

**INFORMATION MANAGEMENT IN SABON GARI LOCAL GOVERNMENT  
SECRETARIAT, KADUNA STATE**

**BY**

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**A PROJECT PRESENTED TO THE DEPARTMENT OF LIBRARY AND  
INFORMATION SCIENCE, IN PARTIAL FULFILLMENT OF THE REQUIREMENTS  
FOR THE AWARD OF MASTER'S DEGREE IN INFORMATION MANAGEMENT**

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## **DECLARATION**

I, Ibrahim Yahaya Musa hereby declare that this research work was written by me under the supervision of Mr. M.M Hayatu of the Department of Library and Information Science, Faculty of Education, Ahmadu Bello University, Zaria. The materials consulted and used in the process of research were acknowledged in the form of reference.

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## CERTIFICATION

This project entitled Information Management in Sabon Gari Local Government Area Secretariat, Kaduna State has been examined and accepted as having met the regulations governing the award of Master's Degree in Information Management in the Department Library and Information Science, Faculty of Education, Ahmadu Bello University, Zaria.

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## **DEDICATION**

This work is dedicated to almighty Allah who in his infinite mercy gave me the privilege and knowledge to carry out this effectively.

## ACKNOWLEDGEMENT

The researcher give Allah abundant praises, never ending praises and indispensable praises. I exalt the Name of Allah (SWT) my great provider and the sustainer of my life for his favors, mercies, blessings and protections upon men and my family in the tears and wears of life particularly in the pursuit of this Masters Degree Programmes.

I am particularly grateful to my supervisor Mallam Hayatu Musa for his efforts, patience, tolerance and endurance in training me to this level. I remain grateful to all staff of the Department of Library and Information Science A.B.U., Zaria.

Indeed my profound gratitude goes to my family for relentless support both spiritually, financially and morally through out the period of this study. May Allah in His infinite mercy bless and reward you all.

## ABSTRACT

The study was undertaken to investigate the information management in Sabon Gari Local Government Area Secretariat of Kaduna State. The study examined among others: the types of information generated/acquired in the secretariat, the methods adopted for organizing, storing, retrieving and disseminating information. How information is managed and the reason for managing generated/acquired information in the secretariat. To achieve these, five objectives were set for the study. The research adopted case study method. 200 respondents were selected for the study using non probability sampling techniques, questionnaire, observation and interview were the instruments employed for collecting data. Data collected was presented using frequency distributions, tables, percentages. The findings confirmed the inadequate management of information in the secretariat under study. this was attributes to poor organizations and storage of their generated information, lack of adequate preservative and security measures to sustain generated information and lack of trained professionals to manage to volumes of information generated to provide relevant, accurate and timely access to information needed to support operational activities in the area of study. As a way forward, this study recommended that library ought to be established as a matter of urgency in the secretariats to promote information professionals manage information for easy access to required information needed to achieve the organizational goals.

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# CHAPTER ONE

## INTRODUCTION

### 1.1 BACKGROUND OF THE STUDY

The concept of information is defined by different/various authors and scholars. This is evidence in the various definitions that were proposed by many scholars. Available definitions reflect the emphasis and perhaps prejudice for their proponents. It is against this background that opera (2000) observes that each definition of information appears to be colored by the professional orientation of its proponents. For instance data processing manager may conceive it in terms of data, the record manager in terms of record and reports, the librarian and information scientist in terms of document or other materials. Thus, when it comes to defining the concept of information, it is really an elusive and controversial concept. Yuexiao(2002).

To Underwood (2001) information is a signal or message that flows between a sender and a receiver. Bennet (2000) sees information as interpreted data. However, the forgoing scene according to Ajewole (2001) leads to the categorization of information definitions into three strands. The first is the scientific and technical information (STI). This is within the domain of scientific and technological communities. The second strand is socio-cultural. In this context, information is viewed as knowledge which is transferable in the conduct of various activities. In the final strands, information is perceived as a basic resources and an indispensable and irreplaceable link between variety of activities, intellectual and material in the service of the society, institution and individuals. However, a broad definition has been put forward by Shannon (2003), which sees information as fact and data that have been processed into a form

that is meaningful to the recipient and is of real or perceived value in current and future decisions.

As an influence which leads to a transformation, information any type of pattern that influences the formation or transformation of the patterns, information is knowledge given or received concerning particular facts.

Business dictionary: information as data that is accurate and timely, specific and organized for a purpose, presented within a context that gives it meaning and relevance, and can lead to an increase in understanding and decrease in uncertainty.

Information is valuable because it can affect behaviour, a decision or an outcome, they also see information as the knowledge derived from study, experience, or instruction knowledge of specific events or situations that has been gathered or received by communication, intelligence or news.

Information has been identified as one of the prime movers for economic activities of production and exchange. It is a corner stone for long-term organizational survival. Information serves as a base for competence development.

The concept of information has been summarized to include the followings:

- Something of fundamental value, like money, capital good, labour or raw material.
- Something with specifiable and measurable characteristic such as method of collection, utilization and uses, a life cycle pattern with different attributes at each stage and interchangeability with other resources.
- An input, which can be transformed into useful outputs that are beneficial to achieving the organization's goals.
- Something that can be capitalized depending on managements purposes.

- An expense for which standard costs can be developed and cost accounting techniques can be to monitor and control. Young (2003)

## **THE IMPORTANCE OF INFORMATION TO ORGANIZATIONS**

The need for Information is a fundamental ingredient of any development process in any given society. We live in society where information generation and consumption are necessary. Information is therefore a basic resource and product in all spheres of lives and in all sectors of the society. Therefore, information is vital to the daily operation of organizations. It is true that an organization cannot function smoothly and efficiently in the absence of information.

Aquolu (1999) points out that information is an instrument for human civilization. This statement shows that information is identified as one of the prime movers to development and progress. It is also recognized as a corner stone for long- term organizational survival.

Shannon (2003) rightly states that the purpose of information is to meet the objectives of organizations. In summary, the overall importance of information is as follows:

1. Information is the most important tool in the process of solving problems and making decisions.
2. It is the necessary tool for planning and policy formation.
3. It promotes the resourcefulness of organizations and the nation at large.
4. It enables researchers to keep abreast of progress in their field and to learn about new development in other fields.
5. It creates awareness, it informs actual and potential users to ensure continuity of service to support organizations.
6. It is important for communication, decision making, understanding and reacting to the environment.

## **THE ROLES OF INFORMATION IN ORGANIZATIONS**

Organization is a system that exchanges energy, resources, goods and services within its environment and beyond. One of most valuable resources of an organization is its information. Information is considered as valuable resources for individual or organization. Aguolu (2002). It is vital and necessary for the survival of any establishments and industry in respective development levels.

The roles that information plays in the management of organizations can be summarized as follows:

1. Information leads to better decisions making in the management of an organization.
2. It broadens the knowledge of workers and managers on the various policies and programmes being executed.
3. It engenders good interpersonal working relationship among the workers in an organization.
4. It promotes better report between the managers and the employees
5. It generally leads and triggers the development process of organization.
6. Erroneous conception, views, ideas and opinions on programmers, activities and policies of the management are corrected through appropriate information.
7. Information plays vital roles in carrying out the management functions in organization i.e. planning, coordinating, motivation and control.
8. It creates the awarene3ss of government policies as it affects the organization.
9. Information reduces uncertainty, risk indecision making, ignorance and brings consciousness of rights, privilege and conditions that are attached to the job.

10 By any standard, information plays a great role for the success operations, distributions of goods and services.

## **INFORMATION GENERATION AND ACQUISITION IN ORGANIZATIONS**

Acquisition is a process whereby information resources are selected Materials. Information is related to obtaining library materials and it is a part of what is referred to as collection development cycle fisherman (2002).

Information is generated and acquired in organizations in many ways and at many stages. This can be through personal communication by words of mouth, books, serials, audio visual materials, and of recent e-resources through internet and CD ROMS. Information is acquired in an organization through their transactions and from their day to day operations. Information acquisition is driven by information needs and must adequately address these needs. Aguolu (2002).

Organizations such as local government secretariats acquire significant volumes of traditional information through their day to day operational activities within their internal and external environment. At the local government secretariat level, information acquisitions are carried out through the various departments in the secretariat. For instance, health department acquires information from hospitals, clinics, pharmacies etc within locality. Similarly, Agricultural Department acquires information from farmers, agro-allied industries, extension officers etc. while education sectors acquire information from schools.

## **INFORMATION MANAGEMENT**

Management of information is extremely important in every organization. It is concerned with how record are kept, the way in which they are maintained, the accuracy and currency of

information at any given period in time, the source used and the criteria that are adopted in collecting relevant information to the organization.

The term information management describes the means by which an organization efficiently collects, creates, organizes, uses, controls, and disseminates information.

Information management recognizes the fact that information is a resource which needs to be managed like any other resources such as human. Materials and money. Information management ensures that the value of information is identified and exploited to the fullest extent, both in support of its internal and external operations, adding value to its service delivery functions. According to Allen (2005) information management can be viewed as a response to, and a search for new and improved means of controlling the information explosion and the flow, the control, analysis and the synthesis of information for decision makers, Frishammer (2002). Six distinct but related information management processes are: identifying information needs; acquiring information; organizing and storing information; developing information products and services; distributing information and utilizing information. This shows that information management is expected to give answers to what is needed, why information is needed and how it is maintained.

Information management therefore, is a way of monitoring and providing key members of an organization with data, facts and ideas used in its operation. It is a formalized procedure for providing information at all levels, in all functions, with appropriate information, from all relevant sources (both internal and external) to the organization which enables them to make timely and effective decisions for planning, direction and controlling the activities for which they are responsible, Lucy (2002).

