ahmadu Bello University Registry	• in Cabinets, files and dispatch books • stored in written form • records stored in drawers • Cabinets and file numbering • files numbering cabinet system	Cabinets files and dispatch books system	Cabinets files and dispatch books system
b)Methods of Records Storage in Ahmadu Bello University Registry	• Alphabetical • schedule numbering • cabinet system • numerical storage	Alphabetical and numerical methods	Alpha-numeric methods
c) Reasons for Chosen Records Storage Media in Ahmadu Bello University Registry	• Safety and secret. • Ease of access	Safety and ease of access	Safety and easy access
Q3: **a)**Records Classification in A.B.U. Registry	• Alphabets • Number	Alphabets and number	Alpha-numeric Classification of Records
b)Commonly Used Records Classification system in A.B.U. Registry	• Numerical and others Alphabetical	Numerical and Alphabetical	Same as in above
c)Satisfaction with Commonly Used Records Classification system in A.B.U. Registry	• Numerical classification is easier • Satisfied with the systems of classification • Satisfied with Alphabetical Classification	Satisfied with the alphabetical and numerical records classification system because is easy	Contentment with the utilisation alpha-numeric classification system

	system		
Q4: a)Filing Approaches in Ahmadu Bello University Registry	• Numerical Filing Approach • Jacket Approach • Numerical Order • Code approach • Name Approach	Numerical, jacket ,code and name approaches	Multi-combination of filing approach to Staff Records
b)Commonly Used Filing Approaches in Ahmadu Bello University Registry	• Numerical Filing Approach in Cabinets •	Cabinet numbering	Cabinet Numbering
c)Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	• Easy and Quick Records Retrieval • Simplicity of Use • Easier in Management of Staff Population • confidentiality of Records • Easy Work flow	Easy-quick retrieval of records and staff population management	Easy and timely Retrieval of Records
d)Satisfaction with the Commonly Used Filing Approaches in Ahmadu Bello University Registry	• Satisfied with the approaches • Pays off • Problem free	Problem free and pays off	Problem free
Q5: a)Challenges to Organisation of Records in A.B.U Registry	• Improper Indication of Personnel Number on letters • Non indication of Personnel Number on Mails • Records Misfiling due to non compliance of Records use • untimely Response to staff Requests due to non Compliance of Records Use • impatience of Staff	Incorrect identification of staff numbers on letters and non compliance to records use	Incorrect identification number and Compliance

b)Common Challenges to Organisation of Records in A.B.U Registry	- Non Indication of personnel Numbers(P Number) - Records Misfiling - non compliance to Records Use - Non Indication of P number	Non indication of personnel number, misfiling and inadequate compliance to records use	Misfiling of Staff Records
C)uncommon Challenges to Organisation of Records in A.B.U Registry	- improper indication of Personnel Number - P number Indication - visiting and contract staff identification - damaged Files	Improper indication of personnel number, visiting and contract staff identification and damaged files	Improper indication of staff identification numbe and damaged files

APPENDIX1a

Category	Code
Types of Records Generated in Ahmadu Bello University Registry	Active and Dormant Staff Records
Types of Records Generated in Ahmadu Bello University Registry	in and out going mails/departmental file
Types of Records Generated in Ahmadu Bello University Registry	Senior and Junior Staff records
Types of Records Generated in Ahmadu Bello University Registry	Junior(JP) and Senior(P) Records
Types of Records Generated in Ahmadu Bello University Registry	In and Out going staff Mails
Commonly Generated Records in Ahmadu Bello University Registry	staff personal records and study leave records
Commonly Generated Records in Ahmadu Bello University Registry	staff records
Commonly Generated Records in Ahmadu Bello University Registry	Records partaining Senior and Junior Staff
Commonly Generated Records in Ahmadu Bello University Registry	Records Partaining Senior and Junior Staff...
Commonly Generated Records in Ahmadu Bello University Registry	New staff File
Uncommonly Generated Records in Ahmadu Bello University Registry	Staff Leave Records
Uncommonly Generated Records in Ahmadu Bello University Registry	Departmental Records
Uncommonly Generated Records in Ahmadu Bello University Registry	new staff records and visiting
Uncommonly Generated Records in Ahmadu Bello University Registry	staff contacts and sabbatical
Uncommonly Generated Records in Ahmadu Bello University Registry	junior-senior records
Formats in which Records are generated in Ahmadu Bello University Registry	written by hand
Formats in which Records are generated in Ahmadu Bello University Registry	Printed and computably generated
Formats in which Records are generated in Ahmadu Bello University Registry	Soft(computably) and Printed
Formats in which Records are generated in Ahmadu Bello University Registry	written formats

