RECORDS MANAGEMENT PRACTICE FOR COMMUNITY SERVICES BY VOLUNTARY SOCIAL CLUBS IN NORTHERN STATES, NIGERIA

By

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JULY, 2023

DECLARATION

I declare that the work in this thesis titled Records management practice for community services by voluntary social clubs in Northern States, Nigeria, was carried out by me in the Department of Library and Information Science. The information derived from the literature was duly acknowledged in the text and lists of references were provided. No part of this research was previously presented for another degree or diploma at this or any other institution.

_____ _____

Abdulkarim Bube ALIYU **Date**

CERTIFICATION

This research titled RECORDS MANAGEMENT PRACTICE FOR COMMUNITY SERVICES BY VOLUNTARY SOCIAL CLUBS IN NORTHERN STATES, NIGERIA, by Abdulkarim Bube ALIYU, meets the regulations governing the award of the degree of Doctor of Philosophy in Records and Archives Management of the Ahmadu Bello University, and is approved for its contribution to knowledge and literary presentation.

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ABSTRACT

This study focuses on records management practice for community services by Voluntary Social Clubs in Northern States, Nigeria. The research questions sought to find out the types of records generated, the procedures through which records are managed, the procedures through which records are accessed, the purpose of utilisation of records and the extent at which the records managed by Voluntary Social Clubs in Northern States, Nigeria satisfy their needs for their community services. The research methodology adopted was quantitative. Descriptive cross-sectional survey research design was adopted for this study. The population of this study comprises of the members of Voluntary Social Clubs in Northern States of Nigeria totaling eighty four (84). The researcher used the entire members of the population of this study. The instrument for data collection was questionnaire. Descriptive statistics was used in analysing the data used to answer the research questions. Inferential statistics of Kruskal Wallis was used in analysing all the hypotheses formulated in this study. It was found out that majority of the respondents agreed that the types of records generated in the process of community service in Northern States, Nigeria, were posters. The procedures through which records were managed were through the use of computers as well as shelves, the procedures through which records were accessed were through the use of title of the records as well as folders of the records among others. It is concluded that managing records helps the Voluntary Social Clubs in carrying out their community services. It is recommended that members of the Voluntary Social Clubs should consider lists as the types of records generated in the process of community service in Northern States, Nigeria, in addition to posters. This is because such records are sources of information, which can be used for making reference. The members of the Voluntary Social Clubs should consider procedures such as regulating the excessive temperature of the records storage place as well as the use of box as procedures through which records are managed for their Community Service. This is because regulating the excessive temperature of the records storage place leads to protection of the records from excessive temperature, which can lead to destruction of the records. They should also consider the use of box as procedure of managing the records if tools such as computers, shelves, drawers etc., are not available. If these are to be used, they should be prevented from fire, water, rodents among other agents of destruction of the records. They should consider procedure such as through the use of uniform resource locator in accessing their records. This is because records that are in online environment can easily be accessed using uniform resource locator. This will save the time of the members of the Voluntary Social Clubs in accessing online records in the course of their community services in Northern States, Nigeria.

Key words: Community, Service, Management, Practice, Records

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LIST OF ABBREVIATIONS

ABU: Ahmadu Bello University

ANOVA: Analysis of Variance

Asymp. Sig.: Asymptotic Significance

CDs: Compact Discs

Df.: Degree of Freedom

Dr.: Doctor

DVDs: Digital Versatile Discs

ED: Education

E-mail: Electronic Mail

Etc.: Et cetera

Geo.: Geographic

HO: Null hypothesis

HS: Highly Satisfy

LS: Library Science

NGOs: Non-Governmental Organisations

Ph D: Doctor in Philosophy

P-value: Probability value

SPSS: Statistical Package for Social Sciences

VAR.: Variable

VSCs: Voluntary Social Clubs

X: Responses in odd number group

Y: Responses in even number group

$\bar{X}$: Mean of X

$\bar{Y}$: Mean of Y

α: Alpha

%: Percentage

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Voluntary Social Clubs (VSCs) are important bodies that contribute to the development of communities through many activities. The activities of Voluntary Social Clubs include: filling the major and minor pot holes on roads and streets; clearing and maintenance of burial grounds (graveyards); sourcing and making donations to less privileged persons in orphanage homes and hospitals, etc. in order to alleviate their sufferings; provision of support to unemployed youths, widows among others (Sarikas, 2018). Before, during and after carrying out the activities by the clubs, records are generated, distributed, used, maintained and disposed. Such records constitute the components of records management. The components of records management tend to occur at the different stages of the activities of Voluntary Social Clubs. For example, the clubs generate records that are used to solicit for financial and material support, invite people to witness or participate in the events, advertise and promote the event etc. Some of these generated records are distributed to individuals such as community leaders, security agents, beneficiaries among others. They are also distributed to organisations such as donor agencies, beneficiary agencies, etc. Such records serve as evidence of their activities. Such records are maintained for administrative, historical and other purposes (Society of American Archivists, 2019).

1.8.1 Records Management Practice by Voluntary Social Clubs

Records management by Voluntary Social Clubs is very important for their daily activities in any society. It is a continuous process as long as the clubs exist and carry out activities. The activities include road and street maintenance; clearing and maintenance of burial grounds (graveyards); educating the public, provision of security service, provision of

support to unemployed persons, to mention but few. In each of these activities, records are generated, distributed, used, maintained and disposed (Laserfiche, 2019). Such records need to be managed and utilised at different times due to their administrative, historical, fiscal and evidential values (The University of Northern British Columbia, 2021). By and large, the components of records management employed in the course of human activities in society are:

Records generation by Voluntary Social Clubs is a continuous process in carrying out their activities. It takes place in every activity they engage in. Records are generated in the course of their activities in different contexts. For example, in schools, records such as certificates, reports cards, minutes of meetings etc., are generated continuously. In health care system, records such as prescription slip, test slips, and patients' personal records, etc., are generated on daily basis (Zayyana, 2018). Also, records such as crime reports, item loss reports, criminal photographs to mention but few are generated in the course of the daily activities of the clubs. Furthermore, in the financial management of the clubs, records such as receipts, withdrawal slips, deposit records among others are generated on daily basis. By and large, records are generated continuously by VSCs in the society depicting that records generation is part and parcel of their activities.

Records generated by VSCs can be those that relate to religious, economic, security, etc. For example, religious VSCs generate records of leaders of the groups, records of activities (lecturers, visitations, donations), etc., regularly. In the case of economic activities such as empowerment programmes, etc., records such as photographs, video of the events, invitation to leaders to witness or participate in the events and the rest are generated in the course of the activities among others (Rouse, 2019). These records are generated by VSC for future use.

Records are distributed by Voluntary Social Clubs in the course of their activities carried out in the society. The activities include reporting of actions, seeking for solicitations, meetings among others. In the course of these activities, records of different types are distributed. They include reports, minutes of the meetings, letters, proposal documents to mention but few (Mohammed, 2017). They are distributed in the form of: invitations to people to attend events; distribution to seek for approval to carry out events; seeking approval for the use of venue and equipment; and distribution in order to appreciate peoples' contributions on or in a certain issue etc. Furthermore, records are distributed to donor bodies when soliciting for their supports. For example, when VSCs seek for the support of donors, records in the form of letters of solicitation or any other special request format are sent to the donors. Such records sent are used by the donors to determine the needs of the clubs. Naturally, without distributing the records to the donors, they may not know about the activity and the need of the clubs seeking for donations. In addition, records are also distributed to relevant people in the form of report of the activities of VSCs. For example, whenever an action or event is carried out by VSCs, depending on the importance and the policy adopted, report about the activity or event is generated. Such reports are distributed to the people concerned. The distribution of the reports about the activity or event is done in order to inform the people concerned about what happened, how it happened, when it happened, why it happened and where it happened. Other methods through which records about activities carried out by VSCs in the society are distributed include through sharing of the records of the past meetings before adopting the present. Such records are distributed through presentation of the resolution of the meeting and the rest (Zayyana, 2018).

Records are used for various activities of Voluntary Social Clubs in the society. The activities include meetings, reports of actions, solicitations for whatever, registration of whatever, and meetings of whatever, to mention but few. Variety of activities are carried out

by VSCs in health care, education, environmental maintenance, security service, empowerment to mention but few. In order to carry out activities in such fields of human endeavour, records are needed and utilised to guide the individuals who work in the places (Mohammed, 2017). Records are also being utilised to know the history of events or actions carried out by VSCs. Records are used by VSCs for decision making. In this case, the judge refers back to particular records to know the place, time and people in relation to a particular case. Judge utilises records to be able to give judgment on whatever. Even when it comes to the issue of critical judicial case study, the judge has to refer back to the provisions that spelt out clearly how that case should be adjudged (Connor Reporting, 2018). Records are utilised by VSCs to carry out their investigations. This is done especially when looking for facts about places, persons, things, events, etc. that happened in the past. In this case, records become important sources of information to VSCs without which the information they are searching for their investigations may not be obtained. Records are utilised by VSCs in health care for different purposes. For example, a medical doctor has to utilise the records of patients to know the history of their diseases, treatments, names, ages, gender etc., especially if the doctor is not the first to treat the patients. For further treatments, to be given to patients, records are needed and utilised. The records used by medical doctors to treat patients are called medical records. Thus, records are used in medical centres, clinics, general hospitals, teaching hospitals etc., by VSCs in their contribution towards the development of health care of the people in the society.

In education, records are being utilised by VSCs to make judgments in relation to students' academic standing. In this case, teachers use records of their students to find out the best performing students, those performing averagely and at low levels. Wright (2021) indicated that records are used to know the strength and weakness of students in schools academically. This is to say that, school activities such as teaching, learning, grading of

students etc. are guided by the records generated, received, kept and maintained in schools by VSCs. The records available in schools are many. Some of them are students related; teachers related; schools structure related; facilities related; and school fund related among others. For example, the results of final examinations, tests, assignments etc. are students related. Records such as payment slips, staff files, subjects or courses allocations and records of attendance at seminars, conferences, workshops are teachers related. In any learning environment, generation, storage, retrieval, organisation, preservation, conservation, archiving of records are very important. The activities carried out by VSCs in education need to be recorded because of the information generated may be needed for future use.

Records are maintained by Voluntary Social Clubs in the course of their activities. The records generated by VSCs plays major role in preserving the human cultural heritage. The records are generated through VSCs activities such as ceremonies, writing examinations, meetings, interviews, teachings to mention but few. Such records are stored in information carriers which need to be maintained for future use. Information carriers include written papers, books, newspapers, journals, magazines, Compact Discs (CDs), Digital Versatile Discs (DVDs), flash drives, computer memories, handset memory and many others (Rouse, 2019). The information carriers (records) are usually preserved in order to elongate their life-span for future use.

Records maintenance by VSCs involves preservation of the records. This can be in the form of dusting of records, boxing of records, filing of records, keeping of records against threats such as water, insects, sunlight, chemicals, theft etc. (Cleardata, 2019). Records maintenances can also be in the form of conservation. This is done when the carriers of the content of the records start to get damaged while the content remains accessible. It can be in the form of stitching, gumming, binding, re-binding, particularly of paper-based records. Records in the forms of electronic devices such as CDs, DVDs, computer memory, handsets

memory, flash drives etc. are maintained through migration to other devices (print or electronic), emulation, digitisation, cloud preservation among others. This implies that records of the activities of VSCs are maintained in different ways regardless of the types or formats of the records in order to use them in the future when information need for such records arises.

Records are disposed by VSCs in the course of their activities. Records disposition is the last stage of records management by VSCs. It is segmented into archiving and total destruction. Archiving is a method of keeping records generated by individuals, group of individuals or organisations. It is a method of preserving records for very long period of time. Archiving is also referred to as permanent preservation of records because some of them need to be preserved permanently (Abdulrahim, 2016). Examples of such records are certificate of incorporation, religious books, certificate of land ownership etc. The records are needed by relevant people in the society all the times, irrespective of the societal generation. The records that are permanently archived are also called archives. Archiving of records can either be in physical or electronic formats. Physical archiving is the method in which records generated by individuals, group of individuals or organisation are kept in secured places the way they are generated. If they are in paper-based, they should be kept in that format. On the other hand, archiving of electronic is done where electronic storage devices and spaces are used. For example, if records are to be archived electronically using cloud storage, such records are saved in online spaces such as electronic mail and Institutional Digital Repositories. On the part of electronic offline records, their carriers such as Compact Discs (CDs), Digital Versatile Discs (DVDs) etc., are secured in order to remain for a very long period of time for the VSCs to be able to use them in the future.

On the part of total destruction of records, there are many methods used in order to destroy records by VSCs in the society. They include burning, shredding, crushing,

formatting among others. Burning is commonly used to destroy records generated in society. This method is used when records are to be totally destroyed. The total destruction of records through burning can be achieved when such records are burnt to ash. This means that all the information contained in the records cannot be accessed again. Before records are burnt, the VSCs are expected to assess them to make sure that the information they contain is no longer needed. On the other hand, shredding is done on the records that are no longer needed in the society through squeezing and destroying the information they contain. Thus, while the information is destroyed, the pieces of the paper shredded are mostly put into another usage mostly by industries. Although, crushing is used to destroy records through breaking them into pieces, the final products of the crushed records are mostly not put into other industrial usages. Records are also destroyed through formatting of the device that carries the information. This is applied to electronic records that are in the forms of CDs, DVDs, among others (The United States National Archives and Records Administration, 2019).