The key objectives of information management are summarized as follows:

- To improve communication, information transfer
- To improve access to internal information
- To improve document/report processing and preparation
- To improve event tracking/resources management
- To improve access to external information.

One of the greatest challenges facing most organization is how to most effectively and economically manage, control and maintain an ever expanding information explosion at all levels of government especially at the local government level. In public sector organization, a large proportion of budget is spent on information handling activities of one type or another. Information is vital to progress and development in human life and that is the reason why information needs to be managed at all government levels to support management functions and assist the achievement of organizational goals

It becomes difficult to obtain useful and relevant information from the abundant information available; this is the basis for information management. The need to manage generated and acquire information effectively and efficiently is inevitable in organization such as local government secretariats.

Precisely, local government is the closest to people at the grass roots and should have intimate knowledge and information of people's needs, problems and potentials. This could be achieved through the effective management of information at the local government secretariats level.

## **HISTORICAL CONCEPT OF LOCAL GOVERNMENT REFORM IN NIGERIAN SYSTEM**

The history of local government administration in Nigeria dated back to colonial era. Due to the existence of that era and in a bid not to 'rock the boat' and create situation where the boat engaged in physical battles with the locals who had well entrenched system of government, particularly in the northern part of the country, the colonialist introduced the indirect rule while the English version of local government was introduced in the eastern and western region.

After independent in 1960, the imperative of local government system was again brought to the force, the three geo-political regions continued with the existing system. Each region adopted the system it demand fit for its peculiarity, the North continued with the native authority system which revolves mostly around traditional rulers while the west and east operated the English version of the local government system which had legally define responsibility and elected majority of voluntary unpaid members and also members carrying out executive and administrative duty through the community system.

Local Government system in Nigeria has undergone a number of reforms due to the short comings of different local government system. The most reaching is the 1976 Dasuki Reforms under the Murtala/Obasanjo' s Administration who effected a new uniform and standardized system of local government system. This reform was water shed of Local Government administrations of 1979, 2987 and 1999. The reform was meant to restructure and harmonize the functions of local government system. The Federal Government Constitution adopts this reform and recognizes the Government as autonomous third (31d) tiers of Government. In spite of the inadvertent impediments of 1999 constitution, the local government today functions as an

independent tier of government with a service scheme to execute and develop programmes at grass root levels which the local communicates required.

The aims and objectives of local government system as envisaged by the Dasuki reform in the constitution could be summarized as;

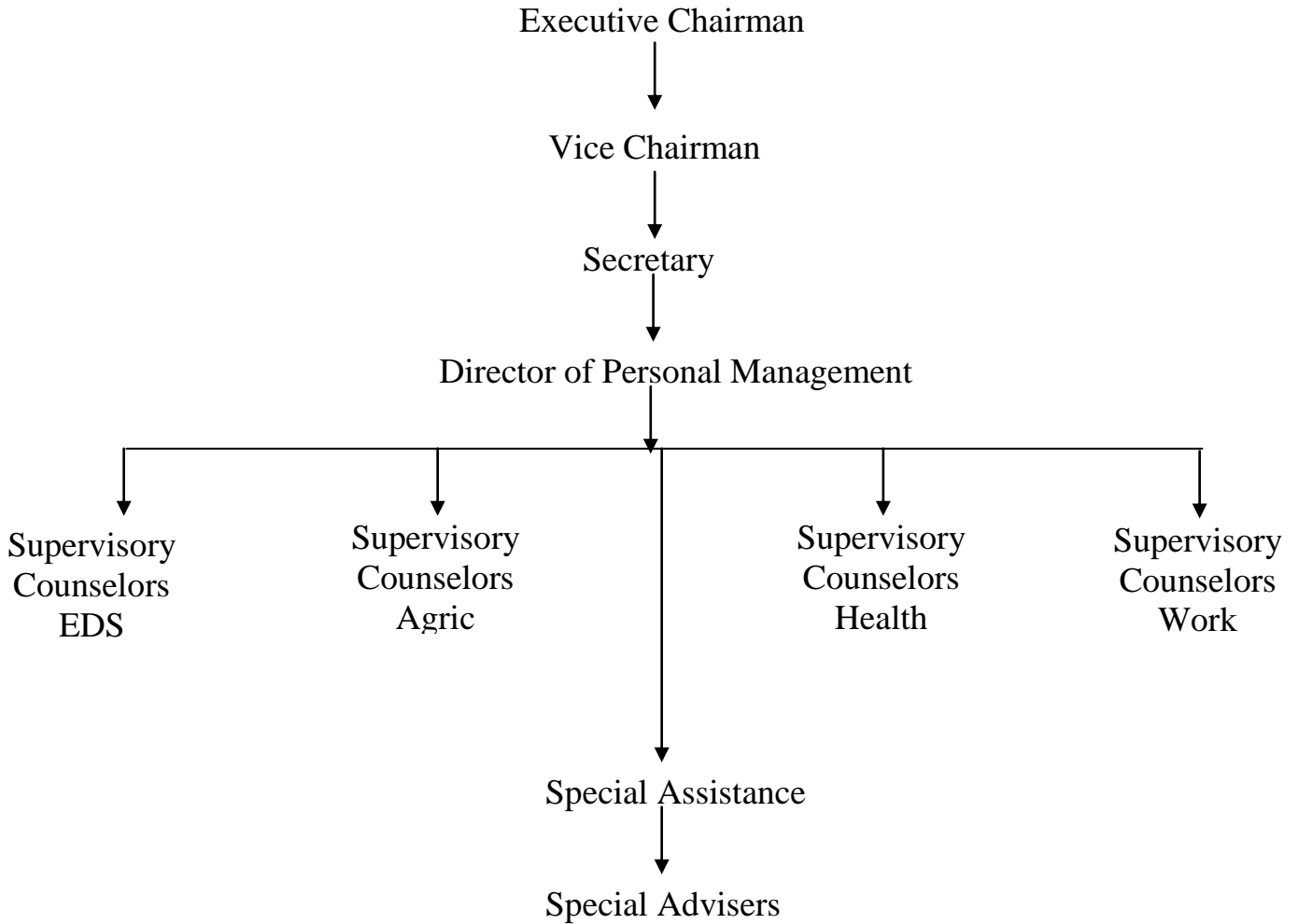
- a) Maintenance of peace, law and order at LGA level.
- b) Provision of enabling environment for regulation of trade and commerce as well as socio-economic and political activities.
- c) Provision of economic and socio cultural infrastructures and general services at the grass root level of the government.
- d) Distributing the resources of the country equitably and develop associations to resolve communal problems.

## **ADMINISTRATIVE ORGANIZATION OF LOCAL GOVERNMENT**

Sabon Gari LGAs like any other Local Government System in Nigeria have the same administrative structured, it is structured into six departments which include the followings:

- ❖ Education and Social Development Department
- ❖ Primary Health Department
- ❖ Works and Housing Department
- ❖ Finance and Supply Department
- ❖ Personal Department
- ❖ Agricultural and Natural Resources Department

The organization hierarchy of the local government council is as shown below:



The executive functions that are performed by local government councils include:

- \* The consideration and the making of recommendations to a State commission on Economic planning or any similar body.
- \* The Economic development of the State particularly in so far as the areas of authority of the council and of the State on affected.

- \* Establishment, maintenance and regulation of slaughter houses, slaughter slabs markets, motor parks and public conveniences.
- \* Naming of roads and streets and numbering of houses.
- \* Provision and maintenance of public conveniences, sewage and refuse disposal.
- \* Collection of some rates, fees, taxes, revenue (to boost internal revenue) and control some socio-economic activities in the area.
- \* Establishment and maintenance of markets and motor parks to boost the economic activities of Local Government Area.
- \* Establishment and maintenance of recreational sectors, home for destitute, burial grounds etc. (to provide social services).
- \* Licensing and control of liquor houses, selling of food stuff, and also the regulation of socio-economic activities in the community.

Concurrent functions and areas of responsibility which local government and other tiers of government jointly handle include areas like:

- i. Primary education and literacy classes
- ii. Primary health care and social welfare
- iii. Agricultural extension services, housing and industrial estates

## **1.2 STATEMENT OF PROBLEM**

Information is generated for discreet functions captured in both manual and electronic, access and utilization to this information is sometimes difficult due to poor organization of the information, lack of retrieval tools, and consequently it seems the area of study does not properly coordinate and manage the operational information within its domain. Because of that, the menace of GHOST WORKERS remained in existence and this led to increase of waste of time and resources on the incessant screening of staffers and table payment of their salaries which have become tradition in this local government secretariat. What could be the cause of these problems? Could there be problems with the kind information generated and acquire in this secretariat? Could it be as a result of poor/ineffective equipment, infrastructure, personnel's, organization, storage, retrieval, acquisition and dissemination of information in the secretariat? Could the information resources available in the secretariat not appropriate for transactions?

It is in the light of the above stated problems that this study embarked on investigations to examine and possibly provide solutions capable of ending the problem of ghost workers.

## **1.3 RESEARCH QUESTIONS**

1. What types of information is generated/acquired by Local Government Area (Sabon Gari) Secretariat in Kaduna State?
2. How information is disseminated/distributed by (Sabon Gari Local Government) LGAs in Kaduna State?
3. How is information used in Sabon Gari Local Government Secretariat in Kaduna State?
4. How information is processes/stored in Sabon Gari Local Government Area Secretariat in Kaduna State?

#### **1.4 OBJECTIVES OF THE STUDY**

Based on the above stated research questions, this study seek to achieve following objectives.

1. To examine the types of information that is generated/acquired by sabon Gari Local Government Area Secretariat in Kaduna State?
2. To investigate how information generates and acquired from Sabon Gari Local Government Area in Kaduna State.
3. To examine the methods used for organizing, storing retrieving information in Sabon Gari LGA.
4. To examine nature (categories) of information resources available by this Local government.
5. To investigate how and why information is managed by the LGAs in Kaduna State.