APPENDIX B

Category	Code
Records Storage in Ahmadu Bello University Registry	in Cabinets, files and dispatch books
Records Storage in Ahmadu Bello University Registry	stored in written form
Records Storage in Ahmadu Bello University Registry	records stored in drawers
Records Storage in Ahmadu Bello University Registry	Cabinets and file numbering
Methods Records Storage in Ahmadu Bello University Registry	Alphabetical
Methods Records Storage in Ahmadu Bello University Registry	schedule numbering
Methods Records Storage in Ahmadu Bello University Registry	cabinet system
Methods Records Storage in Ahmadu Bello University Registry	numerical storage
Records Storage Media in Ahmadu Bello University Registry	files numbering cabinet system
Reasons for Chosen Records Storage Media in Ahmadu Bello University Registry	Safety and secret. Ease of access

APPENDIX B2

Code A	Code B	Freq A	Freq B	Freq (B | A)	% of A
Alphabetical	schedule numbering	1	1	1	100.00%
cabinet system	numerical storage	1	1	1	100.00%
Cabinets and file numbering	Alphabetical	1	1	1	100.00%
files numbering cabinet system	safety and secret	1	1	1	100.00%
in Cabinets,files and dispatch books	stored in written form	1	1	1	100.00%
numerical storage	files numbering cabinet system	1	1	1	100.00%
records stored in drawers	Cabinets and file numbering	1	1	1	100.00%
schedule numbering	cabinet system	1	1	1	100.00%
stored in written form	records stored in drawers	1	1	1	100.00%

APPENDIX C

Category	Code
Records Classification in A.B.U. Registry	Alpha-Numeric system
Commonly Used Records Classification system in A.B.U. Registry	Numerical and others Alphabetical
Satisfaction with Commonly Used Records Classification sytem in A.B.U. Registry	Numerical classification is easier
Satisfaction with Commonly Used Records Classification sytem in A.B.U. Registry	Satisfied with the systems of classification
Satisfaction with Commonly Used Records Classification sytem in A.B.U. Registry	Satissfied with Alphabetical Classification system

APPENDIX C1

Code A	Code B	Freq A	Freq B	Freq (B | A)	% of A
Alpha-Numeric system	Numerical and others Alphabetical	1	1	1	100.00%
Numerical and others Alphabetical	Satissfied with Alphabetical Classification system	1	1	1	100.00%
Satisfied with the systems of classification	Numerical classification is easier	1	1	1	100.00%
Satissfied with Alphabetical Classification system	Satisfied with the systems of classification	1	1	1	100.00%

APPENDIX C2

Node	Group 1	Group 2	Similarity
1	Satisfied with the systems of classification	Satisfied with Alphabetical Classification system	1
2	Numerical classification is easier	Node 1	1
3	Alpha-Numeric system	Numerical and others Alphabetical	1
4	Node 3	Node 2	0.333

APPENDIX C3

Category	Code	Case
Records Classification in A.B.U. Registry	Alpha-Numeric system	Case #1
Commonly Used Records Classification system in	Numerical and others	

A.B.U. Registry	Alphabetical	Case #1
Satisfaction with Commonly Used Records Classification system in A.B.U. Registry	Satisfied with Alphabetical Classification system	Case #1
Satisfaction with Commonly Used Records Classification system in A.B.U. Registry	Satisfied with the systems of classification	Case #1

APPENDIX C3 Continuation

Narration
We do page number records number by number, that's numerically? Aaa. B 2- you know I told you.. Isahh no both (alphabetical and numerical) is better. 3- We have the records of junior staff which indicate JP while the senior staffs just indicate P. that's how the records are classified. 4- Numbers. 5- According to staff schedules 100- 15 e.t.c
alphabetical   R2: we use ehhhhh the way I told you we use P number easily because many people have the same name you will see somebody with mohammed musa muhammed musa mohammed musa and you know if picture is not there you cannot you will not know is he the one or not but using P number you will know who is that person so that is why we are using P number and we are   ok   R3: ahh the common the classification of method used is the numerical order   R4: we classify according to their numbers, we write the numbers and place them on them cabinets and based on the numbers we retrieve files from the cabinets. Numerical.   R5: numerical.. we are using it numerical number
yes were satisfied with alphabetical classification much well.
yes we are satisfy and is ok for us   R3: yes we are ok