1.8.2 Voluntary Social Clubs and Community Service

Voluntary Social Clubs have been in existence in societies and communities for a long period of time. In any human society, there are different types of human needs that need to be satisfied. Such human needs could be religious, political, health, security, environmental, economic etc. By and large, people in the society need to be supported when the need arises with funds, foods, clothes, equipment, security among others in order to satisfy their religious, economic, health, security and other needs. Voluntary social clubs provide support for individual, group of individuals and organisations. The social services are mostly carried out freely in or near the area of the people who execute it so that the community gains the benefits. The VSCs help different groups of people including children, adults, people with disabilities etc. (Sarikas, 2018). This is done through their community services carried out in order to help for economic empowering as well as to improve the lives

of the people, especially the less privileged. Some of the community services the VSCs provide to the people in the communities include: filling the major and minor pot holes on roads and streets; clearing and maintenance of burial grounds (graveyards); clearing of village markets; sourcing and making donations to less privileged persons in orphanage homes, hospitals etc.; sourcing and provision of support to unemployed youths, widows etc.; digging and clearing of water ways; building local bridges; local security volunteering activity, voluntary teaching to children and adults; caring and upbringing of the children born and abandoned, setting up of schools for adult education etc. This is to prevent them from being forced into the streets, where they may end up collecting rotten foods and begging to survive. Being on streets, they may not possess the right of being treated when they get sick and obtain good quality education. Some of the less privileged and uncared for end up sleeping under insecured roof with empty stomach among others (GO Overseas, 2019). Benjamin, Sherraden, Moore, Michael and Pritzker (2017) maintained that VSCs contribute to economic and social development of the community where they carry out their activities. This is because, alleviating poverty and empowering people are keys to the improvement of the well-being of people in society (Jeanne & Lawrence, 2019).

Some of the VSCs are recognised internationally, while some operate at local level. For example, some of the VSCs and groups include: Voluntary Service Overseas (VSO), Boy Scout, Civillian Task Force, among others. However, community service voluntary has some advantages. Western Connecticut State University (2018) established that one of the better-known benefits of volunteering is the impact on the community. Unpaid volunteers are often the glue that holds a community together. Volunteering allows for connection with community and make it a better place. That helping out with the smallest tasks can make a real difference to the lives of people, animals, and organisations in need. As such, in the process of community services by VSCs, records are generated, processed, distributed,

utilized, maintained and disposed. This is in order to achieve efficiency and effectiveness in the process.

1.8.3 Northern States of Nigeria

Northern States of Nigeria are parts of Nigeria where nineteen (19) states of the country are found. The states are: Adamawa, Bauchi, Borno, Benue, Gombe, Jigawa, Kaduna, Kano, Katsina, Kebbi, Kogi, Kwara, Nasarawa, Niger, Plateau, Sokoto, Taraba, Yobe and Zamfara (Nigerian Finder, 2021). The states made up of three (3) geo-political zones of the country. They are: North West: This comprises seven (7) states namely: Jigawa, Kaduna, Kano, Katsina, Kebbi, Sokoto, and Zamfara State. North East: This comprises six (6) states which are: Adamawa, Bauchi, Borno, Gombe, Taraba and Yobe State. North Central: This comprises of six (6) states such as: Benue, Kogi, Kwara, Nasarawa, Niger and Plateau state and Federal Capital Territory, FCT, Abuja but not a state. Some of the northern states of Nigeria are the borders of the country with its neighbours. Such neighbours are Benin, Niger, Chad and Cameroon (Commonwealth Secretariat, 2021).

Northern Nigeria is made up of different tribes with Hausa language being the dominant one. Others are Kanuri, Babur, Fulani, Nupe, Gbagyi, Ebira, Igala, Idoma, Tiv, to mention but few. These tribes engage in many socio-economic activities, which include farming, fishing, weaving, pottery, hunting, to mention but a few, which contribute to the gross domestic products of Nigeria. The activities are creating employment to the people of the northern states and beyond. Furthermore, the tribes relate with each other in different angles. These include buying and selling of goods and services, marriages, education, health care to mention but few. On the part of historical places, Northern Nigeria is rich in terms of the places, for example, Bayajidda House in Daura, Katsina State, Dala mountain in Kano, Sheik Usman Danfodio Residence in Sokoto, Arewa House, Kaduna (Historical centre of Ahmadu

Bello University, Zaria), Nok ancestral community in Southern Kaduna, to mention but a few. Also, Emir palaces of the region are considered as historical centres. This is because a lot of historical information, visitation etc. are attached to them. On tourism centres, northern states of Nigeria, have a lot of them. notable among them are Bayajidda House in Daura Local Government, Katsina State, Yankari Game Reserve, Bauchi, Sheik Usman Danfidio Residence in Sokoto, Bida Palace, Kano Palace and almost all the Palaces in the region, Plateau State Hills and Mountains, Mambila Plateau, Nok ancestral community in southern Kaduna, River Niger, Benue, confluence point of River Niger and Benue in Kogi State to mention but a few. In all the northern states of Nigeria, VSCs are found engaging in community services to contribute towards the development of the communities. In doing that, records are generated, distributed, utilized, maintained and disposed in order to achieve their aim.

1.9 Statement of the Problem

Records management facilitates the activities of Voluntary Social Clubs in a society. The records generated, distributed, used, maintained and disposed before, during and after the activities of the Voluntary Social Clubs are needed for administrative, fiscal, evidential and reference values. Voluntary Social Clubs use the records generated out of their activities for their daily operations as well as to prove to people about their activities and achievements. Also, the supporters and sponsors of the activities of VSCs need records about their activities for encouragement. This is because, the activities are carried out in order to improve the lives of the people in the society.

With the increase in the activities of the VSCs in the society and the records generated, distributed, used, maintained and disposed; to the best of knowledge of the researcher, studies on their records management in the designated areas are yet to be conducted. For example,

previous researches on archival and records management, dwelled on the activities of formal organizations through which information and records are generated, distributed, used, maintained and disposed. Some of such researches were conducted by Tagbotor, Adzido and Agbanu (2015); Bakare, Abioye and Issa (2016); Abdulrahim (2016); Hassan (2017); Umar (2017); Zayyana (2018), to mention but few. They focused on records management in formal organizations such as Universities, Local Government Secretariats, National Archives, Registries etc., ignoring the other types of vital and useful records generated by VSCs and their activities from which information and records are generated and accordingly utilised to the ultimate stage of disposition. Consequently, the impact of the VSCs on societal development may not be known by all especially outside their domain of operation. Hence, the need for this study. The study focuses on ‘‘Records Management Practice of Voluntary Social Clubs for Community Services in Northern States, Nigeria.’’

1.10 Research Questions

The following research questions are answered in this study:

1. What types of records are generated for community services by the Voluntary Social Clubs in Northern States, Nigeria?
2. How are records of the Voluntary Social Clubs in Northern States, Nigeria managed for community services?
3. How are records of the Voluntary Social Clubs in Northern States, Nigeria accessed for community services?
4. What purposes are records of the Voluntary Social Clubs in Northern States, Nigeria utilised for in community services?
5. To what extent are the records managed by the Voluntary Social Clubs in Northern States, Nigeria satisfy their needs for community services?

1.11 Objectives of the Study

The following objectives guided this study:

1. To identify the types of records generated for community services by the Voluntary Social Clubs in Northern States, Nigeria.
2. To find out the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are managed for community services.
3. To discover the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are accessed for community services.
4. To find out the purposes records of the Voluntary Social Clubs in Northern States, Nigeria are utilised for in community services.
5. To determine the extent at which records managed by the Voluntary Social Clubs in Northern States, Nigeria satisfy their needs for community services.

1.12 Research Hypotheses

The following null hypotheses were tested:

1. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the type of records generated for community services.
2. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the procedures through which their records are managed for community services.
3. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the procedures through which records are accessed for community services.
4. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the purposes the records are utilised for community services.

5. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on their extent of satisfaction with the records managed to meet their needs for community services.

1.13 Significance of the Study

This study focuses on 'Records Management Practice of Voluntary Social Clubs for Community Services in Northern States, Nigeria.' It will help the members of the Voluntary Social Clubs in Northern States, Nigeria, to add to their knowledge on the procedures through which records are managed in order to achieve efficiency and effectiveness.

Also, the findings of this study can be used by the government in the Northern States of Nigeria. This will enable them to support the clubs and make policy concerning the existence, implementation and evaluation of the activities of the clubs. This is because these clubs depend on some sources which include government, non-governmental, individuals and other organisations for support. These sources depend on the records (evidences) of the activities of these clubs in order to support them financially and other wise. The members of the Voluntary Social Clubs can use this study as evidence of their activities to the public. This is because upon completion of this study, it will be in the possession of the management of the clubs.

Furthermore, researchers in the fields of records management, archival science, information management and related fields can use this research for their further researches. Also, students, scholars among others can use this research as a source of information in order to conduct their studies irrespective of their levels, environment, among others.

1.7 Scope of the Study

This study focuses on Records Management Practice of Voluntary Social Clubs for Community Services in Northern States, Nigeria. They generate lots of records in their

activities and distribute, use, maintain and dispose them. However, there are many Voluntary Social Clubs in Northern States, Nigeria, but only the voluntary social clubs that registered with Nigerian Network of Non-governmental Organisations were used in this study. This is because the organisation identified and registered many Voluntary Social Clubs in Nigeria. The researcher used some of these organisations to represent others as not all of them were accessed during the research. Thus, the Voluntary Social Clubs in Northern States, Nigeria, irrespective of the sectors they belong were used for this study. This is because all of them have records they manage in the course of their community services.

1.8 Operational Definition of Terms

The following terms are defined operationally within the context of this research:

Community Services: These are voluntary activities such as alleviation of poverty, provision of support to unemployed youths, widows among others, carried out by Voluntary Social Clubs in the communities in order to help people.

Records: These are different types of documents such as letters, reports, photographs etc., irrespective of the format generated, distributed, used, maintained and disposed in the course of activities of Voluntary Social Clubs.

Records Management Practice: This has to do with generation, distribution, access, use, maintenance and disposition of letters, reports, photographs etc., in the course of the activities of Voluntary Social Clubs.

Voluntary Social Clubs: These are non-profit organisations irrespective of their types which freely engage in undertaking variety of activities to support the well-being and progress of their communities.

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CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter presents the review of related literature. It is divided under the following sub-headings:

2.2 Types of Records Generated from the Activities of Individuals and Organisations in Society

2.3 Procedures through which Records are Managed by Individuals and Organisations in Society

2.4 Procedures through which Records are Accessed by Individuals and Organisations in Society

2.5 Purposes of Utilisation of Records by Individuals and Organisations in Society

2.6 Extent at which the Records Managed by Individuals and Organisations in Society Satisfy their Needs

2.7 Summary of Some of the Empirical Studies Reviewed

2.8 Summary of the Review

2.2 Types of Records Generated from the Activities of Individuals and Organisations in Society

Records are documents that are created, generated, or received by individual or a group in the course of daily activities such as meetings, travelling, supervision, buying and selling etc. The records that emerge as a result of such activities could include posters, minutes of the meeting, records of donations, photographs, receipts, approval letters, among others. Nirajan, Richard, Peter, Thomas and Andrew (2018) conducted a study on

development of on-site poster to influence pedestrian jaywalking behavior. They found out among others that posters were the records generated for information dissemination to the pedestrians. They were used as tools to inform, enlighten, entertain, and educate, the public about particular issues such as religious, social, political, educational, health, among others.

In another study, Awak (2015) investigated the relevance of shorthand skills to secretarial duties in automated offices in North-East Geo-political Zone of Nigeria. It was reported from other findings that minutes of the meeting were records generated by the secretaries in the offices in the studied area. The meeting can be before, during or after the event. Zayyana (2018) studied records creation and maintenance for proper administration in Islamic Schools in Zaria City, Kaduna State and discovered receipts as financial records generated in the course of payment of school fees, buying of teaching and learning materials such as textbooks, markers, cleaners, among others. On their part, Alinane, Augustine, Chimwaza and Adamson (2015) carried out a research titled invitation cards during pregnancy enhance male partner involvement in prevention of mother to child transmission (PMTCT) of human immunodeficiency virus (HIV) in Blantyre, Malawi: A randomized controlled open label trial. They reported other types of records generated in the society. The records were called invitation cards. The cards were generated and used to in order to request for the presence of male partner to the medication process etc. Kathleen (2019) studied invitations as request-for-service mitigators in academic discourse and discovered among others that invitations cards were used as requests asking people to carry out an action. This means that invitations cards are used beyond inviting people to a particular programme or event. Umar (2017) assessed medical records maintenance in Katsina State General Hospitals and found out among others that diagnosis cards were the records generated in the hospital by the doctors in the course of interacting with patients. The records contain information about

the name, age, gender, sickness among others of patients. The records generated were being kept for future use.

Hassan (2017) studied the provision, utilization and maintenance of records in public secondary schools in Kaduna Metropolis, Kaduna State, Nigeria and discovered among others that calendars were the records generated in the schools. They were used to inform the public about the activities or events in the schools. In another research, Aliyu (2017) investigated the effects of pictures and realia on academic performance of junior secondary school students in basic technology in Kaduna State, Nigeria, it was revealed among others that photographs were records used to teach students in the school.

Records in the forms of photographs are very important in society. They are generated and kept for historical, evidential and other purposes. Information centers like archives, libraries, museums etc., house photographs of important personalities, events, places, etc., in the country and in the World at large because of their values. In another research, Geremew (2017) investigated the practices and challenges of public relations within two Ethiopian towns: Harar and Dire Dawa. It was found out among others that records inform of notice were used to notify the general public about a particular programme. These records are generated before the programme takes place. They are generated by the stakeholders of the programme. They contain information about the nature of the programme, day, date, time and place, where the programme will take place among others. These are captured in the records in order to make it clear to the general public about the programme which will take place. The research of Adamu, Ibrahim, Adamu, Ibrahim and Muhammad (2018) on the use of audio-visual materials in teaching and learning of classification of living things among secondary school students in Sabon Gari Local Government Area of Kaduna State, revealed among others that videos were records generated and used in teaching and learning in the school. Similarly, Bakare *et al*. (2016) conducted a study on records management practice in

selected Local Government Councils in Ogun State, Nigeria. It was found out among others that records in the form of videos otherwise called film-based records were generated and managed by the local government councils. These records are also generated concerning a particular event in the society. They are important historical documents containing information in the forms of picture and sound.