#### **1.5 SIGNIFICANCE OF THE STUDY**

This study is significant in a number of ways;

1. Information management in local government will enhance greater access to useful, relevant and timely information to promote decision making policy, planning formation and the execution of the government policies at the level in the country.
2. Proper management of information in LGAs will improve timely access to the internal and external information in LGAs secretariats support transactions and enhance productivity.
3. This study will be another contribution to the body of existing knowledge on information management in Local Government Area secretariats and also serve as a bench mark to other LGA secretariats in the country.

4. This study will assist the LGAs to improve on their service delivery functions.

## **1.6 SCOPE OF THE STUDY**

The study examines information management in Sabon Gari LGAs only, because sabon Gari local government comprises ethnic groups from different environment in Kaduna State.

## **1.7 LIMITATION OF THE STUDY**

There are twenty three (23) local government area secretariats from different zones in the state for easy management only Sabon Gari local government will be consider. Also due to financial and time constraints, the study will be limited to only one local government area secretariats i.e Sabon Gari local government of Kaduna State.

## **1.8 DEFINITION OF TERMS**

The following terms are defined operationally to ease their understanding and usage in the study.

**Information:** is data that has been authorized in such a way as to be meaningful to the person who receives.

**Information life cycle:** is the stage through which every (written or computerized) record goes through from its creation to its final archiving or destruction.

**Information Management:** Is the collection and management of information from one or more sources and the distribution of that information from one or more audient. It's the means by which an organization efficiently generates, acquires controls, retrieves and disseminates information.

**Local Government:** this is defined as a government at a local level established to execute duties on matters concerning the inhabitants of a particular district and given the power to make laws for their purpose.

**Information Resources:** are any materials or a document which contain or carries information.

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## **CHAPTER TWO**

### **REVIEW OF RELATED LITERATURE**

#### **INTRODUCTION**

The main purpose for this is to review previous relevant Literatures on information management. This is discussed under the Following headings:

- 2.1 The concept of information and information management
- 2.2 Information resources
- 2.3 Information life-cycle
- 2.4 Information organization, storage and retrieval methods
- 2.5 Information management
- 2.6 Information management system
- 2.7 Management of Information Organizations
- 2.8 Summary of review of related review literature

#### **2.1 THE CONCEPT OF INFORMATION**

Opara (2000) observes that each definition of information appears to be colored by the professional orientation of its proponents. This is because information is a multi-disciplinary concept that is viewed from different perspectives. The librarian and information scientist conceives information in terms of documents and stocks of knowledge, Franklin (1999) argues that information appears differently when it is perceived by the individual, organizations and at the wider societal level. His work is related to this study because it is investigating information as perceived by different scholars. This implies that a given message can have different

meanings to different people; the same information can have widely differing impacts on different people.

Similarly, Pradeep (2008) defines information in two dimensions (a) the knowledge that is presented to a person in a form which can be understood. (b) Data that has been processed or arranged to provide fact which have meaning. Apparently, any given organization, public or private sector, needs meaningful information to operate and the information must be understood by the end-user to reduce risk of uncertainty in decision making. Any meaningful and understood information always ensures that organizational tasks are well performed so that the goals of the organization may be attained. However, any information that is not meaningful to the receiver is not seen as information because that information has no bearing and not useful to the end-user. Information therefore, is an input which can be processed into output useful towards achieving organizational goals. Information is useful to monitor performance and achievement, and useful to understand and react to the environment.

However, the above definitions of information all agreed that information is facts that have been processed into meaningful and useful context for a specific, purpose to meet the information needs of any given establishment. This is related to the present study because local government secretariat requires meaningful information to carryout operations and services that are expected in the organization to achieve the goals and objectives within the internal and external environment of the organization. In local government secretariats information is a tool that is used to communicate with administrators, managers and other personnel within and outside the organization.

Ajewole (2001) categorizes information concept into three (3) strands. The first is the scientific and technical information (STI). This is within the domain of scientifically and

technological communities. The second strand is socio-cultural; in this context, information is viewed as the knowledge which is transferable in the conduct of various activities. In the final strand, information is perceived as a basic resource and an indispensable and irreplaceable link between variety of activities, intellectuals and materials in the service of society, organizations and individuals.

This categorization is comprehensive because it perceived information as a fundamental resource which is vital for human civilization. The categorization has viewed information as a total form of human endeavour which is required by individuals and organizations for the process of carrying out the day-to-day activities even in the wider society. Information is also viewed as a resource which enables organization to function and flourish effectively.

Madu (2004) in his book remarks that information is a critical resource which is first among other corporate resources in which decision relating to other depends on it. In the same vein, Mohammed (2005) opines that information is vital and necessary for the survival of any society, establishment, industry and system irrespective of the level of its development. This study is related to the present study because it emphasizes that in any public oriented organization, information is utilized to define roles and to determine short-term and long-term plans of the organization. It is found to be related to the present study because the roles of information are spelt out to meet the designed goals.

In a similar study conducted by Bent (2000). He identifies the difficulties that are associated with decision-making and problem solving in organizations as inaccurate information. Comparing this study with earlier studies, it takes in to consideration errors that could have occurred during collection, processing or report generation. Its relation to the present study lies in the facts that inaccurate information is a common problem in Public Organizations such as

LGAs where many decision affecting socio-economic and political well being of people at the LGAs levels are decided based on inaccurate information. This is why Blank and Ryan (1999) advise that whether information is on paper or video screen, it should be well formatted such that it will be pleasing to the eye and easy to decipher.

Similarly, Edwards and Finlay (2004) undertake a study on information management. They observe that without efficient means of filtering and aggregating data, managers could be data rich yet information poor. This study is related to the present study because data need to be properly selected, sorted and arranged for easy access. In other words data that are not processed into meaningful information are useless to the end users. Even in organizations, data needs to be meaningful information before it can be utilize by the end-users.

Underwood (2001) identifies wrong sources of information as possible causes of error in information management, whether information is originated internally or externally. He identifies factors to be considered as relevance, accurate, source, time, completeness of information. This study is related to the present work because it gives the factors to be considered when managing information in organization. Ideally information must be relevant and sufficiently accurate for it to be relied upon. The level of accuracy must be related to the decision level that is involved. Information that is required for decision, reference, and administrative purposes should be available at the right time and complete. Information must be from a credible source and must be relevant, to the operational needs of the organization before it is captured. However, there should be a close liaison between information providers and the users to ensure that the goals of the organization are achieved through appropriate information. In most cases, poor decisions are based on the inappropriate information which leads to excessive costs and lost opportunities to organizations. Information therefore, helps organizations to defined problems,

make assumptions locate historical precedents and provide forecast of the organizations for effective productivity.

Shannon's (2002) remarks that information is a resource which is transmitted by an act or process of communication. It may be a message or signal which assumes response. Similarly, Underwood (2001) submits that information is a signal or message that flows between the sender and the receiver. From the above discussions it is clear that information with no feedback is incomplete information. In any given organization or society, transmitted information must have a feedback from the end-users to reduce uncertainty, clear doubt; reduce risk in decision making, provides relevant and accurate information for the development and progress of the organization that is concerned.

Anderson (1999) states that the purpose of information in organizations is to meet the objectives and goals of the organization. Every organization, private or public oriented, has certain goals it intends to meet. Information is actually needed not for fashion but utilized to achieve the set down goals and missions of the organization through operational activities within and outside the organization. This study is found relevant because it has expressed the roles of information as a necessary tool for planning and policy formation to promote the resourcefulness of organizations and nation at large.

Abel (2004) conducted a survey research on the roles of information in LGAs. Questionnaires were distributed to acquire the necessary information from respondents. The work is related to this study because it discusses the roles information plays in local government secretariats and emphasizes that information is equally a key driver which promotes better rapport between the management and employees. It also creates awareness of the policies executed by the Government within the Local Government Area Secretariats. This study is related to the

present study because the value of information was identified to the fullest extent. Certainly information triggers development that is needed for the survival of every individual, establishment, organization, industries etc.

## **2.2 INFORMATION RESOURCES**

James (2005) defines information resource as channels through which ideas, opinions or feelings are stored and preserved. Lilley (1999) simply puts it that information resources refer to the items of information in all format, print or electronic or audio visual materials etc. It is related to this study because it discusses the concept of information resources in its actual sense. Similarly, Feathers et al (1999:91) define information resource as materials in any format whether on open access or held on resource, which have been developed either as a general or special resource in terms of coverage.

Wali (1998) conducted survey research on information resources. He observes that a large number of people, organizations and agencies are today involved in generating lots of information. As a result, information resources are being produced in a variety of formats such as:

1. Print: books, text book, magazine, etc.
2. Non-print: picture, map, chart, illustration.
3. Electronic: CD-ROM, database, internet resources etc.

Similarly, in a book written that was by Fishammer (2002). He identifies other sources of information for organizations regardless of format as: letters, memos, reports, manuals, financial statement, plans, maps computer files as well as audio visual. Other corporate resources which include: equipments, facilities and databases.

It is indeed satisfying to note that all the above definitions view information resources not just as a single format but in different formats. Their works are related to the present study because information resources are categorized into print, non-print, and electronics which this study is meant to study; these include books, conference proceedings, government/corporate reports, newspapers, journals, pamphlets, hand bills, minutes, posters, pictures, films etc. The information need of an organization determines the kind of information resources that are produced, useful and relevant to maintain standard decision making for planning and controlling the organization within the environment. Information resources need to be effectively utilized to achieve the overall goals and missions of the organization. This is because information resources are monitory inventory documents that creates, process, store and disseminate information to end-users.