APPENDIX D

Category	Code
Filing Approaches in Ahmadu Bello University Registry	Numerical Filing Approach
Filing Approaches in Ahmadu Bello University Registry	Jacket Approach
Filing Approaches in Ahmadu Bello University Registry	Numerical Order
Filing Approaches in Ahmadu Bello University Registry	Code Approach
Filing Approaches in Ahmadu Bello University Registry	Name Approach
Commonly Used Filing Approaches in Ahmadu Bello University Registry	Numerical Filing Approach in Cabinets
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	Easy and Quick Records Retrieval
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	Simplicity of Use
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	Easier in Management of Staff Population
Reasons for Commonly Used Filing Approaches in Ahmadu	confidentiality of Records

Bello University Registry	
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	Easy Work Flow
Satisfaction with the Commonly Used Filing Approaches in Ahmadu Bello University Registry	Pays off
Satisfaction with the Commonly Used Filing Approaches in Ahmadu Bello University Registry	Satisfied with the approaches
Satisfaction with the Commonly Used Filing Approaches in Ahmadu Bello University Registry	Problem free

APPEDIX D1

Category	Code	Case
Filing Approaches in Ahmadu Bello University Registry	Numerical Filing Approach	Case #1
Filing Approaches in Ahmadu Bello University Registry	Jacket Approach	Case #1
Filing Approaches in Ahmadu Bello University Registry	Numerical Order	Case #1
Filing Approaches in Ahmadu Bello University Registry	Code Approach	Case #1
Filing Approaches in Ahmadu Bello University Registry	Name Approach	Case #1
Commonly Used Filing Approaches in Ahmadu Bello University Registry	Numerical Filing Approach in Cabinets	Case #1
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	Easy Work Flow	Case #1
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	confidentiality of Records	Case #1
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	Easier in Management of Staff Population	Case #1
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	Easy and Quick Records Retrieval	Case #1
Reasons for Commonly Used Filing Approaches in Ahmadu Bello University Registry	Simplicity of Use	Case #1

Satisfaction with the Commonly Used Filing Approaches in Ahmadu Bello University Registry	Pays off	Case #1
Satisfaction with the Commonly Used Filing Approaches in Ahmadu Bello University Registry	Satisfied with the approaches	Case #1

APPENDIX D1 Continuation

Narration
we use numerical
we use jacket we use jacket
toh like I told you earlier we normally used the filing system in numerical order starting by 001 up to the last digit of the record
JP and P files. Last week got instruction from the registrar to use the code AD for staff on contract and sabbatical code C or something else be used.
if letter comes against somebody's name we go directly to his file and file it and pass it to the Oga for action
numerical   R2: is the first I told you we use cabinets to put our files there are in the cabinets R3: numerical order that's the common one yes! R4: numerical
he numerical filing system is easier for our work (records keeping)
for secret issue or nobody will have access unless the officer working in that place
like I told you is easier for us because if the number of population we have in the registry or the university is easier for us to use that method
because the method is easier for quick and easy retrieval of records
because is simple
the numerical filing system pays off
we are satisfy   R3: of course we are satisfy   R4: yes we are satisfy

APPENDIX E

Code A	Code B	Freq A	Freq B	Freq (B | A)	% of A
Code Approach	Name Approach	1	1	1	100.00%
confidentiality of Records	Easier in Management of Staff Population	1	1	1	100.00%
Easier in Management of Staff Population	Easy and Quick Records Retrieval	1	1	1	100.00%
Easy and Quick Records Retrieval	Simplicity of Use	1	1	1	100.00%
Easy Work Flow	confidentiality of Records	1	1	0	0.00%
Jacket Approach	Numerical Order	1	1	1	100.00%
Name Approach	Numerical Filing Approach in Cabinets	1	1	1	100.00%

Numerical Filing Approach	Jacket Approach	1	1	1	100.00%
Numerical Filing Approach in Cabinets	Easy Work Flow	1	1	1	100.00%
Numerical Order	Code Approach	1	1	1	100.00%
Pays off	Satisfied with the approaches	1	1	1	100.00%
Satisfied with the approaches	Problem free	1	1	1	100.00%
Simplicity of Use	Pays off	1	1	1	100.00%