In archives and records management discipline, records in form of video are called oral records. They are oral because there is element of sound. Videos of the event are also called electronic records. This is because they cannot be generated, accessed and used without electric charges. From another study, Carolien, Knoop-van, Eliane and Ludo (2020) investigated effects of audio support on multimedia learning processes and outcomes in students with dyslexia. The finding of this study indicated that audio records were used for learning purpose etc. These records contain information in the form of sound that are listened to in order to understand the message. In teaching and learning situation, audio records are used to teach the learners. In this case, the learners use their senses of hearing called ears in order to learn. Also, records inform of audio are generated concerning event in the society. This is done in order to preserve the information about the activities, such as discussion, travelling, entertainment, among others taking place during the programme. The audios as records generated help the stakeholders to recall what happened during the programme. Audios can be generated through different stages, such as the beginning, middle and end of the event. A study conducted by Amanda, Hugh and Sheryll (2019) on the effect of post-baccalaureate business certificates on job search: Results from a correspondence study, revealed that post-baccalaureate certificates were the records considered for employment, among others. From this finding, it can be seen that certificates are records that contain information needed for decision making.

The information include the name of the agency that issues the certificates, its owner, the reason for the creation of the certificates, the date, the place, where the certificate is created among others. The research conducted by Krishnan and Frank (2017) on web-based visual decision support system (WVDSS) for letter shop, revealed that letters were used to send a message directly addressed to a particular person or organization through web-based platform. The letters are records that can be used as evidence of a particular action. The research carried out by Hong and Manman (2020) titled the creation and evaluation of a grammar pattern list for the most frequent academic verbs, revealed among others that list of verbs on a particular surface was an important guide in accessing information. This can be used by individual when teaching among others. The list can be used like agenda of what is to be done because the items are arranged one after the other. Furthermore, list of items or programmes also called agenda was a record generated by individual and group about a particular activity. The purpose of this record is to guide the conduct of such activity. For example, during a particular programme, list can be used to form an agenda. This is because it can be created to contain information about the name of the programme, year, date, time, the people and what they will do among others.

In summary, from the literature reviewed in this section, different findings about types of records generated in the society are presented. From these findings, it is clear that there were different types of records generated in different organisations which included minutes of the meeting, posters, video, calendar etc. The differences in the types of records generated was due to the fact that, the organisations studied by the previous researchers had different responsibilities, some engaged in teaching, health care service etc., Also, from the review, it is clear that previous studies on records management, in which types of records generated were parts, focused on organisations such as Universities, Secondary School, among others, other than Voluntary Social Clubs. This shows that the types of records generated by

Voluntary Social Clubs were not investigated. As such, the researcher intends to study the types of records generated by Voluntary Social Clubs in Northern States, Nigeria, among other objectives.

2.3 Procedures through which Records are Managed by Individuals and Organisations in the Society

Records maintenance is very important in human life. It plays major role in preserving the information about human cultural heritage. The information can be that of wedding or naming ceremony, writing examination, meetings, teaching to mention but few. This information is stored in information carriers, also called records, which need to be maintained for future use. The records can be in the forms of papers, books, newspapers, journals, magazines, Compact Discs (CDs), Digital Versatile Discs (DVDs), flash, computer memories, handset memory and many others. Records are preserved in order to elongate their life span. Records are maintained by individuals as owners or by public institutions like schools, hospitals, companies, etc. A study conducted by Molepo and Cloete (2017) on proposal for improving records management practices of traditional institutions in Ga Molepo, South Africa, revealed among others that records were stored in handset memory for future use. Handset memory can be used to store records of different formats. They can be in the forms of texts, audio, visual, audio-visual, photographs etc. Aduku (2016) studied the protection and utilization of records in selected local government areas in Nigeria and found out among others that: records are kept in separate centre called archiving; regulating the living and non-living elements that cause damage to records; stitching; gumming; use of sacks and boxes and cleaning and regular dusting.

Regular dusting of the records is a way of maintaining them in the storage centres. Dust is an enemy to records. This is because it serves as a hiding place for micro-organisms. The organisms, if settled on the dust that is already on the records, eat the part of the records thereby reduce the quality of the carrier. Whenever, water or any other liquid settles on records and dust settles on it, the water could stick on the records destroy the intellectual content or physical carrier. This can be on both paper and electronic records. The study carried out by Zayyana (2018) on assessment of records creation and maintenance for proper administration in Islamic Schools in Zaria City, Kaduna State, revealed among others that computers were used in storing the records in form of computer folders. Computer folders are storage spaces in electronic environment where records are kept for future use. The research of Umar (2017) on the assessment of medical records maintenance in Katsina State General Hospitals, found out among others that physical folders were used in storing records. Physical folders are enclosed devices used to insert the records for patrons. Also, a research conducted by Bakare *et al*. (2016) on the assessment of records management practice in selected Local Government Councils in Ogun State, Nigeria, revealed among others that records were stored on shelves in order to maintain them. This means that there are different ways of maintaining records depending on the records and the individuals or organisations that own them.

Shelves are storage facilities in different sizes. There are small, medium and large shelves. Individuals and organisations use shelves in order to keep the records generated and collected for safety. Some records are kept in boxes arranged on shelves for ease of location and identification, e.g., by category. The research conducted by Abdulrazaq (2015) titled Management of University Records for Effective Administration of Universities in North-Central Nigeria revealed among others that cupboards were used in keeping the records of the universities. In universities, cupboards are used in order to maintain records created or received. It is a situation in which records are put in the device that has partitions in order to

store them. The partitions can be few or many. On their part, Dzifa, Reindolf and Prosper (2015) conducted a study titled analysis of records management and organizational performance, the finding of this study among others revealed that, in order to maintain records, such records were stored in the files. Storage of the records in the files is called filling. Filing is a way of maintaining records generated by individual or organisation. It is used to store records that are physical or electronic. In the same vein, Hassan (2017) conducted a research on assessment of the provision, utilization and maintenance of records in public secondary schools in Kaduna Metropolis, Kaduna State, Nigeria. He found out among others that records were stored in files in order to maintain them. For example, disciplinary committee records were filed and kept for future use. These records are needed for decision making whenever the need arises. As such, filing and preserving them help the owner to prevent them against threats that lead to their damage such as sunlight, chemicals, dust, excessive heat among others. In another study carried out by Ali and Hamza (2015) titled management and use of records in selected local government areas of Bauchi State, they found out among others that drawers, shelves, files and cabinets were used in preserving the records. These storage devices help in maintaining the records created and received. The devices are used in keeping the records in order to make sure that they are protected against damage. From the study carried out by Xi, Shin-Ping, Daniel, Nengliang, Vimal, Alan and Colin (2019) titled measuring electronic communication networks in virtual care teams using electronic health records access-log data, it was found out among others that electronic health records were preserved in virtual spaces. These spaces provide easy access to electronic health records.

The use of virtual space otherwise called online storage in preserving records is important. For example, electronic mail of an individual or organization can be used to store records for future use. Similarly, Krishnan and Frank (2017) investigated web-based visual

decision support system (WVDSS) for letter shop. From this study, it was revealed among others that letters sent as messages directly addressed to a particular person or organization through web-based platform, were also stored in the platform that was used in sending them. This is another form of preserving such records in an online environment. An individual or organization preserves their electronic records by keeping their copies sent to the people in the virtual environment. This can be used to access such records if the need arises. The research of Fabiana, Daniel, Jivaldo, Claudimir and Lúcio (2016) on fast analysis of terbutaline in pharmaceuticals using multi-walled nanotubes modified electrodes from recordable compact disc, revealed from other findings that compact discs were used in preserving records.

The use of compact Discs, digital versatile discs among other information storage devices is a way of preserving records. This is because the records stored in them if these devices are well protected are also protected against damage. The research carried out by Battini, Calzavara, Alessandro and Fabio (2018) on a method to choose between carton from rack picking or carton from pallet picking, revealed among others that carton was used as storage device for keeping records and wares. Cartons are used for records and archives storage. They are used by individuals or organisations to store their records for future use. These organisations include, schools, hospitals, business ventures, among others. Looking at the study conducted by Ukata and Wechie (2019) titled electronic records management and national development: A case of Nigeria. From this study, it was revealed among others that keeping records back up was a way of maintaining such records. Records back up is another version of a particular record created or received by individual or organisation. It is created in order to make sure that a particular record created is not missed. This is because of the importance of such record, which can be administrative, historical, legal among others. However, records back up can be in the forms of physical or electronic records. Physical

records back up has to do with reproduction of the records using papers, Compat disc, digital versatile disc, among others, while, electronic records back up has to do with keeping of a record in electronic formats such as online environment, among others. From another study carried out by Nwaomah (2015) titled political factors' influence on students' records management effectiveness in the Nigerian university system, some of the methods used in maintaining the records included restriction of unauthorized access to the records; protection of the records from disasters, in the forms of liquid, fire, etc. In summary, from the literature reviewed in this section, it is clear that there were different ways of maintaining records. They included the use of handset memory, regular dusting, regulating the excessive temperature of the records storage place, the use of computers, storage of the records in physical folders, shelves, cupboards to mention but few. However, the literature reviewed, focused on organisations such as local governments, traditional institutions, hospitals, universities, secondary school, among others, other than Voluntary Social Clubs. This implies that the ways records are maintained by Voluntary Social Clubs, were not investigated. Therefore, this study stands to investigate the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria, are maintained, among other objectives.

2.4 Procedures through which Records are Accessed by Individuals and Organisations in the Society

Access to records is necessary before utilizing their contents. It is an act of coming in contact with the records through physical or virtual means. Records that are in paper based are accessed physically. These records can be seen, touched, carried, read and interpreted, while records that are in online environment are accessed virtually. These records are electronic. There are some records that are electronic, but cannot be accessed virtually. These include records stored in compact discs (CDs), digital versatile discs (DVDs) etc. There are many ways of accessing records by the people in the society. These depend on the

organization, environment, records creator among others. Scholars conducted studies on records access. For example, Abswaidi, Anael and Khamisi (2017) investigated analysis of factors influencing information access among rural communities in Tanzania. The finding of this study indicated among others that users accessed electronic records in the form of text message sent by individual or group to them through mobile phone.

Text message is a documented information which is referred to records. These records are accessed using any type of mobile phone. The user of the phone receives documented information from an individual or group using mobile phone irrespective of the time, subject, among others. After receiving this, he or she will open and read the message for decision making. On his part, Shehu (2015) studied management of students' academic records in Federal Universities in North-West Nigeria: Implication for access and utilization, it was found out among others that records were accessed through the use of subject, which was used as a label on the storage devices. The devices can be sack, carton, box, etc. An individual who wants to access these records, can use the label on the storage devices. The label will help him or her to know the records stored in the devices as well as saving his or her time when a particular record is to be accessed. Similarly, Anil (2017) conducted a study on awareness and use of online public access catalogue services among the students of Department of English, Mathematics and Commerce of Kurukshetra University, Kurukshetra, Haryana, India. From the study, it was discovered among others that records were accessed through the use of their subjects. All records generated can be classified based on a particular subject.

The subject can be Agriculture, Education, Finance, Politics, among others. The subject of the records can be used to label them during storage. Both physical and electronic records can be accessed using their subjects. In the case of physical records, if they are stored

in cartons, sacks, drawers, cupboards etc., subject of the records stored in them can be written on them for easy access. Also, records stored in electronic information storage devices like computer files or folders, Compact Discs, Digital Versatile Discs, etc., can be accessed through the subject given to them during storage. From another study conducted by Esew (2015) on online information seeking behaviour of post graduate students in Ahmadu Bello University, Zaria, it was found out among others that records and information were accessed by the students through uniform resource locator otherwise called website address. In the same vein, Hamisu (2017) in his study titled effects of webquestonline learning strategies on the written English of Students of Senior Secondary Schools in Kaduna State, Nigeria, found out among others that records in the Internet were accessed through uniform resource locator. Uniform resource locator is a unique tool that helps an individual to access a particular record uploaded in the internet. It serves as a path through which an individual follows in order to access the electronic records. The records that can be accessed through uniform resource locator can be of different formats. They can be in the forms of pictures, audio, video and text. The text also can be in the forms of portable document format (PDF), hypertext mark-up language among others. The study carried out by Unobe (2015) titled availability and utilization of on-line information sources and services in Federal Universities' medical libraries in North-West Geo-political Zone of Nigeria, revealed among others that records in the online environment were accessed through electronic mail.

Records that are accessed through the use of electronic mail (e-mail) are online records. These records are accessed by individual where password and username are used. Another finding from a study carried out by Luqman and Jeremiah (2017) titled awareness, access and utilization of library catalogue by undergraduate students of the College of Law, Osun State University Osogbo, Osun State, Nigeria, revealed among others that records stored in a database were accessed through the use of the name of the author. The author of

the records is their creator. He or she can be an individual from any field of human endeavour such as History, Archeology, Agricultural Science, Library and Information Science, etc. However, an organisation can be the author of the records. For example, Ahmadu Bello University, Zaria, can create record in the forms of School Handbook, Bulletin, Circular, etc. These records can be accessed through the name of the university as author of the records if they are stored with the name of the creator. The research carried out by Abdulrazaq (2017) titled records keeping and good governance in Gboko Local Government Area, Benue State, revealed among others that records were stored and accessed using the date of their creation also called chronological method. Date given to the records during their storage can be the combination of date, month and year. It can be the year only given to the records stored in carton, box, sack, drawer, cupboard, among others. Furthermore, date can be used to access the records stored in the computer memory. For example, when a file or folder is created in the computer, and used as storage spaces of the records, an individual can give them a particular date during storage. The date can be used to access the records stored in such files and folder. Also, date can be used to access records stored in external information storage devices such as Compact Discs, Digital Versatile Discs, flash drive etc. From another study carried out by Aliyu (2015) titled assessment of the availability and utilization of electronic media in teaching social studies in colleges of education in Nigeria. It was revealed from other findings that social and web-based media were used in accessing information and records of the thoughts of other people for learning. This indicates that social media platforms are used in accessing records. The media are used by individual or group to post different forms of information.