### **2.3 INFORMATION LIFE-CYCLE**

Information life-cycle is a powerful IT strategy in the management of information because the value of information keeps increasing everyday in all spheres of life. The basic fact to bear in mind when searching for information is that all information ages as it goes from being truly news to history. In other words as time goes on information declines and becomes irrelevant to the organization.

With (2001) describes information life-cycle as a comprehensive approach to managing the flow of information from creation and initial storage through the time when it becomes obsolete and is deleted. He farther asserts that information life-cycle approach recognizes that the importance of any information rely solely on its age or how often it is accessed. However, most organizations depend on information with regards to its age, for decision making and also have idea on the progress achieved in the past and provide ideas for measuring performance within the

organization to decide on the future. This study is related to the present study because information life cycle gives answer to what information is needed? Which information is useful? Which information is useless?

Ajewole (2001) describes the evolutionary process of information as a resource for effective management of information. It is a corporate resource which requires adequate knowledge of evolutionary process of information for effective decision planning in an organization. Similarly, in a study conducted by Karen Dutch, (2001) on information life-cycle. He identifies the way information travels through an organization from its inception to its eventual archiving and removal. He further identifies three (3) processes and technologies that determine how information flows through an environment from the time it is created to the time it is archived and ultimately destroyed as, creation, publication retention and disposal. Information management seeks to manage information throughout its life-cycle, as acquisition, development, use and disposal. This study is related to the present study because it investigates how information flows in organizations from its creation to its final disposal. To Madu (2004) information life-cycle management is the practice of applying certain policies for effective management of information throughout its useful life. He further points out that information life-cycle has its basis in the management of information on paper or other physical forms (microfilm, negative, photographs, audio or video recording and other assets). Information lifecycle includes every phase of a record from its beginning to its end. This study is related to the present study because it identifies life cycle management as a tool for effective management of information.

Mike (2004) observes that information life-cycle management comprise of policies, processes, practices, services and tools that are used to align the value of information with the

most appropriate and cost effective infrastructure from the time information is created through its final disposition. He summarizes information life-cycle into five (5) phases as creation, distribution, use, maintenance and disposition. Creation deals with information from its point of origination. Distribution is the process of managing information; it includes both internal and external distributions. Use takes place after information is distributed internally and can generate decisions, documents and actions or serves other purposes. Maintenance is the management of information. This includes processes such as storing, retrieval and transfer. Disposition is the practice of handling information that is less frequently accessed or has met its assigned retention period. However, there appears to be no consensus on the number of stages or processes that are involved in the life-cycle of information.

Both Marchand and Horton (1999) agree and identify the stages that are involved in information life-cycle as collection, transformation, processing, storage, dissemination and use. Thus, information “creation” or “generation”, which should be naturally the starting point, is not included in the stages identified above. However, this, statement is more of information system not information life-cycle because it includes transformation and processing of data instead of lifespan of information.

On the contrary, in a study conducted by Lillien (2000) He observes that information life-cycle cover four (4) stages: capture, retain, manage and delivery. NCLIS draft (2000) puts forward an analogue of information life cycle as biological life-cycle i.e. organism is born, grows, matures, declines and eventually dies.

In an article written by Joe (2004) he observes that because information changes over time information life-cycle management approach helps organizations, more effectively to manage information from its creation to detention. He further states that implementing

information life cycle strategy would also help organization to reduce risk and cost, and also puts information technology professionals firmly in controlling and managing information. However, he states that information life-cycle management can better help administrators to be sure that information is indeed in the right place at the right time and in the right medium. This is related to the present study because in any public oriented organization, like local government secretariats, information life- cycle needs to be considered because effective management of information requires the adequate knowledge of information life span for effective planning and decision making in organizations. Implementation of information life-cycle management would assist the organization to reduce risk of uncertainty of information for decision making, it would also determine the relevancy and accuracy of information to monitor and control performance to know the extent of deviation from planned level of performance with in organizations.

However, in public oriented organization, especially at the grass root of government segments, there are significant volumes of information produced through the various transactional activities within the external and internal environment of the organization. Certainly, information life- span determines relevance and accurate of information that is required to monitor and control performance to enhance effective productivity. Information life-cycle management is necessary in organizations to determine which information should be retained or destroyed. Consequently, it is risky to retain irrelevant and inaccurate information; it is also dangerous to destroy relevant information which may be required for present or future decision making to promote planning, progress and development in organizations.

It is important to recognize the fact that in a dynamic society like Nigeria, there are series of reforms for the development of socio-cultural and political wellbeing of the nation. Information that is found relevant in the past decades of military regime may be obsolete in the

present day political situation of democracy. However, information life-cycle keeps tracks and streamlines information flow within internal and external environment from the time information is created to the time it is finally archived or destroyed. Therefore, for effective management of information in any given organization information life- cycle should be considered necessary to avoid storks of irrelevant information for transactions within the internal and external environment.

Ideally, information life-cycle serves as a means for memory supplement by having historical information about performance, transactions and results of the past actions and decision available for reference, research, and administrative purposes. Most organizations especially the public oriented establishment needs information life-cycle practices because it assists the organizations to have an idea on the progress achieved in the past and provide measures to performance within the organization and to decide on the future. Therefore ,for any effective management information, the Life cycle of information should be considered, this encourages organizations to know whether information at hand has any bearing on the prevailing situation of the organizational objectives and goals.

## **2.4 INFORMATION ORGANIZATION, STORAGE AND RETRIEVAL METHODS IN ORGANIZATIONS**

### **2.4.1 Information Organization Methods**

With the growth of information in organizations today, it becomes obvious that some forms of control are necessary to use any piece of information to satisfy specific enquires.

The objective of information organization is to create an organizational memory that is the active repository of the organization. The volumes of data that are produced and collected by the organization need to be given some structures in ways that reflect the interest and

information modes of the organization and its members. Davis (1999). This is found relevant to the present study because local government area secretariats generate volumes of information. However, such transactional information that is generated and acquired needs to be systematically organized in a particular order to avoid information saturation, information lost and information explosions.

Similarly, in a study conducted by Gantz (2008) He observes that wider organization of information is achieved by the librarian who arranges the collection of books and journals in a subject sequence. Encyclopedias are easily organized in summary form to a whole field of knowledge. These and other groups try to collect, digest and collate the existing information hoping to ease the task of access to users. This study is relevant because it emphasized that proper information organization is a tool for effective information management.

According to Aguolu, (2000) to organize information, classification scheme such as LC, DDC and others can be used. The item i.e. books, journals or cassette is put in the subject area it belongs to and this is identified by a code or class mark. This is found relevant to the study because class mark or call number is important in locating information; it tells exactly where information would be found. Such information is organized and arranged in the appropriate shelves, drawers and so on depending on the types of information they are. Similarly, Anderson (1 999) Opines that catalogue card gives information on information recourses which are filed in the card catalogue cabinets for easy access.

Madu (2004) opines that Information organization method may range from simple catalogue to a high index system either manual or automated. In the recent time information is organized with the application of computers to cataloging (OPAC). In the same vein, Ajibero (2001) asserts that a detail holdings of a particular library organization or a database and to

which user have direct access OPAC allows a particular work to be informed of location. This can be introduced in organization such as LCA Secretariats to organize the volumes of information produced. Modern technology can be applied to LGAs Organizations to create new forums for global information access among local government secretariats in the country i.e. access to intra secretariats resource sharing.

Mantsino (2002) remarks that effective information organization can be achieved through an appropriate information technology. IT has made it possible to handle information in variety of forms. Electronic infrastructures and facilities are employed in organizing information to improve and provide efficient services. Such facilities in broad terms consist of hardware and software.

#### **2.4.2 Information storage method**

Information storage method is a source from which documents or information is kept for safety reasons. Information storage methods are the equipment used to store data. It controls information explosion in organization. Information storage varies from simple metal file cabinet, shelving, cupboard and of recent electronics device.

It is in the light of the above that John (1999) gives an overview on information storage method as a device for recording (storing) information. Recording can be done using virtually any form of energy, spanning from manual muscle power in hand writing to acoustic vibration in phonographic recording to electro magnetic tapes and optical discs.

Similarly, Singhal (2001) states that electronic data storage is a storage which requires electrical power to stored information. He further explains that electronic magnetic data may be stored in either an analog or digital format. The use of digital method for storing information has led to the effective safety and security of information. Organizations, such as LGA secretariats

need a more sophisticated storage method to meet with the demand of its internal and external environment. Generated information of such organizations needs to be properly stored in a sustainable medium to avoid lost of information.

### **2.4.3 Information Retrieval Method**

Information retrieval method is a way of finding documents or information. It is a retrieval system which provides a complete copy of the required document or information. Abstracting and indexing services provide control and access to information. According to Robert (1999) with the ever increasing number of people that are engaged in research all over the world, the quantity of new information that is also released to world grows rapidly and has reached a stage where it is almost impossible to retrieve information timely from the wilderness of these literary outputs.

Similarly, according to Penn (2000) an index is a retrieval tool, it is the first linker which points the way. It is a catalogue which directs users to hook required from authors, title or subject. Similarly, Rowley (2000) opines that information retrieval method is the science of searching for document or information which helps to satisfy specific enquiries. This is related to the present study because LGA secretariats with huge collections need to control and provide timely access to information that is needed for operation to ensure positive results. Modern technologies are require for better access to required information needed for better service delivery ,function in local government areas secretariats.

A critical path for most organizations is the life cycle of the information that they leverage within their organization. This can manifest itself as a knowledge management solution or as a compliance effort within the organization. In Figure 3, we see a view of IP/IC within an organization. In this view, we see that there are three toppling factors that have a greater



dependent sub-systems, working together to provide timely and accurate information to management for decision making, reference, research and administrative purpose which leads to optimization of overall enterprise goals.