APPENDIX F

Category	Code
Challenges to Organisation of Records in A.B.U Registry	Improper Indication of Personnel Number on letters
Challenges to Organisation of Records in A.B.U Registry	Non indication of Personnel Number on Mails
Challenges to Organisation of Records in A.B.U Registry	Records Misfiling due to non compliance of Records use
Challenges to Organisation of Records in A.B.U Registry	untimely Response to staff Requests due to non Compliance of Records Use
Challenges to Organisation of Records in A.B.U Registry	impatience of Staff
Common Challenges to Organisation of Records in A.B.U Registry	Non Indication of personnel Numbers(P Number)
Common Challenges to Organisation of Records in A.B.U Registry	Records Misfiling
Common Challenges to Organisation of Records in A.B.U Registry	non compliance to Records Use
Common Challenges to Organisation of Records in A.B.U Registry	Non Indication of P number
uncommon Challenges to Organisation of Records in A.B.U Registry	improper indication of Personnel Number
uncommon Challenges to Organisation of Records in A.B.U Registry	P number Indication
uncommon Challenges to Organisation of Records in A.B.U Registry	visiting and contract staff identification
uncommon Challenges to Organisation of Records in A.B.U Registryk2	damaged Files

APPENDIX F continuation

Case	Narration
	they do send mail from departments without P number and then another person will

Case #1	quote number wrongly, quote another person's number. We do have such problem.
Case #1	the challenges we are having is some people don't want to put their P number and without the P number we will not know we will not trace the file, like if you just write without your department. That's when you write your department we can even trace you, we will take ourrr nominal role we check your department and the name we get your P number but some people will not even put their department they will only write no P number no department, we will suffer a lot
Case #1	we have so many challenges. At times our staff may be I keep on telling our staff that they shouldn't return the file after twelve (12) o'clock when they are supposed to return the file to the cabinet at the normal time as possible when their. Once you say you want to return the file to the cabinet after 12 o'clock you have so many things in your head you can even misfile. This the challenges we have. At times you take the number of 13612 you just take it 1361 so when you are looking for that file so that is one of the challenges we are facing now. I keep on teeling my staff that they shouldn't return the file to the cabinet after 12 o'clock
Case #1	we face.. some offices outside when they are given files they don't return them on time and then when the file owner writes to us for something from his file we don't find his file in the cabinets. Then some files their back covers are damaged, request for new files to reinforce them we face challenges because we don't get them on time
Case #1	the only problem we have is, you will see staff has written in respect of his problem without his file number is one o f the problems that gives us headache. Number 2 is that..... at time it there is certainly a letter would be sent and it will not come to us but they come to us and say they brought letter while the letter has not reached us
Case #1	absence of P number in mails is our problem here R2: p number, some people don't put their P number is common
Case #1	he common one is misfiling that is the mostly common one is the record misfiling. Any time when we are check our record we couldn't locate where that file is since normally misfiling we have to check one another through that we will be able to trace the file
Case #1	from the schedule officers sometimes staff files could spend two years without being returned. In the absence of the files we encounter difficulty especially the files given out schedule officers are being asked of. And at the end we are given query.
Case #1	mail without that staff number. The other one is we will records an out gone mail we won't find it. Files are sometimes not found
Case #1	like quoting number wrongly, comes easily but not common
Case #1	the one that they are not common they put their P numbers
Case #1	o like I say the one that is not common most of the visiting and contract we normally indicate in the file and any time we generate the records we normally indicate either contract or visiting file

APPENDIX F1

Category	Code
Challenges to Organisation of Records in A.B.U Registry	Improper Indication of Personnel Number on letters
Challenges to Organisation of Records in A.B.U Registry	Non indication of Personnel Number on Mails
Challenges to Organisation of Records in A.B.U Registry	Records Misfiling due to non compliance of Records use
Challenges to Organisation of Records in A.B.U Registry	untimely Response to staff Requests due to non Compliance of Records Use
Challenges to Organisation of Records in A.B.U Registry	impatience of Staff
Common Challenges to Organisation of Records in A.B.U Registry	Non Indication of personnel Numbers(P Number)
Common Challenges to Organisation of Records in A.B.U Registry	Records Misfiling
Common Challenges to Organisation of Records in A.B.U Registry	non compliance to Records Use
Common Challenges to Organisation of Records in A.B.U Registry	Non Indication of P number
uncommon Challenges to Organisation of Records in A.B.U Registry	improper indication of Personnel Number
uncommon Challenges to Organisation of Records in A.B.U Registry	P number Indication
uncommon Challenges to Organisation of Records in A.B.U Registry	visiting and contract staff identification
uncommon Challenges to Organisation of Records in A.B.U Registry	damaged Files
uncommon Challenges to Organisation of Records in A.B.U Registry	prompt action on staff files