The information post in these platforms, include texts, pictures, videos and audio. Accessing records using social media platforms, such as Facebook, WhatsApp, Twitter, Blog, LinkedIn, etc., is done through Internet. Whenever, the user of these platforms wants to

access a particular record or post, he or she will go to the site where it was posted. A study conducted by Asokan and Dhanavandan (2017) titled awareness and usage of online public access catalogue (OPAC) by students and faculty members: A case study, revealed from other findings that title of the records was used in accessing them. Title of the records is used to access them. This is a situation whereby an individual who stores the records uses the title as access point. When such records are to be accessed, the same titles used in storing them are used for their retrieval. This is because the title indicates the records that are to be accessed by the individual looking for them. The title is written on the carrier or storage device of the records. From the research conducted by Umar (2017) titled assessment of medical records maintenance in Katsina State General Hospitals, it was revealed among others that files and folders were used in accessing the records in General Hospital in Katsina State. These contained other records created in the course of medical activities, which included diagnosis, referral, admission among others. In records centres, some records are kept in special file or folder depending on their nature. This includes the size, content, format, among others. For example, an individual or group may decide to keep all photographs in a given folder. If such photographs are to be accessed, the folder will be used to access them. Also, when an individual or group decides to keep all letters in a given file, if such letters are to be accessed, the file where they are kept will be used. In another study, Dzifa *et al*. (2015) investigated analysis of records management and organizational performance. It was found out among others that the institution's records management is shifting from manual to electronic system of managing records by using computers and internet. This allows the users to complete and submit the information on time.

The electronic filing system prevents the users from making serious mistakes that could affect the operation and image of the institution. This indicates that computer was used in accessing the records stored in them. The computer icon in particular was used. This is

because each record stored in it is accessed using a given graphical representation which signifies a particular record stored in it depending on the label on the icon. Also, Zayyana (2018) conducted a study on assessment of records creation and maintenance for proper administration in Islamic Schools in Zaria City, Kaduna State. From the study, it was discovered among others that computer as a records storage device was used in accessing the records of the schools studied. The records of the schools were accessed using the identity given to them through the computer icons as graphical representation of the files and folders stored. However, from the literature reviewed in this section, different findings about procedures of accessing records are presented. From these findings, it can be seen that there were different procedures of accessing records used in different organisations. These included the use of author's name, subject of the records, file, folder, uniform resource locator, to mention but few. Also, from the review, it is clear that previous studies on records management, in which procedures of accessing the records were parts, focused on organisations and settings such as universities, secondary school, general hospital, rural community, etc., other than Voluntary Social Clubs. This implies that the procedures through which records are accessed by Voluntary Social Clubs, were not studied. Therefore, this study investigated the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria, are accessed, among other objectives.

2.5 Purposes of Utilisation of Records by Individuals and Organisations in the Society

Records utilisation is a continuous process. It is done for several purposes. This depends on the types and owners of the records. Some of the purposes of utilising records were reported by different scholars in their studies. For example, Aduku (2016) in his study titled protection and utilization of records in selected local government areas in Nigeria, reported that people in the organisation used records for several purposes, such as to understand procedures of the organisations, to comply with regulations, to make reference to

issues earlier treated and to increase knowledge of the organizational processes. Here, the records created, generated or received by the organizations help them in their daily activities. The activities include approval, appointment, promotion of staff, demotion, to mention but a few. Without records, these activities cannot be carried out. On their part, Akwasi, Baffour and Hagar (2018) conducted a study on conversion of polytechnics to Technical Universities (TUs): Challenges in administrative records management in TUs in Ghana, at the end of this study, they reported among others that records were utilized in order to make a decision. In this case, an individual or group of people in the society, needs records in order to make decision.

The decision can be in any field of human endeavours, such as education, agriculture, politics, security, environmental control, communication, among others. From the research of Molepo and Cloete (2017) titled proposal for improving records management practices of traditional institutions in Ga Molepo, South Africa, another reason for utilization of records was reported. The report among others was that records were needed for evidential purpose. They indicated that when it came to the issue of opening bank account, records were used as evidence for that. These include personal identification records, photograph etc. This shows that records can be used as evidences of action. This action can be the one carried out by individual or organisation. The action can be proved if the records generated to back it contain complete information about it. In the same vein, Yaman, Joseph and Yazan (2016) conducted a study titled examining the relationship between firm's financial records and security vulnerabilities. From the findings of this study, it was revealed among others that financial records were evidences of action. This means that records are tools that are used in order to find out the status of a given action. The study of Ruicong, Ryan, Alexander and Matthew (2015) titled an exploration of donor giving patterns and optimal solicitation strategies, revealed among others that records inform of registers, receipts, invitations etc.,

were used for request, evidence and guideline in the course of donor giving patterns and solicitation activities. Therefore, records can be used as tools for solicitation of money, equipment etc. In this case, if an individual or organization wants to solicit something from a particular donor, the donor may demand for proposal about the programmes that will be carried out using the donation.

The proposal is a record that contains the name of the programme, the purpose, the location, the date, the amount of money needed to carry out the programme etc. From another study carried out by Robin, Rob, David and David (2019) titled using species records and ecological attributes of bryophytes to develop an ecosystem health indicator. It was revealed from other findings that species records in the forms of texts, pictures etc., were used as guideline for action, historical, among other reasons by scientists, policy makers, government agencies, among others in order to carry out an action. This means that the records created or received by an individual or group about species of plant and animal constitute sources of information. These sources can be referred to for information acquisition. In another study conducted by André, Nicolas, Matthieu, Kristell, Amine, Letord, Pascal, Stefan and Jacques (2019) titled impact on medical practice of accessing pharmaceutical records, they found out among others that pharmaceutical records were used for reference purpose. They indicated that new information was obtained from the records when they were referred to. The records which contain information about pharmaceutical process and product help the information seekers in the profession when the need arises. Hence, preserving such records is important. Looking at the research of Karl, Elaine, Richard, Alex, Owen, Christopher, Jane, Jose, Patrick, Chris and Geoff (2017) titled process mining routinely collected electronic health records to define real-life clinical pathways during chemotherapy, the authors discovered among others that the records collected in the course of routine care were used for investigation of the current clinical practice. This is because the use of routinely collected

information that is electronic health records enhances service delivery and facilitates clinical research. Furthermore, the records used to identify patterns of care in order to detect improvements in the health care system. Likewise, Gault, Fischer, Nicand, Burelle, Burbaud and Koeck (2019) conducted a study on assessment of vaccination coverage of adolescents aged 16–18 years with an innovative electronic immunization record system. It was discovered that innovative electronic immunization records were used to investigate coverage on vaccination. From these records, it was revealed that there was insufficient vaccine coverage among adolescents aged 16–18 years, who participated in the National Defense Preparation Day in 2013 in the Aquitaine region.

Electronic immunization record was useful in collecting vaccination data and that the National Defense Preparation Day organized in France was a good opportunity to collect health data among adolescents aged 16–18 years. Therefore, records were sources of fact about activities such as diagnosis, meeting, teaching and learning, travelling to mention but a few, carried out in the society. The research carried out by Duan, Zheng, Zhou, Wang, Cao, Cao, Cui, He and Xiao (2018) on evaluation of a school entry immunization record check strategy in 4 counties of Ningxia and Hubei provinces, China, revealed among others that the records were used for identification of incompletely vaccinated children. This shows that records can be used for detection purpose to identify the fact about people, places, actions among others. In another research, Gatera, Uwimana, Manzi, Ngabo, Nwaigwe, Gessner and Moïsi (2016) investigated use of administrative records to assess pneumococcal conjugate vaccine impact on pediatric meningitis and pneumonia hospitalizations in Rwanda. From the study, the result among others showed that administrative records such as registers were used in providing information to stakeholders in health care system in Rwanda. This information could be used administratively for decision making in health care system in the country. Example of records that were used in this study were district hospital admission logs.

Therefore, records are important tools that are used in order to carry out administrative activities of planning, implementation and evaluation of programmes in the society. Equally, John, Niamh and Adele (2015) conducted a study on using census and administrative records to identify the location and occupancy type of energy inefficient residential properties, it was revealed among others that records were used for the purpose of administration.

From the census and administrative records used in the study, it was clear that there is a substantially greater likelihood that the elderly, or families living in rental properties live in the most energy inefficient properties. This indicates that records irrespective of their types, can be used to find out administrative fact in the fields of human endeavours. From their research, Jiyeon and Jooyung (2016) studied effects of keeping financial records on financial soundness of households. From the study, the result among others revealed that household financial records such as account books were used for the facilitation of knowing financial status. This records were used by the Korean households both men and women in order to achieve sound financial management. This means that financial records are necessary for achieving good financial management by individual, group of individuals irrespective of occupation, environment, gender among other characteristics. Correspondingly, Adu (2016) studied financial record keeping and small and medium enterprises performance in Nigeria. At the end of this study, it was discovered among others that financial records keeping helped in knowing the Small and Micro Enterprises' performance in Nigeria. This is because the records were used in accessing information about the enterprises activities which included production or designing of goods and services, packaging, marketing etc. The study conducted by Kathleen (2019) titled invitations as request-for-service mitigators in academic discourse, reported among others that invitation cards were used to request for the presence of people to a particular place. These cards are records used in inviting people especially

community leaders, business men and women, politicians, religious leaders etc., in the society to an event. These cards can be in the forms of special invitation cards, letters, etc.

Individual, group of individuals or organisation use the records to invite people in the society to their event. The events include marriage, matriculation, execution of projects, convocation among others. Similarly, Li (2018) in a study titled predicting online invitation responses with a competing risk model using privacy-friendly social event data, it was revealed among others that invitation cards were used to request for the presence of people to an event. This was achieved using past social event participation data to infer a network structure among people, who accept or reject invitations. This means invitation cards are records that can be used to attract people to a particular event. The research of Olufemi and Johnson (2019) titled the impact of record keeping on the performance of selected small and medium enterprises in Lagos Metropolis, revealed among others that receipts etc., were used in accounting of financial matters. Financial matters involve income and expenditure of an individual or organization. This is because the income and expenditure are expected to be recorded for accountability. In summary, from the literature reviewed in this section, there were many reasons for using records by the people in the society. These were reported through the findings of the literature reviewed. Some of these reasons included: to understand procedures of action, compliance with regulations, make reference, serve as evidence, among others. Also, from the review, it was seen that previous studies on records management, in which reasons for utilization of records were included, focused on organisations such as, hospitals, rural community, small and medium enterprises, etc., other than Voluntary Social Clubs. This implies that reasons for utilization of records by Voluntary Social Clubs, were not studied. Therefore, this study attempts to investigate the reasons for utilisation of records by the Voluntary Social Clubs in Northern States, Nigeria, as one of the objectives of the study.

2.6 Extent at which the Records Managed by Individuals and Organisations in the Society Satisfy their Needs

The essence of records utilisation is to satisfy the information need of the users. This is because people need information in order to carry out their daily activities. These activities include teaching, learning, farming, diagnosis, travelling, etc. At any given usage of the records by an individual, the extent of satisfaction derived from such records can be determined. The extent can be high, moderate or low, depending on the need of an individual, who wants to determine the extent of the satisfaction derived from the utilization of the records. The findings of scholars about the extent of satisfaction derive from the utilization of records irrespective of the environment, types of records used, users of the records among others, were reported in different literature. For example, a study conducted by Nirajan *et al*. (2018) titled development of on-site poster to influence pedestrian jaywalking behavior, revealed among others that people were highly satisfied with the use of poster because the information it contained showed the threat associated with illegal crossing at intersections, increased intention to obey the traffic signals. This shows that posters are used as tools to inform, enlighten, entertain, and educate, the public in the society. They are used to disseminate information in different fields of human endeavor, which include religious, social, political, educational, health, among others. On his part, Hassan (2017) conducted a study on assessment of the provision, utilization and maintenance of records in public secondary schools in Kaduna Metropolis, Kaduna State, Nigeria. From this study, it was found out among others that principals, teachers and supervisors, were highly satisfied with the use of examination records, lesson note and scheme of work. This means that these records contained information that the school stakeholders needed for the management of the school. In another research, Aliyu (2017) studied effects of pictures and realia on academic performance of junior secondary school students in basic technology in Kaduna State,

Nigeria. From this study, it was revealed among others that utilization of photographs to teach students in the school was highly important.

Records in the forms of photographs are very important tools that are used in preserving information in the society. They are generated, kept and used for historical, evidential, administrative and other purposes. They are found in archives, libraries, museums, offices, houses, banks etc. Looking at another research, Adamu *et al*. (2018) investigated use of audio-visual materials in teaching and learning of classification of living things among secondary school students in Sabon- Gari Local Government Area of Kaduna State. From this study, it was revealed among others that utilization of audio-visuals in teaching students in the school was highly beneficial.