Lucas, in Ligon (1999:23). Defines information management by enumerating four levels of information management as:

- i) Classification of Data: these provide the identification of groups and related classes.
- ii) Establishment of procedure for recording data in a manner facilitating recall yet sufficiently simplified to enable the operation to be reutilized.
- iii) Summarization of data classified.
- iv) Specification of the collection procedure of the record.

James (2005) expresses in his articles that information management is an umbrella term that encompasses all the system and processes within organization for the creation and use of information. He observes that information management encompasses people, process and technology. Similarly, Schwartz (2003) gives an overview of information management as a system of people, equipments, procedures, documents and communication that collects, transforms, stores, retrieves and presents data for use in planning, budget, accounting, controlling and other management processes. These definitions above give an overview of information management in organizations such as local government secretariats; information is managed and controlled using people, documents and procedures to transform data for effective transactions of activities within the organization. Information management is seen as a system of both human resource and procedure which collect, select, store, retrieve and disseminate information for effective long-term and short-term planning in organizations.

A more comprehensive study on information management, which this study find relevant, is the study by Lehri and Fishamar (2002) they both viewed information management is a discipline that analyses information as an organizational resource, which cover the definitions, uses, values and distributions of data and information within an organization whether processes by computer or not. He emphasizes that information management evaluate the kinds of data and information that is require by organizations to function and progress effectively.

Allen (2005) undertook a study on information management practice. He asserts that information management practice is a key focus for many organizations across both public and private organizations. He states that information management is driven by some factors which include a need to improve the organization processes, the demand of compliance regulations and desire to deliver new services. This is related to the present study because it gives a comprehensive approach to information management.

Elisha (2000) expresses that information management is useful for reference, research and administrative purpose for effective decision making. Uwaifo (2004) remarks that information record is necessary because it contains information that is vital to the daily operations of the organizations and institutions. He further observes that an organization cannot function smoothly and efficiently in the absence of proper information management. Similarly, Ibrahim (1999:45) stresses the need for organizations to manage their information records in order to facilities decision making. He opines that records not well managed are useless and the information functions of any office lies in its ability to manage its information resources well. This study is accepted because no LGAs organization can successfully achieve its goals without proper management of their operational information.

Similarly, Penn (1999:1) in his study notes that information must be managed to facilitate usage. Unmanaged data to him are relatively useless, merely a conglomeration of unrelated details. However, unmanaged knowledge is not worth much more than the original data from which it was derived. If records stored are not accessible to users. The aims of storing it are defeated. The success of any establishment depends on how well it is able to manage its recorded information to facilitate usage. That is why Thomas and Schubert (2001) remarks that a successful operation of any organization highly depended on how well it's generated information is managed.

To Madu (2004) information management is vital and necessary for the survival and growth of any society, establishment, industrial systems, irrespective of the level of its development. It serves to balance or restructure their operations; obligations, responsibilities, the rights and privileges of people. Similarly, Mohammed (2005) remarks that information management has effects on how policy makers and managers plan and decide on stalling, finance, production, services, strategic development of their establishment.

Richard (2008) gives an over view on the present trends of information management. He observes that information management has gone beyond maintenance of paper based files; it requires an understanding of the technology that is involved. Information has shifted from manual to electronic. This study is relevant because it gives the present situation on information management which has gradually evolved to contend with the advent of computers to control and manage information. In recent times, most organizations manage their vast information explosion with the use of computer system to control and preserved their information base containing the necessary mechanism for implementing changes of responses that are made by management in decision making. Similarly, Kroeber, (1999) also submits that management

information system is viewed as an organized set of processes that provide managers with information to support operations and decisions making within an organization.

According to Kanter (2000)' management information system is a system that aids management in making, coordinating and controlling decision in organizations for proper management functions. Coleman and Rowley (2000) opines that management information system (MIS) is applied to all management levels; and is linked to an organizational sub-system; function to measure performance, monitor progress, evaluate alternative or provide knowledge. All these views stated above are found relevant to the present study because management information systems tries to measure the performance and monitor the progress achieved in-organizations to provide effective decision makings for long-term and short-term planning in organizations such as Local Government Secretariats.

Lucey (2000) asserts that management of information system is a formalized procedure for providing managers with appropriate information, from all relevant sources (both internal and external to the organization) to enable them make timely and effective decision for planning, directing and controlling the activities for which they are responsible.

A more comprehensive study of MIS which this study finds relevant is a study by Schwartz (2003)who describes management information system as system of people, equipment, procedure, document and communication that collects, validates, operates, transforms, stores, retrieves, and presents information for use in planning, budgeting, accounting, controlling and other management functions.

All the above views are related to the present study because they all emphasize that MIS are management information systems which are involved in interaction between information

specialist and management for providing information. Management information system implies both the techniques and processes that are concerned with accurate information.

In the light of the above Banerjee (2003) recommends that an MIS should be set, up with the following broad objectives (i) provide sufficient data broad research and planning in respect of production target. (ii) Provide information to various segments of government. (iii) Provide up to date information on government policies that are executed. This implies that in any public oriented organization, sufficient and current -information are needed to support the activities of the organization that is concerned. Accurate information is required in various segments of government for workers and managers to carry out their job effectively. In order to maximize productivity, managers in public oriented organization need the appropriate information for decision making and perform other managerial functions. MIS provides adequate knowledge on government policies that are proposed to be executed in public organizations. Apparently, for any successful organizations. IS must be designed with regards to organizational goals and objectives. Information specialists must be aware of managerial functions and the needs for effective development of the organization, in all but the smallest organizations, management rarely observes operation directly. They attempt to make decision, prepare plans and control activities by using what information they can obtain from formal sources of the organizations MIS or from informal, means such as face-to-face conversations, telephone calls, e-mail, social contacts etc.

## **2.6 INFORMATION MANGEMENT SYSTEM**

Dictionary of Computing 2004 see 27

Information management system a term sometimes used synonymously with database management system (DBMS) although normally used in a more general sense. The term has no

widely accepted definition and thus can be applied to any system of software that facilitates the storage, organization, and retrieval of information within a computer system, without the implication that it need have all the essential characteristics of a DBMS. The information held may include sound fragments, images, and video sequences in addition to the usual textual and numerical information. These newer forms of computer-held information are sometimes argued as being a defining characteristic of the term, notwithstanding that DBMS are developing to provide for such forms of information.

Computer system, usually based on a mainframe or minicomputer, designed to provide management personnel with up-to-date information on an organization's performance, e.g. inventory and sales. These systems output information in a form that is useable by managers at all levels of the organization: strategic, tactical, and operational. A good example of an MIS report is an annual report for a stockholder a scheduled report

#### Information System (IMS) Management

Information Management System (IMS) is a general term for software designed to facilitate the storage, organization and retrieval of information. IMS is also the name of IBM's mammoth software program developed in the 1960s to support NASA's Apollo space program. This IMS version was the precursor to IBM's premier hierarchical database management system (DBMS).

#### **Techopedia Information Management System (IMS)**

Unlike DB2 (IBM's relational database software), an IMS database uses segments, or data blocks, as building blocks of the hierarchical model. Within each segment are multiple data pieces, which are known as fields. At the top of the hierarchy, the segment is known as the root segment. Segments of a specific segment are known as child segments. The child segment order

represents the order in which each entry is entered in a database. Hierarchical IMS databases generally come in three forms:

- Full function database: Derived from the Data Language Interface (DL/I), this database form may have more than one single access method. Overflow Sequential Access Method (OSAM) or Virtual Storage Access Method (VSAM) may be used to store and access database fields.
- Fast path database: Designed to facilitate an optimum transaction rate. Examples are data entry databases (DEDB) and main storage databases (MSDB).
- High availability large databases (HALDB): Handles large volumes of data and provides reliable availability for each piece of data in the database.

Information Management System IMS is a database and transaction management system that was first introduced by IBM in 1968. Since then, IMS has gone through many changes in adapting to new programming tools and environments. IMS is one of two major legacy database and transaction management subsystems from IBM that run on mainframe MVS (now z/OS) systems. The other is CTCS. It is claimed that, historically, application programs that use either (or both) IMS or CICS services have handled and continue to handle most of the world's banking, insurance, and order entry transactions. IMS consists of two major components, the IMS Database Management System (IMS DB) and the IMS Transaction Management System (IMS TM). In IMS DB, the data is organized into a hierarchy. The data in each level is dependent on the data in the next higher level. The data is arranged so that its integrity is ensured, and the storage and retrieval process is optimized. IMS TM controls (input/output) processing, provides formatting, logging, and recovery of messages, maintains communications security, and oversees the scheduling and execution of programs. TM uses a messaging mechanism for queuing

requests. IMS's original programming interface was Data Language. Today, IMS applications and databases can be connected to CICS applications and D132 databases. Java programs can access IMS databases and services.

## **2.7 Management of Information in Special Organization. Hospitals, Local Government and Banks**

### **2.7.1 Hospital**

Information Systems can be defined as massive, integrated systems that support the comprehensive information requirements of hospitals, including patient, clinical, ancillary and financial management. Hospitals are extremely complex institutions with large departments and units coordinate care for patients. Hospitals are becoming more reliant on the ability of hospital information system (HIS) to assist in the diagnosis, management and education for better and improved services and practices. In health organization such as hospitals, implementation of HIS inevitable due to many mediating and dominating factors such as organization, people and technology.

A **Hospital information system** is a comprehensive, integrated **information** system designed to manage all the aspects of a hospital operation, such as medical, administrative, financial, and legal and the corresponding service processing. Traditional approaches encompass paper-based information processing as well as resident work position and mobile data acquisition and presentation. One of the most important issues is **health** services. **Hospitals** provide a medical assistance to people. The best introduction for hospital information systems has been made in 2011 International Conference on Social Science and Humanity.