APPENDIX F2

)de A	Code B
maged Files	prompt action on staff files
patience of Staff	Non Indication of personnel Numbers(P Number)
proper indication of Personnel Number	P number Indication
.proper Indication of Personnel Number on letters	Non indication of Personnel Number on Mails
n compliance to Records Use	Non Indication of P number
)n Indication of P number	improper indication of Personnel Number
)n indication of Personnel Number on Mails	Records Misfiling due to non compliance of Records use
)n Indication of personnel Numbers(P Number)	Records Misfiling
1umber Indication	visiting and contract staff identification

ecords Misfiling due to non compliance of Records use	untimely Response to staff Requests due to non Compliance of Records Use
ecords Misfiling	non compliance to Records Use
ntimely Response to staff Requests due to non ompliance of Records Use	impatience of Staff
8visiting and contract staff identification	K2damaged Files

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DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
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MARM/EDUC/34816/12-13

10th June, 2015

The Registrar,

Registry Office

Ahmadu Bello University,

Zaria.

Dear Sir,

LETTER OF INTRODUCTION: ALIYU DAUDA ABUBAKAR MARM/EDUC/34816/12-13

I write to introduce to you the bearer of this letter ALIYU DAUDA ABUBAKAR a Postgraduate student of Library & Information Science Department. He is carrying out research for his project.

Kindly assist him.

Thank you.

Yours Faithfully,

Mrs. A. O. Kalunta-Eke, MCPS (JP)
For: Head of Department.

INTERVIEW GUIDE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
AHMADU BELLO UNIVERSITY ZARIA

Topic: Assessment of Records Organisation in Registry Section of Ahmadu Bello University, Zaria.

Introduction

Good day Sir/Ma, thank you for honoring my request to participate in this follow up interview as you have been earlier informed the aim of the research "Assessment of Records Organisation in the Registry Organ of Ahmadu Bello University, Zaria".

I am going to ask you some couple of questions with the aim of meeting the aims and objectives of this study. Before us is a tape recorder which will be used to record all the interaction because I don't want to miss any piece of it due to its importance. I will equally be using jotter to jot down some notes. Please feel free to respond to all questions, as all answers will be given confidential treatment.

Thank you.

Construct (1) Records Generation

(Q1) What types of records arc generated in ABU registry office?

    a. Mention the types of records you generate?

    b. Among these types of records you generate which once do you generate commonly?

    c. Which ones do you generate that are not common?

    d. In which formats do you generate your records (Printed or Electronics)?

Construct (2) Records Storage/Organisation for Research Question 2, 3, and 4

(Q2) How records are stored in ABU registry?

    a. Can you tell me the methods used in storing your records?

    b. What arc the storage media or devices you use?

    c. Why do you use the chosen storage media or devices?

(Q3) How are records classified in ABU registry?

    a. Which classification method do you commonly use?

    b. Are you satisfied with the chosen method of classification?

(Q4) What type of filling does the ABU registry use?

    a. Which filling method do you commonly use?

    b. Why do you use the chosen method of filling?

    c. Are you certified with the chosen method of filling?

Challenges Encountered During Records Organisation

(Q5) What are the challenges encountered in the organisation of records in ABU registry?

a. Can you tell me the challenges you encountered during records organisation?

b. Among them which ones are common?

c. Can you tell me the ones that are not common?

Thank you very much for your contribution.

APPENDIX 4

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE, AHMADU BELLO UNIVERSITY, ZARIA.

PARTICIPANT CONTACT DETAILS FORM

Thesis Title: Assessment of Records Organisation in Registry Section in Ahmadu Bello University, Zaria.

Investigator: Aliyu Dauda Abubakar

Status: Postgraduate (Masters)

Supervisory Team:

Prof. Hannatu M .Daudu

Dr Babangida Umar Dangani

Department: Library and information Science.

Thank you for accepting to voluntarily participate in this interview discussion. Please, provide the following details. Please note that, the details are to help understand category of people who participated in the interview. And to send any update if the need arises.

1. Names: - ....

2. Department..

3. Qualification: Diploma (   ), Degree (   ), PGD ( ), Masters (   )

    Others...

4. a. Phone number(s)..

    b. emails...

Thank you