Audio-visuals, otherwise called videos, can be of any given event in the society. They are sources of administrative, financial, evidential and historical information. These are called oral records. They are oral because there is element of sound in them. Videos of the event are also called electronic records. This is because they are generated, accessed and used with the use of electric charges. In the same vain, Valerio, Neil, Ronan, John, Sharmila, John, Austin, Tom and Mark (2019) studied use of laparoscopic videos amongst surgical trainees in the United Kingdom. It was found out among others that surgical trainees were highly satisfied with the use of videos in learning. They require laparoscopic videos to have supplementary educational content, in order to maximize their learning and skill development. This is because through these videos, pictures, charts, graphs, texts, audios, among others are easily disseminated to the learners. From another research conducted by Olufemi and Johnson (2019) on the impact of record keeping on the performance of selected small and medium enterprises in Lagos Metropolis, it was revealed among others that the use of receipts led to the achievement of the high benefit in supporting business audit and research as well as resource allocation and performance planning. Receipts, registers among others, are very

important in business management. They contain information about income, expenditure, among others. They are used in order to acquire information about business activities in the society. These activities include production or buying of products, payment for services, selling of products, distribution of the products, rendering of services, records keeping, among others. The research carried out by Anthony and Alan (2016) on the role of emails and covering letters in negotiating a legal contract: A case study from Turkey, revealed among others that legal practitioners were highly satisfied from the use of letters in the assessment of legal negotiation of a commercial contract. These people were centrally concerned with reaching mutual agreement on the terms and conditions of a particular Distribution Agreement. The study carried out by Gatera *et al*. (2016) titled use of administrative records to assess pneumococcal conjugate vaccine impact on pediatric meningitis and pneumonia hospitalizations in Rwanda, it was found out among others that admission registers, contributed immensely in discovering the severe pneumonia and suspected meningitis hospitalization rates.

The rates from the records decreased by 70/100,000 and 11/100,000 children for 2012 compared to baseline, respectively. This indicates that these records led to the achievement of maximum satisfaction in the exploration of the impact of pneumococcal conjugate vaccine on pediatric meningitis and pneumonia hospitalizations in Rwanda. On their part, Jean-Guillaume, Erich, David and Pernet (2020) studied elimination-based certificates for triangular equivalence and rank profiles. From this study, it was found out among others that certificates were highly important because they enabled somebody to verify the row or column rank profiles or the whole rank profile matrix faster than re-computing them, with a negligible overall overhead. The research of Andraz, Gregor, and Katja (2016) on the effect of email invitation elements on response rate in a web survey within an online community, revealed among others that electronic mail invitation was highly useful. This is because plea

for help in an email invitation increases the response rate. Similarly, Alinane *et al*. (2015) carried out a research titled invitation cards during pregnancy enhance male partner involvement in prevention of mother to child transmission (PMTCT) of human immunodeficiency virus (HIV) in Blantyre, Malawi: A randomized controlled open label trial. It was revealed among others that invitation card significantly increased the proportion of women who were accompanied by their male partners for the PMTCT services. The card was a feasible strategy for male involvement in prevention of mother to child transmission, PMTCT. This implies that the users of invitation card were highly satisfied with it as it increased the presence of women, who were accompanied by their male partners for the PMTCT services.

From the research of Krishnan and Frank (2017) on web-based visual decision support system (WVDSS) for letter shop, it was revealed among others that the use of letter sent as message directly addressed to a particular person or organization through web-based platform, was highly important in accessing the information it contains. In summary, from the literature reviewed in this section, different findings about the extent of satisfaction with the use of records are presented. From these findings, it is clear that there were different types of records used in different organisations which included, posters, video, invitation card, letter, admission register, certificate, among others. The findings indicated that various organisations such as hospitals, secondary schools, etc., were satisfied with the use of records in their activities, which included, teaching, inviting people, information dissemination, etc., where the extent of satisfaction in the forms of highly satisfied, contributed immensely, among others, were reported. Also, from the review, it is clear that previous studies on records management, in which the extent of satisfaction with the use of records directly or indirectly was a part, focused on organisations such as hospitals, secondary schools, among others, other than Voluntary Social Clubs. This implies that the extent of satisfaction with the

use of records of Voluntary Social Clubs, was not investigated. Therefore, this study investigated the extent of satisfaction with the use of records of Voluntary Social Clubs in Northern States, Nigeria, among other objectives.

2.7 Review of Empirical Studies

This section presents the summary of some of the empirical studies reviewed. These studies were conducted in different organisations such as universities, hospitals, secondary schools, local government areas, among others. The studies were reviewed in line with the research questions used. They are presented as follows:

Adamu *et al*. (2018) studied use of audio-visual materials in teaching and learning of classification of living things among secondary school students in Sabon Gari Local Government Area of Kaduna State. Audio-visual materials also called videos are very important in teaching and learning. One of the objectives of this study was to find out the effect of the use of audio-visual materials on the academic achievement of students. Quasi-experimental research design was used. The finding of this study among others indicated that videos were records generated and used in teaching and learning in the school. It was concluded that the use of audio-visuals otherwise called videos in teaching classification of living things played the role of enhancing students' academic performance in secondary school students in Sabon Gari Local Government Area of Kaduna State.

Hassan (2017) conducted a study titled assessment of the provision, utilization and maintenance of records in public secondary schools in Kaduna Metropolis, Kaduna State, Nigeria. Records are important sources of information regarding school management. Some of the objectives used were to find out the provision of statutory records, determine the utilization of statutory records, determine the maintenance of statutory records in public secondary schools in Kaduna Metropolis. Descriptive survey research design was adopted for

this research. It was discovered among others that calendars were the records generated in the schools. They were used to inform the public about the activities or events engaged in by the schools. It was concluded that there was adequate provision, utilization and maintenance of records in public secondary schools in Kaduna Metropolis, Kaduna State, Nigeria.

Nirajan *et al*. (2018) conducted a study on development of on-site poster to influence pedestrian jaywalking behavior. Jaywalking and distracted walking behaviors are traffic violations that contribute significantly to road traffic crashes, including crashes at intersections. Jaywalking blitzes by police after pedestrian crashes may not address many of the issues that cause the vast majority of these crashes. However, posters are used by people to acquire information even during walking on the streets. The objective of this study was to design an intersection safety poster to influence jay walking behavior. Survey research method was used in this study. From the study, it was found out among others that posters were the records generated for information dissemination to the pedestrians. It was concluded that posters were important tools of information dissemination. They are used as communication tools to promote desirable pedestrian behavior.

Geremew (2017) investigated the practices and challenges of public relations within two Ethiopian towns: Harar and Dire Dawa. Records inform of notice carry information aimed to notify the general public about a particular programme. The objectives of this study were to find out the roles and functions of public relations within the organizations in Harar and Dire Dawa towns, among others. Survey research method was used in this study. It was found out among others that records in the forms of documents of notice to the general public were used to communicate to the public. It was concluded that records in the forms of documents of notice to the general public were important tools of communication.

Aliyu (2017) investigated the effects of pictures and realia on academic performance of junior secondary school students in basic technology in Kaduna State, Nigeria. Records in

the forms of photographs are very important in the society. The objective of this study among others was to determine the effect of pictures and realia on the academic performance of junior secondary school students in basic technology. The study adopted pre-test, post-test, control group design. It was revealed among others that photographs were records used to teach students in the school. In conclusion, it was clear that the used of pictures and realia in teaching improved the academic performance of junior secondary school students in basic technology in Kaduna State, Nigeria.

Abdulrazaq (2015) studied management of university records for effective administration of universities in North-Central Nigeria. Records management is an important issue in the management of the university system. The research questions used sought to find out the types of filling, retention, and disposal methods being used to enhance effective management of records administration, extent at which the staff needed for records management to enhance effective administration, types of storage facilities made available for records management to enhance effective administration of universities in the North Central Nigeria, among others. A descriptive survey research design was adopted in carrying out this study. The finding of this study among others indicated that cupboards were used in keeping the records of the universities in North-Central Nigeria. It was concluded that records play immeasurable roles in administration because managers and administrators employ them on a routine basis for carrying out diverse administrative duties especially decision making.

Xi *et al*. (2019) studied measuring electronic communication networks in virtual care teams using electronic health records access-log data. Electronic health records are important sources of information concerning health care system. The objective of this study was to develop methods for measuring electronic communication networks in virtual care teams using electronic health records (EHR) access-log data. Survey research method was used. The finding of this study among others showed that electronic health records were preserved in

virtual spaces. The conclusion of this study indicated that the use of virtual spaces in preserving health records is effective.

Dzifa *et al*. (2015) conducted a study titled analysis of records management and organizational performance. Records management guideline is instrumental in the efficient and effective control of the organisational records. The study sought to find out the relevance of effective records management, problems associated with records and information management, as well as the effect of proper records management on the performance of the organization. Survey research method was used in this study. The finding of this study among others revealed that in order to maintained records, such records were stored in the files. It was concluded that the use of guidelines and policies led to sound records management.

Bakare *et al*. (2016) carried out a research titled an assessment of records management practice in selected Local Government Councils in Ogun State, Nigeria. Records are important resources needed for the management of any organization. The objectives of this study among others were to ascertain the classes of records created, maintained, and used by the selected local government councils, as well as their formats; the storage facilities and level of security provided for these records. Survey research method was used in carrying out this study. The finding of this study among others revealed that records were stored on shelves in order to maintain them. It was concluded that records management practice in selected Local Government Councils in Ogun State, Nigeria, was not effectively carried out.

Nwaomah (2015) carried out a study on political factors' influence on students' records management effectiveness in the Nigerian university system. Students' records are critical in achieving university's goals and objectives. The study focused on students' record management effectiveness as well as the political factors that influenced the effectiveness of

students' records management in the Federal, State and Private Universities in Nigeria. Survey research design was employed for this study. The findings of this study included, restriction of unauthorized access to the records, protection of the records from disasters, etc. It was concluded that political factors had influence on the effective management of students' records in the Nigerian universities.

Anil (2017) conducted a study on awareness and use of online public access catalogue services among the students of Department of English, Mathematics and Commerce of Kurukshetra University, Kurukshetra, Haryana, India. Libraries play a major role in institutions of learning. They provide information resources in both print and non-print formats to its user. These are accessed through the use of catalogues. The objectives of this study were to find out the awareness, frequency of use, pattern of search of information resources, by the students using online public access catalogue among others. Descriptive survey research design was used in this study. From this study, it was discovered among others that records were accessed through the use of their subjects. It was concluded that online public access catalogue was an important tool that facilitated access to the documents kept in the libraries.

Shehu (2015) studied management of students' academic records in Federal Universities in North-West Nigeria: Implication for access and utilization. Records are sources of information needed for the management of the university. The objectives of this study sought to find out the types of students' academic records generated, the procedures through which students' academic records are accessed and utilized etc. Survey research design was used in this study. It was found out among others that records were accessed through the use of subject, which was used as a label on the storage devices. It was concluded that management of students' academic records in Federal Universities in North-West Nigeria, was fairly carried out.

Hamisu (2017) Studied the effects of webquestonline learning strategies on the written English of students of senior secondary schools in Kaduna State, Nigeria. The objectives of this study sought to determine the difference between the written English mean performance score of the students exposed to WebQuest online learning strategies and those not exposed to the treatment, the difference between the narrative essay mean performance score of those exposed to WebQuest online learning strategies and those not exposed to the treatment. Quasi-experimental research design was used in this study. It was found out among others that records in the Internet were accessed through uniform resource locator. It was concluded that webquestonline learning strategies were effective on the written English of students of senior secondary schools in Kaduna State, Nigeria.

Unobe (2015) carried out a research on availability and utilization of on-line information sources and services in Federal Universities' medical libraries in North-West Geo-political Zone of Nigeria. The objectives of this study sought to find out the online information sources and services available for users, ascertain the use and the extent to which online information sources and services utilize as well as identify the level of satisfaction to users of the online information sources and services in Federal Universities Medical Libraries in North West Zone of Nigeria. Survey research design was used in this study. The finding of this study among others revealed that records in the online environment were accessed through electronic mail. It was concluded that despite the availability of online information sources and services in libraries, accessibility and effective utilization of on-line information sources and services in Federal Universities' medical libraries in North-West Geo-political Zone of Nigeria, were not up to the expectation.

A study carried out by Luqman and Jeremiah (2017) titled awareness, access and utilization of library catalogue by undergraduate students of the College of Law, Osun State University Osogbo, Osun State, Nigeria. The objectives of this study sought to find out the

influence of awareness programme on utilization of the library catalogue, ascertain the influence of access point on utilization of the library catalogue as well as influence of awareness and access on utilization of library catalogue by undergraduate students of the College of Law, Osun State University, Osogbo, Osun State, Nigeria. Survey research design was used in this study. It was found out among others that records stored in a database were accessed through the use of the name of the author. It was concluded that the awareness programme and access points contribute immensely to the utilization of library catalogue.

Molepo and Cloete (2017) conducted a study on proposal for improving records management practices of traditional institutions in Ga Molepo, South Africa. The way in which an institution treats its records is crucial for its survival in a rapidly changing society. The purpose of this study was to investigate the records management practices and challenges faced by traditional institutions of leadership and governance in Ga Molepo, Limpopo, South Africa. Cross-sectional survey was used in this study. It was reported among others that records were needed for evidential purpose. It was concluded that records management was a neglected areas in traditional institutions. Due to lack of awareness and the absence of guidelines and standards, there were no real modern records management practices in such institutions.

Karl *et al*. (2017) studied process mining routinely collected electronic health records to define real-life clinical pathways during chemotherapy. There is growing interest in the use of routinely collected electronic health records to enhance service delivery and facilitate clinical research. It should be possible to detect and measure patterns of care and use the data to monitor improvements but there are methodological and data quality challenges. This study focused on establishing reproducible methods of process-mining electronic health records, using the outputs derived to define and quantify patient pathways during

chemotherapy, and gathering robust data which is structured to be able to inform a cost-effectiveness decision model of home monitoring of neutropenic status during chemotherapy. Survey research method was used. The authors discovered among others that the records collected in the course of routine care were used for investigation of the current clinical practice. It was concluded that the use of routinely collected patient records led to the production of accurate models of the real-life experiences of chemotherapy patients and generation of clinically useful information.

Duan *et al*. (2018) conducted a study on evaluation of a school entry immunization record check strategy in 4 counties of Ningxia and Hubei provinces, China. China has a national requirement that children's vaccination status is to be checked upon entry to kindergarten and school. Most provinces have Immunization Information Systems (IIS) that contain and manage vaccination records of children served by immunization clinics. This study focused on determining the effect of their school entry immunization record checking strategy (SECS) on vaccination coverage and rate of catch-up for selected vaccines. Survey research method was used. The finding among others indicated that records were used for identification of incompletely vaccinated children. This shows that records can be used for detection purpose to identify the fact about people, places, actions among others. It was concluded that school entry immunization record checking strategy was important in knowing the vaccination coverage and rate of catch-up for selected vaccines.