### **Organizational structure**

The head of the HIS department is a person who is qualified and experienced in computer systems. Graduate and postgraduate computer diploma/degree holders are available. Depending

on the set-up and the extent of computerization and its sophistication, the department may have some or all of the following staff in addition to the head of the department.

Organizational structure refers to levels of management within a hospital and these levels allow efficient management of hospital departments. The structure helps one understand the hospital's chain of command and work flows. Common organizational structure groups are Administrative Services, **Information system** Services, **Therapeutic** Services, **Diagnostic** Services, and Support Services.

Hospital Information systems also can extend as Database administrator, interface developer, and users which are patients and official users.

Systems administrator/database administrator

The systems administrator-cum-database administrator is responsible for systems administration to ensure high uptime of the system and for handling all database back-up and restoration activities.

### **Application specialist and trainer**

The hospital's application specialist together with the software vendor is involved in all the activities required for implementing the application software. Trainers train and retrain new employees in the hospital.

### **Hardware/network engineers**

Hardware/Network engineers are responsible for maintaining the hardware and network systems in the hospital. They undertake all troubleshooting activities that may be required to keep the system online and patient data available to doctors and nurses.

## **2.7.2 Local Government**

Paul Donovan the ability to deliver effective local government in the future is going to depend increasingly on how well information is managed, according to a report from the Society of IT Management. The report highlights the need for cultural change in local authorities that has the backing of the most senior managers in the authority. Benchmarking is seen as crucial to effective information management so that councils can meet the expectations of staff, managers, partner organizations, elected members and residents.

An information management culture does not consist of “dry and abstract topics divorced from everyone’s day-to-day jobs. [It] should be presented and carried out in a very participative style, encouraging debate and discussion at all levels and securing the critical ownership that is needed to change hearts and minds”, says the report.

### **2.7.3 Banking**

Banking being an information intensive industry, building a Management Information System within a bank or an industry is a gigantic task. It is more so for the public sector banks which have a wide network of bank branches spread all over the country At present, banks generate MIS reports largely from periodic paper reports! statements submitted by the branches and regional/zonal offices. Except for a few banks which have been using technology in a big way, MIS reports are available with a substantial time lag. Reports so generated have also a high margin of error due to data entry being done at various levels and the likelihood of varying interpretations at different levels Though computerization of bank branches has been going on at a good pace, MIS requirements have not been fully addressed to. It is on account of the fact that most of the Total Branch Computerization (TBC) software packages are transaction processing oriented. They have been designed primarily for day-to-day operations at the branch level and day-end balancing of books steps to secure your transactions.

## **2.8 SUMMARY OF THE REVIEW**

The materials that were reviewed in this study highlight the concept of information. The review emphasizes that information is the data that have been interpreted and understood by the message recipient. The importance of information as a valuable resource is also outlined in this review. Information is viewed as a factor for distribution of goods and services in public and private establishment in the society.

In the course of this review three categories of information resources are highlighted as print, non-print and electronic resources. Also stated in the review is the essence of information life cycle as a vital aid for effective selection of relevant and timely information resources for effective control, planning and management functions. In recent times most organization control their ever expanding information explosion by considering the life span of information before being utilized to avoid the use of obsolete information. The life span determines the values of information and its bearing to the organizational objectives, it gives answers to, how often is information used? Which information resources are useful? Which are useless? Which information should be retained and which should be destroyed or archived? However, for information to be managed, its life cycle should be considered through proper acquisition, selection, organizing, storage, retrieval and dissemination of information.

The review also discusses and highlights the methods that were used for organizing, storing and retrieving information. It provides an insight on information management as an effort of organizations to streamline their information generating and disseminating activities for effective results, it involves acquisition, organizing, storing and control of information flow. The purpose for information management is also highlighted in the course of the review. Information management is seen as a necessary tool for effective decision making research and

administrative purpose. Information management is also highlighted in the course of the review. Information management is seen as a necessary tool for effective decision making research references and administrative purpose.

In the course of the review emphasis has been made on the essence of MIS for providing relevance information to managers at all levels in order to support management functions. In all but the, smallest organization management rarely observe operations directly. They attempt to make decision, prepare plans and control activities using what information they can obtain from sources like MIS, conversation, telephone call, e-mails, etc.

Finally from the reviewed literatures, the theories, concepts and ideas of information have gone beyond mere words of mouth or data but a processed data which is meaningful to the recipients. Most traditional information management practices are too limited and narrower in scope to provide access to necessary information. Information management has identified the values of information to the fullest extent to promote decision making, policy formation and execution of government policies in public and private organizations. In the course of this review, information management is viewed in a new light beyond manual means of managing information; this requires the use of Information technology. For an organization to overcome the problems of managing information, it must be prepared to cope with the challenges of information technologies. However, information management ha shifted from manual to electronic format such as computers service which gives immediate access to information data base. The recent trend of information management in organizations and agencies offers fast and accurate sources for locating information through the use of computers. This will change the traditional boundaries on information management, to keep up with these challenges, investment in technology, resources and strategies are required. However, the new dimensions added to

information management address the problems of information lost, information saturation and information explosion which tends to be problems facing most organizations.

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## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.1 INTRODUCTION**

This chapter describes the research method adopted for the study. It also discusses the population of the study, sample and sampling techniques, data gathering instruments, procedures for data collection and analysis.

#### **3.2 RESEARCH METHOD ADOPTED FOR THE STUDY**

The research method adopted for this study is a case study method. A case study method according Mohammed (2005) is a method for gathering data and information from already occurred event or existing phenomenon. Similarly, Ndaji (1989) remarks that a case study method is concerned with collection of data and information for describing existing situation, attitude and on-going process. The method is found to be appropriate for this study because in a descriptive study of this nature, a case study method will be adopted to study and describe how information is managed and stored in local government areas secretaries of Kaduna state.

#### **3.3 POPULATION OF THE STUDY**

The population for this study consists of only one local government area secretariat in Kaduna state i.e Sabon Gari Local Government. Ibrahim (2004) Kaduna states has twenty-three local government area secretariats with different ethnics groups.

The term population, according to baker (2001) is the aggregate of all cases that inform to some designated set of specifications. It may be people, objects, elements to that relate to the phenomenon which is interest to researcher.

The department and staff in Sabon Gari Local Government secretariat, currently Sabon Gari Local Government have a Total number of one thousand two hundred and fifty two (1,252) number of staff under seven (7) Department.

**Table 3.1**

<b>S/NO.</b>	<b>Department</b>	<b>Sabon Gari LGA (staff)</b>
1.	Agricultural & natural research	196
2.	Primary Health	372
	Education and Social development	197
3.	Financial and Supply	150
4.	Personal & House	100
5.	Personal & Administration	97
6.	Works and housing (transport)	140
7.	Budget statistics & Planning	140
	<b>Total</b>	<b>1252</b>

### **3.4 SAMPLE AND SAMPLING TECHNIQUES**

A non-probability sampling technique in other words known as purposive sampling techniques was employed to draw samples from the local Government secretariat. Purposive sampling technique was adopted in or to arrive at sampling size that will represent the whole population. According to chain (2003) in non-probability sampling, there is a way of specifying the probability of subject inclusion in the sample, and no assurance that every subject has chance of being included. Another reason for adopting purposive sampling is to ensure enough and fair representation of the entire population to enable the researcher collect relevant information from related elements of the study. According to Frankfort (1999) adequate sample size is properly estimated by deciding the level of accuracy expected and how large a standard error is accepted.

A sample is a subset drawn to represent the relevantly attributes of the whole set. This may not necessary be an individual, it may be an object, event etc. Rudolph (2002) defines it as

proportion of an entity or a subset. The essential requirement of any sample is that it must be a representative as possible of the population.

However, out of the total number of population, a total of 100 respondents will be sample for this study. According to Adetoro (1999:126) the essential requirement of any sample is that it should be as representative as possible of the population from which it is drawn.

### **3.5 INSTRUMENTS FOR DATA COLLECTION**

The instruments that were employed for collecting data in this study are; questionnaire, interview and observation.

#### **3.5.1 QUESTIONNAIRE**

One set of questionnaire was constructed using close ended questions based on the research question raised in the study. Respondents were expected to offer set of answers to choose the one that most closely represent their views. This type of questionnaire was used to enable the researcher obtain reliable information necessary for the study. The questionnaire administered to the respondents contained questions on the components of information management i.e. acquisition, organizing, storing, retrieving and dissemination of information as well as preservation and security measures.

#### **3.5.2 INTERVIEW**

Interview is another important instrument that will be employed for collecting data for this study. This is use to solicit for more information from the Heads of departments and information officers in Sabon Gari LGA's who are going to be interviewed personally by the researcher. This is to clarify issues that may not be address by the questionnaire. Nnaji (1984:480) remarks that interview attempt to get the feelings, beliefs, experience or activities of

respondents. In support, Kerlinger (1986) opines that interview is an evaluation process which involve at least two people (interviewer and interviewee).

### **3.5.3 OBSERVATION**

The researcher observes the procedural activities of information in Sabon Gari LGA's secretariats. I.e. the methods that were used in generating, organizing, storing, retrieving and disseminating information in the secretariat will be closely observed by the researcher to gather more facts. The main reason why the researcher used observation was because of its directness; it makes it possible for the researcher to study activities as it occurs. Moreover, data collected through observation describes the observed phenomenon as it occurs in their natural settings.

### **3.6 PROCEDURES FOR DATA COLLECTION**

Data was collected by the researcher personally with the assistance of the information officers in the secretariat. The researcher travelled to the sample area to personally administered questionnaire, interview and observe ways information was manage in the area of study.

### **3.7 PROCEDURE FOR DATA ANALYSIS**

Two statistical methods were used to analyze the data that was collected for this study. Research questions raised in the study was analyze using descriptive statistic such as tables, percentage and frequency distributions.

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## CHAPTER FOUR

### DATA PRESENTATION ANALYSIS AND DISCUSSION

#### Introduction

This chapter presents the statistical analysis, findings and discussions of data that were collected from the questionnaires on the records management and utilization in Sabon Gari local government area of Kaduna state.

#### 4.1 Response rate

Out of the 200 (100%) questionnaires distributed to the respondents in Sabon Gari local government area secretarial of Kaduna state 172(86%) were duly completed and returned. This high response rate was achieved because the research established good public relationship with the respondents and made several visits to both areas of study when administering and collecting the questionnaire. Another factor was the support that rendered by the information officers in the area of study who encouraged their staff to provide the necessary information table 4.1 below shows the response rate of Sabon Gari local government in Kaduna state under study.

**Table 4.1 response rate**

S/N	LGA	No of Questionnaire Distributed	No of Questionnaire Retrieved	Percentage
1.	Sabon Gari	100	90	90%

#### 4.2 Data Presentation and Analysis

This section presents the data analysis and discusses duty that were collected with regards to the research questions and hypothesis raised in the study to achieve this effectively, the presentations and analyses were carried out under two subheadings; descriptive analysis and statistical analysis

### 4.2.1 Descriptive Analysis

This section analysis and discusses data that were collected for the purpose of answering the research questions. Frequency distributions and percentages were computed and the results of the findings are discussed as follows:

Types as information acquired/generated in various departments in Sabon Gari local government area secretariat the fits research questions sought to find out the various types of information that was generated/acquired in the local government area secretariat of the study. Table 4.2 blow shows the types of information that were generated and acquired by the various departments in the secretariats under study.

**Table 4.2 Information Generated And Acquired By Various Department in Sabon Gari LGA Secretariat**

S/N	Department and Types of Information Acquired in Sabon Gari LGA	
1.	Agric and natural resources	
	Agricultural statistics	✓
	Mineral resources records	
	Agricultural industries record	
2.	Weather records	✓
	Drainage records	✓
	Erosion records	✓
	Flood records	✓
	Drought records	✓
3.	Primary health	✓
	Health information	✓
	Clinic records	✓
	Pharmaceutical records	✓
	Outbreak of disease reposes	✓
	Death rate record	✓
	Birth rate records	✓
Vaccination	✓	

	Immortality rate records	✓
4.	Educational and social development	✓
	Educational information	✓
	School records	
	Students records	✓
	Teacher records	✓
	Syllabus	✓
	Curriculum	✓
	Result statistics	✓
5.	Vouchers	✓
	Receipts of allocation	✓
	LPO	✓
	Financial records	✓
	Loan records	✓
	Pay slips	✓
	Revenue records	✓
6.	Personnel	✓
	Staff fices	✓
	Staff records	✓
7.	Works and housing	✓
8.	Budget statisties and primary	✓
	Agricultural budget	✓
	Finance budget	✓
	Personal budget	✓
	Works and housing budget	✓
	Education budget	✓

	Health budget	✓
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Table 4.2 above revealed the different types of information generated and acquired in the LGAs of the study, which were grouped under departments in the local government area secretariat. From the above table, it can be clearly seen that the types of information generated and acquired were general information on mineral and natural resources, agricultural industries, farmers, Weather, clinics, pharmacies, out break, of disease, schools, students, teachers, vouchers, receipt LPOs, staff records, project on roads houses, bridges, etc.

#### 4.2.3 Sources of Generating Information in Sabon Gari LGA Secretariat

In order to identify the means by which information was generated, the second research question requested the respondent to state the sources in which information was generated in both secretariats; their responses were computed and presented in table 4.3 and fig 1 below.

**Table 4.3 Sources of Generating Information in Sabon Gari LGAs and Zaria LGAs**

Sources of gathering information	Responses		
	Frequency	%	
Reports	35	39.0	
Minutes	25	28.0	
Circular	15	17.0	
Memo	10	11.0	
Telephone	5	5.0	
<b>TOTAL</b>	<b>90</b>	<b>100</b>	

Table 4.3 and above revealed that reports constituted the major way in which information was generated in the secretariat with 35(39%) respectively. This indicates that reports were

extensively used in carrying out daily transactional activities in the secretariat. This finding was in line with that of Wali (1999) where it was reported that a large number of people, organizations and agencies are today involved in generating a lot of information through their daily activities. The table also revealed that the secretariat also used minutes as a source of generating information with 25(28%).

the study also revealed that memo provides an avenue for generating information with percentage of 10(11%). This indicated that the LGAs under Study appreciate the use of memo in generating information. This is in line, with that of Fishamar (2002) who identifies sources of information as letters, reports, memos, minutes, manuals, circular, seminars and workshop as well as audio visual materials. On the contrary, the table affirmed that seminar had low frequencies of 5(5%); this revealed that seminar was not an avenue for generating information in the area of study. This could be connected to the expense involved in seminar and workshop.

As a follow up to the above, the method by which information was acquired in the study area was also investigated. Table 4.4 below show the distribution of the methods of acquiring information in the secretariat under study.

**Table 4.4 Methods of information acquisition in Sabon Gari LGAS**

Method of Acquisition	Responses		
	Frequency	%	
Purchase	15	17.0	
Donation	30	33.0	
Deposit	3	3.0	
Daily collection	42	47.0	
Total	90	100.0	

From table 4.4 above, it can be clearly seen that information in the area of study is mainly acquired through daily collections which recorded 42(47%). This showed that daily collections such as minutes, reports, memos, circulars etc. that are daily generated in the LGAS form the means of information acquisitions in the area of study. This is found more reliable because the daily collections are from their day to day activities.

Closely following the above was donations which have the frequency scores of 30. In both areas of study, information resources are donated through the federal government through the state to the local government area secretariat. Interview revealed that few individuals and NGO's also make donations of information sources such as handbills, posters, pamphlets etc. to the local government area secretariat. The implication is that it is not a reliable method of acquiring information in a public oriented organization like local government secretariat because in the event where there is economic depression, donation may stop. Purchase recorded almost the same in the area of study with 15(17%). This is in line with that of Matlu (2004) who reports that acquisition is a process whereby information resources are selected, ordered and purchased. Surprisingly deposit is not a popular method of acquiring information in the secretariat under study. As a result, relatively low percentage was recorded for area of study, 3(3%) was only recorded. This implies that only few information materials were deposited by few writers probably because the secretariat is not academic organizations where research is necessary.

However, interview and observation section confirmed that as a result of the types of information resources available such as papers, files, documents etc. The registry and various departments in the two secretariats tend to be responsible for organizing information that was generated in the secretariats but this is not professionally done, hence the reason why it is arranged in alphabetical order. Surprisingly, it was also observed with great dismay that there

exists no library in the secretariats under study at all, where such generated and acquired information should have been properly organized, stored and manned by professionals for easy access when `necessary.

#### **4.2.4 Information Dissemination in Sabon Gari LGA Secretariat**

Dissemination of information is essential to enhance maximum productivity in organizations. It plays significant roles in carrying out their daily operations in organizations. To examine the means of disseminating information in Sabon Gari LGAS, the respondents were interviewed by the researcher. However, further interview and observation revealed that information is disseminated through reports, minutes, telephones, memos, letters, pamphlets and hand bills. It was also observed that seminars and workshops were rarely conducted in the secretariat. GSM was observed to be a useful means of disseminating information while E-mail and computers were not popular options for disseminating information in the secretariat under study. This shortcoming is a challenge to the information officers in the secretariat to meet up with the new information handling approach which requires (ICT). The implication is that the secretariat has no electronic information data base; this prevents intra-secretariats resource sharing.

#### **4.2.5 Nature of Information Resources Available in Sabon Gari LGA Secretariat.**

The third research question sought to examine the types of information resources available in the secretariat under study. To determine the availability of information resources in the secretariat under study, the researcher interviewed the respondents and also observed the categories of information recourses available. Table 4.5 below show the distributions of the nature of information resources available in the secretariat.

**Table 4.2.5 Information Resources Available in Sabon Gari LGA Secretariat**

Nature of information resources available	Responses	
	Frequency	%
Print – Report, News, Papers, Memo, Hand Bills, Gazette, Minute, Books and Manuscripts,	✓	✓
Non-print – Films, Pictures. Slide and Audio Visual Materials	✓	✓
Electronic Computers	✓	✓

Further interview and observation section revealed in table 4.5 above that information resource available in the secretariat include print and non printed materials. Printed material such as reports, minutes, circulars memos, manuals, gazettes etc were available. Non-printed materials such as pictures, films, videos and others of this nature were also available in the secretariat. This finding is in line with the findings of Fishamar (2002) who reports that information resources include letters, memos, reports, manuals, films, computer files as well as electronic and audio visual materials. However, personal interview also revealed that electronic information resources such as computers were actually available in the secretariat under study but were not utilized. Interview and observation revealed also that Sabon Gari LGA is now training its staff on how to operate and use computers to perform their duties and manage information. It was also observed that few personnel in the area of study used their personal computers to administer their official duties in the secretariat. Consequently, the non utilization of electronic resources in the secretariat could cause lost of information when there is no duplicate of information resources especially in electronic medium. This finding is in line with Gary (2004) who states that information may be lost if there is no duplicate of information in electronic medium. Consequently, the some previous fire out break in Sabon Gari LGA Secretariat of Kaduna State

led to the lost of valuable information resources. However, part of the lost information was later recovered through ICT by personnel who had duplicates of the loss information in his personal computer.