Jiyeon and Jooyung (2016) studied the effects of keeping financial records on financial soundness of households. Financial records are important sources of information about household’s income and expenses. The objectives of this study were to find the levels of keeping financial records among Korean households, and the effect of keeping financial records on financial soundness of households. Survey research method was used. From the

study, the result among others revealed that household financial records such as account books were used for the facilitation of meeting financial target. This records were used by the Korean households both men and women in order to achieve sound financial management. It was concluded that keeping financial records helped in achieving financial soundness of households.

Olufemi and Johnson (2019) investigated the impact of record keeping on the performance of selected small and medium enterprises in Lagos Metropolis. The importance of Small and Medium Enterprises (SMEs) in many economies cannot be over emphasized as they play vital roles in the economy of both developed and developing countries such as employment generation and poverty reduction among others. The objectives of this study were to analyse the extent to which accounting information was being used to measure financial performance of SMEs, analyse the degree to which accounting information was being adopted in measuring financial performance by SMEs in Nigeria, describe the restraint of SMEs to implementing accounting system, among others. Survey research method was used. At the end of this research, they reported among others that receipts etc., were used in accounting of financial matters. It was concluded that the major benefits of keeping proper records was to know the performance of the business and that record keeping was key to the success of the business.

Valerio *et al*. (2019) studied use of laparoscopic videos amongst surgical trainees in the United Kingdom. Electronic records in the forms of videos are important teaching aids used during instruction. They can be used in teaching large population of the learners. It can be used in the physical or virtual space in order to disseminate information to the learners irrespective of the place, time, among others. This study focused on assessing the current use of laparoscopic videos amongst surgical trainees in the United Kingdom. Survey research

method was used in carrying out this study. It was found out among others that surgical trainees were highly satisfied with the use of videos in learning. It was concluded that surgical trainees considered videos as useful tools in laparoscopic surgery training. They required laparoscopic videos to have supplementary educational content such as English commentary, the use of snapshots and diagrams.

Andraz *et al*. (2016) studied the effect of email invitation elements on response rate in a web survey within an online community. Electronic mail is an important tool that can be used to invite people to a particular place. This study focused on finding whether making authority, plea for help, and sense of community salient in email invitations determines the response of the participants. Survey research method was used in this study. The finding of this study among others indicated that electronic mail invitation was highly useful. This is because plea for help in an email invitation increases the response rate. It was concluded that email invitation had significant relationship with response rate in a web survey within an online community.

Alinane *et al*. (2015) investigated invitation cards during pregnancy enhance male partner involvement in prevention of mother to child transmission (PMTCT) of human immunodeficiency virus (HIV) in Blantyre, Malawi: A randomized controlled open label trial. Invitation card is an important tool of calling people to a particular place. The purpose of this study was to evaluate the efficacy of an invitation card to the male partners as a strategy for male involvement in PMTCT services by comparing the proportion of pregnant women that were accompanied by their partners between the intervention and the non-intervention study groups. An experimental method was used in this study. It was revealed among others that invitation card significantly increased the proportion of women who were accompanied by their male partners for the PMTCT services. The card is a feasible strategy for male involvement in prevention of mother to child transmission, PMTCT. This implies

that the users of invitation card were highly satisfied with it as it increased the presence of women who were accompanied by their male partners for the PMTCT services. It was concluded that invitation card played an important role in male involvement in prevention of mother to child transmission services.

Krishnan and Frank (2017) investigated web-based visual decision support system (WVDSS) for letter shop. Web-based Visual Decision Support System (WVDSS) is an important tool that allows organization to successfully turn around the scheduling and capacity planning function along with extending the success to customer service, and warehouse operations. This study focused on implementation of a web based decision support system in a direct mail (letter shop). Survey research method was used in this study. It was revealed among others that the use of letter sent as message directly addressed to a particular person or organization through web-based platform, was highly important in accessing the information it contains. It was concluded that web based decision support system in a direct mail (letter shop) was effective.

Gatera *et al*. (2016) conducted a study titled use of administrative records to assess pneumococcal conjugate vaccine impact on pediatric meningitis and pneumonia hospitalizations in Rwanda. This study focused on retrospective use of routinely collected data to estimate pneumococcal conjugate vaccine impact in Rwanda. Document analysis was used in this study, where data was collected from admission registers at five district hospitals on children aged less than 5 years admitted for suspected meningitis and pneumonia. Clinical and laboratory data on meningitis from sentinel surveillance at the national reference hospital in Kigali was acquired. It was found out among others that admission registers, contributed immensely in discovering the severe pneumonia and suspected meningitis hospitalization rates. It was concluded that the use of administrative records was significant in assessing the

impact of pneumococcal conjugate vaccine on pediatric meningitis and pneumonia hospitalizations in Rwanda.

Based on the review of empirical studies in this chapter, it is clear that they were conducted in different organisations such as universities, hospitals, secondary schools, local government areas, among others. The objectives of these studies included those that sought to find out the types of records generated, the procedures through which such records were maintained, reasons for the utilization of the records generated, among others. Also, most of these studies were conducted using survey research method. The findings of these studies based on the types of the activities the organisations engaged in included: Security of lives and properties, environmental clearance, building of schools, enlightenment campaign etc. Those based on the types of records generated included: Minutes of the meeting, posters, video, calendar etc. Those based on the procedures of maintaining the records were: The use of handset memory, regular dusting, regulating the excessive temperature of the records storage place, the use of computers, storage of the records in physical folders, shelves, cupboards etc. Those based on the procedures of accessing the records were: The use of author's name, subject of the records, file, folder, uniform resource locator, to mention but few. Those based on the purposes of utilization of the records were: To understand procedures of action, compliance with regulations, make reference, serve as evidence, among others. On the part of the extent of satisfaction with the utilization of the records, some of these findings indicated that the users of the records such as posters, video, invitation card, letter, admission register, certificate, among others, were satisfied with the use of the records in their activities, which included, teaching, inviting people, information dissemination, etc., where the extent of satisfaction in the forms of highly satisfied, contributed immensely, among others, were reported. This implies that the aims, objectives and research methods used by these studies are in line with those of this study. Therefore, there is relationship

between the literature reviewed in this study and the aim and objectives of this study. However, the summary of the empirical studies reviewed in this chapter indicates that such studies were conducted in organisations other than voluntary social clubs. This implies that voluntary social clubs records management practice for community services in Northern States, Nigeria, were not investigated. Hence, the reason for this study.

2.8 Summary of the Review

This study focuses on Voluntary Social Clubs records management for community services in Northern States, Nigeria. The literature reviewed in this study were in line with the research questions of the study. They are presented as follows: The types of records generated included minutes of the meeting, posters, video, calendar, etc. The procedures of maintaining the records included the use of handset memory, regular dusting, regulating the excessive temperature of the records storage place, the use of computers, storage of the records in physical folders, shelves, cupboards, etc. The procedures of accessing the records were, the use of author's name, subject of the records, file, folder, uniform resource locator, to mention but few. The purposes of utilisation of the records were to understand procedures of action, compliance with regulations, make reference, serve as evidence, among others, while the extent of satisfaction with the utilisation of the records indicated that the users of the records such as posters, video, invitation card, letter, admission register, certificate, among others, were satisfied with the use of the records, where the extent of satisfaction in the forms of highly satisfied, contributed immensely, among others, were reported. However, from this review, it is clear that previous studies on records management focused on organisations such as universities, hospitals, secondary school, among others, other than Voluntary Social Clubs. This implies that Voluntary Social Clubs records management practice for community services in Northern States, Nigeria, were not investigated. This is the

gap the researcher filled in this study. The study focused on Voluntary Social Clubs records management practice for community services in Northern States, Nigeria.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the research methodology adopted. It is divided under the following sub-headings:

3.2 Research Design Adopted

3.3 Population of the Study

3.4 Sample and Sampling Technique

3.5 Instrument for Data Collection

3.6 Validity and Reliability of the Instrument

3.7 Procedure for Data Collection

3.8 Procedure for Data Analysis

3.2 Research Design Adopted

Descriptive cross-sectional survey research design was adopted for this study. This is because the data was collected from states in Northern Nigeria, which cut across three geo-political zones. The zones are North-West, North-East and North-Central. It is descriptive because the research focuses on finding out the method of records management of the Voluntary Social Clubs categorically. On the cross-sectional part, Aamir (2015) said that cross-sectional design allows the researcher to collect data across sections of the population in a single study within short period of time. It is also survey because it allows the researcher to get insight into the thoughts and opinions of the respondents under study. David and Alan (2019) indicated that survey research can be used to collect information on a wide range of things including facts, personal attitude, past experience etc. from the respondents. In survey research, information is collected from the respondents in relation to the aim and objectives

of the study, which is subjected to analysis and interpretation. At the end of the study, this information is used in order to come with the findings as well as conclusion of the study.

3.3 Population of the Study

The population of this study comprises the members of Voluntary Social Clubs from the geo-political zones in Northern Nigeria. Heads, Secretaries or any staff that the head of the club assigns responsibility to respond to the researcher were used in collecting data for this study. For each Voluntary Social Clubs in Northern States, Nigeria, one person, the chairman, was used to collect data from. Eighty four (84) Voluntary Social Clubs comprises the population of this study. This was obtained from the Nigerian Network of Non-governmental Organisations in 2020. Appendix III presents the population of this study. Table 3.1 presents the summary of the population of this study.

Table 3.1: Population of the Study

S/N	Voluntary Social Clubs in Northern States of Nigeria according to their Zones	Number of Voluntary Social Clubs
1.	Voluntary Social Clubs in North-West	34
2.	Voluntary Social Clubs in North-East	17
3.	Voluntary Social Clubs in North-Central	33
Total		**84**

Source: Nigerian Network of Non-governmental Organisations, 2020

3.4 Sample and Sampling Technique

The researcher used the entire members of the population of this study. The entire members of the population were used because the researcher was able to manage the population. Also, Ramakrishnan (2015) maintained that if the population of the study in

research is less than three hundred (300), the entire members of that population can be used. Hence, the reason for the use of the entire population.

3.5 Instrument for Data Collection

The instrument for data collection was questionnaire. It was used because the respondents were literate in English language and were capable of filling the questionnaire without the assistance of anybody. The questionnaire used was developed by the researcher. The questionnaire was a structured one. This is because it contains the answers that the respondents could select from. Nikhil (2015) maintained that structured questionnaire focuses on definite and specific questions need to be collected by the researcher. The questionnaire contains closed-ended questions. This is because the data collected was analysed quantitatively. This is in line with the submissions of Shivaji (2017) and Sayyed (2020) who maintained that closed-ended questions allow the researcher to collect data that are easily quantified.

The questionnaire was divided into six (6) sections. Dividing questionnaire into sections is important because each section collected specific information in order of the objective of the research. This is in line with the submission of John (2019) who pointed out that a good questionnaire is constructed in a logical way in order to collect and analyse the data easily. Section A consists of demographic information. Section B consists of type of records generated for community services by the Voluntary Social Clubs in Northern States, Nigeria. Section C consists of procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are managed for community services. Section D consists of procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are accessed for community services. Section E consists of purposes records of the Voluntary Social Clubs in Northern States, Nigeria are utilised for in community services. Section F

consists of extent at which records managed by the Voluntary Social Clubs in Northern States, Nigeria satisfy their needs for community services all in Northern States, Nigeria. However, the five (5) items Likert scale was adopted to measure the responses of the respondents. All the sections of the questionnaire were designed using Likert scale. Jared (2023) indicated that Likert scale is diverse in research. Therefore, it is used in any type of variables in the forms of list, preference, views, opinions, behaviours among others. However, it remains a tradition, choice, interest etc., by some disciplines, institutions etc., to use Likert scale more on attitudes, opinions, list of items etc., in research. This is done in order to achieve the aim of the study. The scale was adopted for sections B, C, D and E, with items such as strongly agree, agree, disagree, strongly disagree and undecided, with the weights of 5, 4, 3, 2 and 1 respectively. For Section F, the scale has items such as highly satisfy, satisfy, rarely satisfy, not satisfy and undecided, with the weights of 5, 4, 3, 2 and 1 respectively. This is because the scale is suitable for quantifying the responses of the respondents, where weights are to be measured (Cleave, 2017). The scale adopted does not force respondents to choose a particular option, it is a scale that does not lead to confusion among others.

3.6 Validity and Reliability of the Instrument

The instrument was subjected to the supervisors for validation. Michael (2016) and Natalie (2019) submitted that validating the instrument makes it to measure accurately what it is designed to measure. Face and content validity methods were used to make sure that the instrument was well checked by the supervisors from the facial point of view as well as making sure that the contents match the research questions and the research problem. Fiona (2019) maintained that face validity has to do with judging the content of the instrument at surface level. However, Li (2016) indicated that content validity has to do with subjecting the research instrument to supervisor, senior colleague, other researchers etc. in order to make

sure that the contents of the instrument match the research questions and the research problem.

After validating the instrument, it was micro tested using ten (10) Voluntary Social Clubs in Ejigbo and Iwo Local Government areas in Osun State, Nigeria. The choice of the Southern Nigeria was informed by the submission of Luiz (2017) who stated that testing the instrument before main research should be done using the population with similar characteristics with the main study population outside the main study area in order to avoid bias from the respondents. The Voluntary Social Clubs used were: Child Walfare Foundation, Ejigbo; Mojeed Alabi Charity Foundation, Ejigbo; Christian Association of Nigeria, Ejigbo; Ifedayo Health Foundation, Ejigbo; Ayegbayo Orphanage Foundation, Ejigbo; Christian Orphanage Foundation, Ejigbo; Master Baker's Foundation, Ejigbo; Ajao Fathua Charity Foundation, Ejigbo; Albisharah Charity Foundation, Iwo and Bello Fareed Aliyu Association of Nigeria, Ejigbo. Ten copies of the instrument were used during micro testing because the result from the instruments was considered enough for determining the reliability of the instrument. Statistics Solutions (2021) indicated that the instrument for data collection reliability is achieved if the instrument produces the same results after administering it over many tests. Hence, the reason for conducting pilot study. To determine the reliability of the instrument, Split-half reliability with Spear Man Brown formula was used. Split-half was used because of the multiple variables in the instrument tested once. Spear Man Brown formula was use in order to achieve full-length test on the variables. After the test, the reliability index obtained was 0.75. This means that the instrument is reliable and can be used for the main study. For the reliability computation, see Appendix IV.

3.7 Procedure for Data Collection

The researcher with the help of nineteen (19) research assistants distributed the copies of the questionnaire after the collection of introduction letter from the department. The research assistants were guided in order to understand the instrument and be able to guide the respondents in the course of filling the instrument as the case might be. The researcher and the assistants made follow up during data collection. Data collection lasted for a period of ten (10) months. This is because the population of this study is large and spread across the states in Northern Nigeria.

3.8 Procedure for Data Analysis

Descriptive statistics was used to analyse the data to answer the research questions. The statistics were frequency and percentage. Also, the statistics were used to analyse the data for the demographic variable on the geo- political zones in Northern Nigeria, where the Voluntary Social Clubs were found. Inferential statistics was used to test the hypotheses formulated. Software Package for Social Sciences (SPSS) was used to analyse the data in order to test the hypotheses. All the hypotheses were tested using One-way Analysis of Variance, ANOVA. This is particularly if they met the assumptions of One-way ANOVA. These assumptions according to Aadab (2016) are: The dependent variable should be measured at continuous level; the independent variable should contain two or more categorically unrelated groups; there should be independence of observation; there should be no significant outliers; the dependent variable should be approximately normally distributed for each category of independent variables; and there should be homogeneity of variance of the distribution. This is because One-way ANOVA is used to find out the significant difference among three or more groups (Statology, 2023). Also, Scheffe's Test of multiple comparison was expected to be used together with the ANOVA. Statistics How To (2023)

submitted that Scheffe's Test of multiple comparison is used if a researcher has groups of data of unequal size. All the hypotheses data did not indicate normal distribution. Hence, a substitute of One-way ANOVA was used. The substitute is called Kruskal Wallis H Test was used (Lund Research Ltd., 2018). All the hypotheses formulated were tested using Alpha, α (0.05) level of significance. Jagdish (2015) indicated that researcher uses 0.05 level of significance. Normality test was conducted on the data collected. Minitab (2023) indicated that if a Normality Test is conducted and the p-value obtained is less than or equal to the Alpha, it means the data did not assume normal distribution. If the p-value is greater than the Alpha, it means the data assumes normal distribution. Datatab Team (2023) maintained that in a situation in which a given p-value is smaller than 0.05, it is an indication of a significant deviation from the normal distribution from the data tested. In the case of this study, the data for all the hypotheses came with a p-value less than the Alpha, hence the used of Kruskal Wallis H Test. Using Alpha as 0.05 is acceptable in Social Sciences, where achieving exactness is not the focus.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1 Introduction

This chapter presents the data collected, analysed and discussed. These are presented under the following sub-headings:

4.2 Response Rate

4.3 Descriptive Statistical Analysis

4.4 Inferential Statistical Analysis

4.2 Response Rate

A total of eighty four (84) copies of questionnaire were distributed to the members of the Voluntary Social Clubs in Northern States, Nigeria. Seventy one (71) copies of the questionnaire were duly completed, returned, examined and found useful for analysis. This represents a response rate of 84.5%. Table 4.1 presented the distribution of the response rate.

Table 4.1: Response Rate

S/N	**Voluntary Social Clubs according to Geo-political Zones in Northern States, Nigeria**	**No. of questionnaire distributed**	**No. of questionnaire returned**	**% of questionnaire returned**
1.	Voluntary Social Clubs in North-West	34	29	34.5
2.	Voluntary Social Clubs in North-East	17	14	16.7
3.	Voluntary Social Clubs in North-Central	33	28	33.3
Total		**84**	**71**	**84.5**

From Table 4.1, a response rate of 71 (84.5%) was realised from the Voluntary Social Clubs in the States in Northern Nigeria with regard to records management practice for their community service. The response rate was achieved due to the fact that the researcher used the research assistants, who administered and collected the copies of the questionnaire back. In addition, a good relationship was established between the researcher and the research assistants. This led to the achievement of the response rate realised. Therefore, majority of the target respondents provided the data requested for this study. For the distribution of the states in northern Nigeria, see Appendix III.

4.3 Descriptive Statistical Analysis

This section presented the data collected and analysed using descriptive statistics. The data analysed in this section was collected using the five (5) research questions which were asked in this study. Frequency and percentages were used in the analysis of the data collected and analysed in this section. The researcher used average of the response rate, that is 50% arriving at 35.5 as the bench mark in this study. This is in line with Leaf Group Ltd. (2023) which indicated that bias is met when a chosen method leads to consistently high or low data as compared to the actual. Here the chosen bench mark is half of the response rate, which is not high or low. Frequency and percentage were used in the descriptive analysis. On the part of the frequency, Jacob and Martin (2023) indicated that frequencies tell about missing data and give a sense of outliers. It tells the exact figures arising from the data. Hence, there is no bias in it. On the part of the percentage, it tells the exact proportion of figures from hundred. This eliminates bias in using figures to represent the variables of a study.

4.3.1: Types of Records Generated for Community Services by the Voluntary Social Clubs in Northern States, Nigeria

The first research question was raised to find out the types of records generated for community services by the Voluntary Social Clubs in Northern States, Nigeria. In order to answer this research question, a list of types of records generated was provided for the respondents to tick as many types and relevant as possible. Table 4.2 presents the data collected and analysed on the types of records generated for community services by the Voluntary Social Clubs in Northern States, Nigeria

Table 4.2: Type of Records Generated for Community Services by the Voluntary Social Clubs in Northern States, Nigeria

S/N	Types of Records Generated	Responses of Voluntary Social Clubs in Northern Nigeria															Total	
		North West Geo-Political Zone					North East Geo-Political Zone					North Central Geo-Political Zone						
		SA	A	RA	NA	U	SA	A	RA	NA	U	SA	A	RA	NA	U	F	%
1.	Posters	18	5	3	1	0	6	4	2	0	1	15	8	0	2	2	67	94.4
2.	Minutes	8	11	2	2	1	3	4	3	0	2	11	10	2	2	2	63	88.7
3.	Receipts	10	9	0	2	2	6	2	3	1	1	13	7	3	1	2	62	87.3
4.	Invitation cards	12	3	4	3	0	5	4	1	1	1	9	13	3	2	0	61	85.9
5.	Diagnosis cards	2	11	6	1	2	2	0	2	3	5	3	4	8	8	4	61	85.9
6.	Calendars	15	7	2	0	0	2	5	4	0	2	6	11	4	3	3	64	90.1
7.	Photographs	18	9	0	0	1	9	0	3	0	2	15	6	1	0	1	65	91.5
8.	List of programmes of events	14	9	0	0	1	3	4	1	0	3	18	7	1	1	1	63	88.7
9.	Notice to the general public	12	6	3	0	0	5	2	2	1	1	14	7	4	2	0	59	83.1
10.	Videos	17	6	2	0	0	4	7	0	2	0	13	6	4	4	0	65	91.5
11.	Audios	16	5	3	0	1	2	7	2	2	0	8	10	5	3	0	64	90.1
12.	Certificates	8	12	1	3	1	4	4	3	0	0	12	8	4	3	1	64	90.1
13.	Letters	12	9	2	0	0	6	5	0	0	0	14	12	0	0	1	61	85.9

Key: SA=Strongly Agree, A=Agree, RA=Rarely Agree, NA=Not Agree and U=Undecided

Table 4.2 presents the types of records generated for community services by the Voluntary Social Clubs in Northern States, Nigeria. From the table, it can be seen that the highest response is 67 (94.4%) representing posters as the types of records being generated by the Voluntary Social Clubs for their community services activities in the Northern States, Nigeria. The total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with posters as the types of records being generated is 56, which is above the bench mark of 35.5 used as the 50% from the total number of 71, while the remaining 15 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed that the types of records being generated by the voluntary social clubs for their community services activities in the Northern States, Nigeria, were posters. This finding is in line with that of Nirajan *et al*. (2018) who conducted a study on 'development of on-site poster to influence pedestrian jaywalking behavior. They found out that posters were the records generated for information dissemination to the pedestrians. Also, posters are used by people other than walkers. This is because, it is pasted in offices, shops, houses among others. This implies that posters are records that are used as tools to inform, enlighten, entertain, and educate, the public about a particular issue. The issue can be religious, social, political, educational, health, among others.

The least response is 59(83.1%) indicating the responses of the respondents on notice to the general public as the types of records being generated by the Voluntary Social Clubs in the Northern States, Nigeria for their community services. The total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with notice to the general public as the types of records generated is 43 from the total number of 71, while the remaining 28 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents agreed that the types of records being

generated by the voluntary social clubs for their community services activities in the Northern States, Nigeria, were notice to the general public.

4.3.2: Procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are managed for community services

The second research question was raised to find out the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are managed for community services. In order to answer this research question, a list of procedures through which the records are being managed was provided for the respondents to tick as many procedures and relevant as possible. Table 4.3 presents the data collected and analysed on the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are managed for community services.

Table 4.3: Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Managed for Community Services

Key: SA=Strongly Agree, A=Agree, RA=Rarely Agree, NA=Not Agree and U=Undecided

Table 4.3 presents the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are managed for community services. From the table, it can be seen that the highest response is 69(97.2%) representing the use of computers as well as shelves as procedures through which records are being managed. On the part of computers, the total number of the respondents, who indicated strongly agree and agreed, which all represent agreement from the three zones with the use of computers is 62, which is above the Bench Mark of 35.5 used as the 50% from the total number of 71, while the remaining 9 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed with the use of computers as procedures through which records are being managed in the process of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding is in line with that of Zayyana (2018) who conducted a study on assessment of records creation and maintenance for proper administration in Islamic Schools in Zaria City, Kaduna State. From the study, it was discovered among others that computers were being used in storing the records of the schools studied. The records of the schools were accessed using the identity given to them through the computer icons as graphical representation of the files and folders stored. This implies that computers are important devices used in managing the records. This might be because of the accuracy, speed, storage capacity among other features of the computers. The computers are used by members of the Voluntary Social Clubs in the Northern States, Nigeria for their records management in the process of community Service they render.

On the part of the use of shelves, the total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with the use of shelves is 63 from the total number of 71, which is above the Bench Mark of 35.5 used as the 50% from the total number of 71, while the remaining 8 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents also agreed with the

use of shelves as procedures through which records are being managed in the process of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding agreed with that of Bakare *et al*. (2016) who revealed among others that records were stored on shelves in order to maintain them. This implies that shelves are widely used tools for storing records of the Voluntary Social Clubs in the Northern States, Nigeria.

The least response is 60(84.5%) representing regulating the excessive temperature of the records storage place as well as the use of box as the procedures through which records are being managed by the Voluntary Social Clubs in the Northern States, Nigeria for their Community Service. On the part of regulating the excessive temperature of the records storage place, the total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with regulating the excessive temperature of the records storage place is 23 from the total number of 71, while the remaining 48 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents did not agree that the procedure through which records are being managed by the Voluntary Social Clubs in the Northern States, Nigeria for their community services was through regulating the excessive temperature of the records storage place.

On the part of the use of box, the total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with the use of box is 28 from the total number of 71, while the remaining 43 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents did not agree that the procedure through which records are being managed by the Voluntary Social Clubs in the Northern States, Nigeria for their community services was through the use of box.

4.3.3: Procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are accessed for community services

The third research question was raised to find out the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are accessed for community services. In order to answer this research question, a list of procedures through which the records are being accessed was provided for the respondents to tick as many procedures and relevant as possible. Table 4.4 presents the data collected and analysed on the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are accessed for community services.

Table 4.4: Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Accessed for Community Services

Key: SA=Strongly Agree, A=Agree, RA=Rarely Agree, NA=Not Agree and U=Undecided

Table 4.4 presents the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are accessed for community services. From the table, it can be seen that the highest response is 69 (97.2%) representing the procedures through which records are being accessed as through the use of title of the records as well as the folder of the records. On the part of through the use of the title of the records, the total number of the respondents, who indicated strongly agree and agreed, which all represent agreement from the three zones with 'through the use of title of the records' as procedure through which records are being accessed is 55, which is above the bench mark of 35.5 used as the 50% from the total number of 71, while the remaining 16 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed with 'through the use of title of the records' as procedures through which records are being accessed for the purpose of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding is in line with that of Asokan and Dhanavandan (2017), who found out that the title of the records was used in accessing such records. This implies that the Voluntary Social Clubs in the Northern States, Nigeria, accessed their records in a definite order.

On the part of 'through the use of the folder of the records,' the total number of the respondents, who indicated strongly agree and agreed, which all represent agreement from the three zones with 'through the use of folder of the records' as procedure through which records are being accessed is 64. This is above the bench mark of 35.5 used as the 50% from the total number of 71, while the remaining 7 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed with 'through the use of folder of the records' as procedures through which records are being accessed in the process of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding agreed with that of Umar (2017), who found out that folders were used

in accessing records. This implies that the Voluntary Social Clubs in the Northern States, Nigeria, accessed their records in a definite order.

The least response is 63(88.7%) indicating the responses of the respondents on 'through the use of uniform resource locator' as procedure through which records are being accessed by the Voluntary Social Clubs in the Northern States, Nigeria for their community services. The total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with 'through the use of uniform resource locator' as procedure through which records are accessed is 36 from the total number of 71, while the remaining 35 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents agreed that the procedure through which records are being accessed by the Voluntary Social Clubs in the Northern States, Nigeria for their community services was 'through the use of uniform resource locator.'