#### **4.2.6 Information Management Practice in Sabon Gari Local Government Area Secretariat**

Managing information is an important task in every organization. It is in view of this that the fourth research question sought to examine how and why information is managed in the secretariat. Information management was discussed in this study within the context of how information resources generated/acquired in the secretariat are maintained. The management practices such as daily filling; preserving, archiving and security were included. Table 4.6 below shows the distributions of information management practice adopted in the secretariats

**Table 4.6 Information Management Practice Adopted in Sabon Gari LGA Secretariats.**

<b>Information management practice</b>	<b>Responses</b>	
	<b>Frequency</b>	<b>%</b>
Daily filling	50	56.0
Security	10	11.0
Archiving	18	20.0
Preservation	12	13.0
Total	90	100

From table 4.6 above it was revealed that the most outstanding information management practice adopted in Sabon Gari LGA secretariats wa daily filing with the frequency of 50(56%). This is in line with the opinion of Seppecasettari (1998) who describes information management as a way of keeping daily records and maintenance of information records. Archiving is mostly practiced for managing information in Sabon Gari which recorded 18(20%).

This indicates that Sabon Gari appreciates archiving in their unused information to avoid the stock of obsolete information in the secretariat. This is in line with Burch, (1999) who remarks that archiving could be for future reference and to avoid the stocks of obsolete information. Preservative measures are necessary for the survival of information in an accessible and useable form for as long as it is wanted. From the above distribution it is confirmed that preservation has a relatively low percentage, this implies that preservation is not popular information, management practice adopted in the LGAs. This finding is contrary to the opinion of Ola (2004) who claims that print and electronic materials are vital and delicate, therefore information records must be well preserved for future use. It is unfortunate that there is no intended effort to preserve information resources in both secretariats under study. In other words preservative measures are not taken seriously in the secretariats. The implication is that information may be lost if the medium that carries it is not well preserved. There is need to preserve collections of national, regional and local importance, especially papers which deteriorate very fast because of their ephemeral nature.

#### **4.2.7 Purpose of Managing Information in Sabon Gari LGA Secretariat**

This study sought to find out the purpose of managing information in Sabon Gari local government area secretariat of study. Accordingly, questions were raised to ascertain reasons why information is managed. Table 4.7 below show the result of the findings.

**Table 4.7 the purpose of managing generated information in Sabon Gari LGAs.**

<b>Reason for managing information</b>	<b>Responses</b>	
	<b>Frequency</b>	<b>%</b>
Decision making purpose	43	48.0
Reference purpose	12	13.0

Reference purpose	3	3.0	
Administrative	32	36.0	
Total	90	100.0	

The purpose for managing, generating and acquiring information in the local government area secretariat is to enable the personnel in the local government area secretariat have greater access to required information needed to administer their duties well and make effective decisions. This is evidenced, as it is clearly seen in table 4.7 above.

Sabon Gari LGAs was managing information for administrative and decision purpose which recorded the "highest in the area of study respectively. This is because Sabon Gari LGAs managed information for administrative and decision purpose to add values to their service delivery functions. This finding is similar to that of Elisha (2000) who reports that information management is necessary in offices for decision making purposes. In the same vein Ibrahim (1999) points out that there is a need for organizations to manage their information effectively in order to facilitate decision making. Information management has effect on how policy makers plan and decide on staffing, finance, production, services, for strategic development of their establishment. This is in line with that of Abel (2004) who reports that information management leads to better decision by the managers in the management of local government area secretariats. However, information plays significant roles in both public and private organizations. In most cases institutional organizations manage information for reference and research purpose.

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## **CHAPTER FIVE**

### **SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS**

#### **5.1 INTRODUCTION**

This chapter presents the summaries of the study and findings. Conclusion was drawn and recommendations were made to provide possible solutions to the problems identified with regards to information management in Sabon Gari Local Government Area Secretariat was suggested.

#### **5.2 SUMMARY OF THE STUDY**

This study was set to investigate how information is managed in Sabon Gari local government area secretariat; in order to achieve this, the study formulated four research questions among which are: What types of information is generated/acquired in the Sabon Gari local government area secretariat? How is information generated /acquired in Local Government Secretariats? What is the nature of information resources available in the local government secretariat? How and why is information managed in the secretariats?

The research method adopted for this study was a case study method. The population of the study was made up of all staff in sabon gari local government area secretariat. Questionnaires, interview and observation were the instruments employed for collecting data for this study. Non probability sampling techniques were employed to select a sample size of 172 from the target population who responded to the questionnaire. Out of 200 questionnaires distributed to the respondents in the two area of study, 172 (86%) were duly returned for analysis. The data collected from members of staff in Sabon Gari Local Government Secretariats was

analyzed by descriptive and statistical analysis. The research questions raised in the study were analyzed descriptively using frequency distributions, percentages and statistical parameters.

### **5.3 SUMMARY OF FINDINGS**

The summaries of findings are:

- 1-1 It was discovered that information generated/acquired in the secretariat was mainly daily collections of reports, minutes, circular, etc.
- 2-2 The Study discovered that information generated/acquired in the secretariat is organized, stored and managed by the registry and various departments.

### **5.4 CONCLUSION**

From the summaries of the study and major findings, the study concludes that Sabon Gari LGAs Secretariat indeed appreciate the use of information in carrying out their operational activities. But they have failed to properly manage such information that was generated within their domains. In other words the secretariat under study are not actually managing their information effectively for easy access to timely and accurate information needed to support the organizational goals. In effect, in proper management of information in the area of study, leads to their inability to handle and provide relevant, timely and accurate information at any given point in time. Consequently, the secretariat under study does not fulfill the ethics of the component of information management which include: proper organization, storage, retrieval and dissemination of information.

The study also concludes that the secretariats-under study do not make possible efforts to preserve the generated and acquired information which is susceptible to deterioration by its nature. Reliable security measures needed

to sustain the generated / acquired information are not actually in place in the secretariat. The recent fire out break in sabon gari local government of Kaduna state is enough evidence of lack of reliable security measures which led to great lost of valuable information resources in the secretariat.

## **5.5 RECOMMENDATIONS**

In line with the findings of this study, the following recommendations are made in order to improve on information management in the local government area secretariat of study,

1. The secretariat should have a more standardized policy of organizing and storing the volumes of data produced and collected. This will enhance easy access to required information that is needed to support transactional operations in the secretariats.
2. Library with records and archive section should be established in the secretariat as a matter of urgency. All records, books and other information resources should be transferred to the library where professionals will systematically organize and-manage. Lack of library in the secretariats is very discouraging and should be reverted without further delay.
3. The secretariats should establish an effective and sustainable preservative measures on the information resources available especially papers which deteriorates because of their ephemera nature.
4. Security measures which is of ultra importance should be installed to avoid fire outbreak, natural disasters etc.
5. Records of LGA secretariats should be properly stored and preserved for future use.

6. ICT should be provided and utilized in the secretariat. This will enable the secretariat know the relevant of ICT in information management. It will also make the secretariat to be up date and more responsive to the challenges of their jobs.
7. The secretariat should train and retrain their staff to cope with the new dimension added to information handling activities.

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## APPENDIX

Information management in Sabon Gari local government area secretariat of Kaduna state.

1. Name of Department: \_\_\_\_\_
  
2. What types of information is acquired/generated in your department?  
(you can tick more than one option)
  - a. agricultural statistics
  - b. health information
  - c. financial Record
  - d. staff record
  - e. educational information
  - f. project records.
  - g. budget statistics planning
  - h. other please specify
  
3. Information is generated in to secretariat through \_\_\_\_\_
  - a. minutes
  - b. report
  - c. circulars
  - d. memos
  - e. telephones
  - f. other please specify \_\_\_\_\_
  
4. Information is acquired in the secretariats through?
  - a. purchase
  - b. donations
  - c. collections
  - d. deposits
  - e. other please specify \_\_\_\_\_
  
5. Information organization and storage method how is information organized in to secretariats?
  - a. alphabetical order
  - b. numerical order
  - c. subject index
  - d. title index
  
6. Where is information stored in the secretariats?
  - a) file cabinet
  - b) shelves
  - c) cupboards
  - d) library

- e) computers
  - f) others please specify
7. Which department is responsible for organization and stoning information resources in the secretariats using \_\_\_\_\_?
- a) Subject index
  - b) Catalogue
  - c) Title index
  - d) Alphabetical
  - e) Other please specify
8. How is information disseminated within the secretariat?
- a) Reports, minutes, memos, notice board, manuscripts etc
  - b) Pamphlets, hand bills
  - c) Workshops and seminars
  - d) E. mails
  - e) Telephone
  - f) Other please specify

**INFORMATION RESOURCES**

9. Information resources available in the secretarial includes
- a) Print books, reports, manual etc.
  - b) Non- print picture, films, videos etc
  - c) Electronic- computers, radios, television
  - d) Other please specify

**INFORMATION MANAGEMENT**

10. What management practice is adapted in the secretariat?
- a) Daily fillings
  - b) Archiving
  - c) Occasional weeding
  - d) Documentation of withdraws
11. How is information presented in the secretariat?
- a) Fumigation
  - b) Bringing of information resources
  - c) Protective window blinds
  - d) Constant inspections
  - e) Others please specify \_\_\_\_\_

12. Which security measure is adopted to safeguard information in the secretariats?

- a) Automatic fire detection system [ ]
- b) Protective measures [ ]
- c) Hazard survey measures [ ]
- e) Others please specify \_\_\_\_\_

13. What are the reasons for managing information in the secretarial?

- a) For reference purpose [ ]
- b) For research purpose [ ]
- c) For decision making purpose [ ]
- d) For decision making purpose [ ]
- e) Others please specify \_\_\_\_\_

14. What measures would you suggest to improve information management in the secretariats?

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