4.3.4: Purposes records of the Voluntary Social Clubs in Northern States, Nigeria are utilised for in community services

The fourth research question was raised to find out the purposes records of the Voluntary Social Clubs in Northern States, Nigeria are utilised for in community services. In order to answer this research question, a list of purposes of utilising records was provided for the respondents to tick as many procedures and relevant as possible. Table 4.5 presents the data collected and analysed on the purposes records of the Voluntary Social Clubs in Northern States, Nigeria are utilised for in community services.

Table 4.5: Purposes Records of the Voluntary Social Clubs in Northern States, Nigeria are Utilised for in Community Services

S/N	Purposes of Utilisation of Records	Responses of Voluntary Social Clubs in Northern Nigeria															Total	
		North West Geo-Political Zone					North East Geo-Political Zone					North Central Geo-Political Zone						
		SA	A	RA	NA	U	SA	A	RA	NA	U	SA	A	RA	NA	U	F	%
1.	To understand procedures of action	16	9	1	0	0	8	5	0	0	0	16	11	0	1	0	67	94.4
2.	To comply with rules and regulations	15	13	0	0	0	6	4	2	0	1	13	13	1	0	0	68	95.8
3.	To make reference	22	6	0	0	0	6	5	1	0	0	14	13	1	0	0	68	95.8
4.	To carry out a decision	18	9	0	0	0	6	5	1	1	0	18	8	1	0	0	67	94.4
5.	To present evidence of action	17	9	1	0	0	7	3	1	0	0	21	6	0	1	0	66	92.9
6.	To make solicitation	5	16	3	0	0	2	6	3	0	1	15	10	0	1	0	62	87.3
7.	To guide an action	15	10	1	0	0	6	6	1	0	0	16	10	1	0	0	66	92.9
8.	To make an investigation	12	13	2	0	0	3	6	2	1	0	10	14	2	0	1	66	92.9
9.	To detect an issue	14	11	1	0	0	1	7	1	0	1	10	14	0	1	1	62	87.3
10.	To carry out administrative task	17	8	2	0	0	8	4	0	1	0	18	8	0	0	1	67	94.4
11.	To justify financial transaction	16	9	0	0	2	6	4	1	1	1	19	8	0	0	0	67	94.4
12.	To access historical information	21	6	0	1	0	5	5	1	2	0	15	10	1	0	0	67	94.4
13.	To invite people to a particular place	6	11	6	3	0	0	2	5	3	2	5	13	4	4	1	65	91.5
14.	To account for an issue	15	11	0	0	0	3	5	1	1	2	17	9	2	0	0	66	92.9

Key: SA=Strongly Agree, A=Agree, RA=Rarely Agree, NA=Not Agree and U=Undecided

Table 4.5 presents the purposes records of the Voluntary Social Clubs in Northern States, Nigeria are utilised for in community services. From the table, it can be seen that the highest response is 68(95.8%) representing 'to comply with rules and regulations' and 'to make reference' as reasons for utilisation of records by the Voluntary Social Clubs. On the part of to comply with rules and regulations, the total number of the respondents, who indicated strongly agree and agreed, which all represent agreement from the three zones with 'to comply with rules and regulations' is 64, which is above the bench mark of 35.5 used as the 50% from the total number of 71. The remaining 7 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed with 'to comply with rules and regulations' as purpose of utilising records in the process of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding agreed with that of Aduku (2016) who reported that records were utilised in the Local Government Area for several purposes, such as 'to understand procedures of the organisations; to comply with regulations; to make reference to issues earlier treated and to increase knowledge of the organisational processes. This implies that records are tools useful for directing the behaviour of individuals in the organisation.

On the part of 'to make reference,' the total number of the respondents, who indicated strongly agree and agreed, which all represent agreement from the three zones with to make reference is 66, which is above the bench mark of 35.5 used as the 50% from the total number of 71. The remaining 5 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed with 'to make reference' as purpose of utilizing records in the process of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding agreed with that of Aduku (2016) who reported that records were utilised in the Local Government Area for the purpose of making reference to issues earlier treated among others. This implies that records play important role

in guiding individuals in their activities of planning, commanding, supervision among others in the organisation in order to achieve efficiency and effectiveness.

The least response is 62(87.3%) indicating the responses of the respondents on ‘to make solicitation and to detect an issue’ as purposes of utilizing records by members of the Voluntary Social Clubs in the Northern States, Nigeria, for community service. On the part of ‘to make solicitation,’ the total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with to make solicitation as purpose of utilizing records is 54 from the total number of 71. The remaining 17 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents agreed that the purpose of utilising records was ‘to make solicitation’ by the members of the Voluntary Social Clubs for community service in the Northern States, Nigeria.

On the part of ‘to detect an issue,’ the total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with to detect an issue as purpose of utilising records is 57 from the total number of 71. The remaining 14 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents agreed that the purpose of utilising records was ‘to detect an issue’ by the members of the Voluntary Social Clubs for community service in the Northern States, Nigeria.

4.3.5: Extent at which Records Managed by the Voluntary Social Clubs in Northern States, Nigeria Satisfy their Needs for Community Services

The fifth research question was raised to find out the extent at which records managed by the Voluntary Social Clubs in Northern States, Nigeria satisfy their needs for community services. In order to answer this research question, a list of the records managed was provided for the respondents to tick as many procedures and relevant as possible. Table 4.6 presents the data collected and analysed on the extent at which records managed by the Voluntary Social Clubs in Northern States, Nigeria satisfy their needs for community services.

Table 4.6: Extent at which Records Managed by the Voluntary Social Clubs in Northern States, Nigeria Satisfy their Needs for Community Services

S/N	Extent at which Records Managed by Voluntary Social Clubs Satisfy their Needs	Responses of Voluntary Social Clubs in Northern Nigeria															Total	
		North West					North East					North Central						
		HS	S	RS	NS	U	HS	S	RS	NS	U	HS	S	RS	NS	U	F	%
1.	Posters	13	9	1	0	0	6	3	1	1	1	8	15	2	0	2	62	87.3
2.	Minutes	16	9	1	2	0	3	10	1	0	0	13	10	4	1	0	70	98.6
3.	Receipts	10	10	3	2	1	5	8	0	0	1	13	13	2	0	0	68	95.8
4.	Invitation cards	10	13	2	1	0	5	5	1	1	1	8	11	5	2	0	65	91.5
5.	Diagnosis cards	5	13	4	4	0	2	4	2	1	3	5	1	15	2	3	64	90.1
6.	Calendars	10	13	3	0	0	5	1	4	0	2	6	10	8	1	1	64	90.1
7.	Photographs	18	7	0	0	0	8	4	0	1	0	17	8	2	1	0	66	92.9
8.	List of programmes of events	15	7	1	0	0	5	4	2	0	1	14	11	2	0	0	62	87.3
9.	Notice to the general public	11	12	1	2	0	3	5	2	1	1	8	15	3	1	1	66	92.9
10.	Videos	18	8	0	0	0	8	4	1	1	0	12	7	4	4	0	67	94.4
11.	Audios	14	9	3	2	0	5	6	1	1	1	10	8	3	5	0	68	95.8
12.	Certificates	11	9	2	4	1	5	6	1	0	1	12	13	1	1	1	68	95.8
13.	Letters	13	13	1	0	1	4	3	3	0	1	12	11	2	1	1	66	92.9

Key: HS=Highly Satisfy, S=Satisfy, RS=Rarely Satisfy, NS=Not Satisfy and U=Undecided

Table 4.6 presents the extent at which records managed by the Voluntary Social Clubs in Northern States, Nigeria satisfy their needs for community services. From the table, it can be seen that the highest response is 70(98.6%) representing minutes of the meeting. The total number of the respondents, who were highly satisfied and satisfied, which all represent satisfaction from the three zones with the 'minutes as the types of records' being managed is 61, which is above the bench mark of 35.5 used as the 50% from the total number of 71. The remaining 10 respondents indicated rarely satisfy, not satisfy and undecided with the minutes. This means that majority of the respondents were satisfied with minutes as the types of records being managed by the Voluntary Social Clubs for community service in the Northern States, Nigeria. This finding agreed with that of Awak (2015) who revealed the relevance of minutes of the meeting in secretarial work. This implies that minutes are very important records generated in the process of running organisations. This is because all the activities carried out in the organisation such as planning, commanding, supervision among others can be recorded in the minutes of the meeting for future use.

The least response is 62(87.3%) indicating the response of the respondents on posters and list of programmes of events. On the part of posters, the total number of the respondents, who were highly satisfied and satisfied, which all represent satisfaction from the three zones with 'posters' as the types of records being managed is 54 from the total number of 71. The remaining 8 respondents indicated rarely satisfy, not satisfy and undecided. This means that majority of the respondents were satisfied with 'posters' as the types of records being managed by the Voluntary Social Clubs for community service in Northern States, Nigeria.

On the part of list of programmes of events, the total number of the respondents who were highly satisfied and satisfied, which all represent satisfaction from the three zones with the

list of programmes of events as the types of records being managed is 56 from the total number of 71. The remaining 6 respondents indicated rarely satisfy, not satisfy and undecided. This means that majority of the respondents were satisfied with the 'list of programmes of events' as the types of records being managed by the Voluntary Social Clubs for community service in the Northern States, Nigeria.

4.4 Inferential Statistical Analysis

Five null hypotheses were formulated and tested in the study. All the hypotheses were tested using Kruskal Wallis H Test, as none of them met the assumptions for testing One-way ANOVA as the expected test. Kruskal Wallis H Test is recognised as substitute of One-way ANOVA. The hypotheses formulated met the assumptions of Kruskal Wallis which are: the dependent variable should be measured at continuous or ordinal level; the independent variable should contain two or more categorically unrelated groups; there should be independence of observation; and the data does not need to be normally distributed (Lund Research Ltd., 2018).

All the hypotheses formulated were tested using Alpha, α (0.05) level of significance. This is because Social Sciences research that involves human being like this one, 0.05 level of significance is generally acceptable. Before the testing of the hypotheses, the data for all the hypotheses was tested using Normality Test. This is because the test allows to find out whether the data is normally distributed (Editage, 2022). The Shapiro-Wilk Normality Test was used. This is because the Test is used if the sample size is less than 2000 in number (Himayatullah, 2015). For the assumptions of this Test to be met for accurate findings, the data set should be independent; the data set should have at least 3 observations; the data set should be continuous; the data set should not have outliers and the data set should not have significant skewness or

kurtosis (Learn Statistics, 2023). The findings from the hypotheses in this study are presented as follows:

Null Hypothesis One

HO_1: *There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the type of records generated for community services*

Kruskal Wallis H Test was used to test this hypothesis. This is because, the data for this hypothesis did not meet the assumptions of the expected One-way ANOVA. However, it met all the assumptions of Kruskal Wallis which showed that the dependent variable should be measured at continuous or ordinal level; the independent variable should contain two or more categorically unrelated groups; there should be independence of observation; and the data does not need to be normally distributed (Lund Research Ltd., 2018). The analysis of the data collected is presented in Tables 4.7(a) and (b).

Table 4.7 (a): Difference among Voluntary Social Clubs on the Type of Records Generated for Community Services in Northern States, Nigeria

VAR00005		**N**	**Mean Rank**
VAR00004	1.00	29	38.03
	2.00	14	29.29
	3.00	28	37.25
Total		**71**	

Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

VAR00005 is independent variable which represents 1.00 as data from North West, 2.00 from North East and 3.00 from North Central States.

From Table 4.7 (a), it was discovered that 38.03 was the highest mean rank of the responses of the respondents in relation to null hypothesis one. Also, 29.29 was found to be the lowest mean rank of the respondents. The degree of freedom is 2. Thus, it can be deduced that the responses of the respondents from each of the groups vary in terms of number.

Table 4.7 (b): Test Statistics for Difference among Voluntary Social Clubs on the Type of Records Generated for Community Services in Northern States, Nigeria

	VAR00004
Chi-Square	1.870
Df	2
Asymp. Sig.	.393

Key: Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones

Table 4.7 (b) showed that 0.393 was obtained as P value. The degree of freedom was 2 and 1.870 was the calculated Kruskal Wallis represented by chi-square. The null hypothesis one is retained because 0.393 obtained is greater than α (0.05). It is concluded that there is no significant difference in the type of records being generated by the Voluntary Social Clubs in the Northern States, Nigeria for their community services activities. This finding aligns with that of Kaddu, Francis and Moreen (2023) who reported that similar records were being generated by different bodies. This can be as a result of similarities in their activities such as supervision, meetings, approval among others. This implies that the different Voluntary Social Clubs in the Northern States, Nigeria generate similar types of records in the process of their community services. This can be as a result of the similarities in their community services such as advocacy, education, healthcare among others.

Null Hypothesis Two

HO_2: *There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the procedures through which their records are managed for community services.*

Kruskal Wallis H Test was used to test this hypothesis. This is because, the data for this hypothesis did not meet the assumptions of the expected One-way ANOVA. However, it met all the assumptions of Kruskal Wallis which showed that the dependent variable should be measured at continuous or ordinal level; the independent variable should contain two or more categorically unrelated groups; there should be independence of observation; and the data does not need to be normally distributed (Lund Research Ltd., 2018). The analysis of the data collected is presented in Tables 4.8(a) and (b).

Table 4.8 (a): Difference among Voluntary Social Clubs on the Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Managed for Community Services

VAR00005		**N**	**Mean Rank**
VAR00004	1.00	29	37.76
	2.00	14	37.71
	3.00	28	33.32
Total		**71**	

Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

VAR00005 is independent variable which represents 1.00 as data from North West, 2.00 from North East and 3.00 from the North Central States.

From Table 4.8 (a), it was discovered that 37.76 is the highest mean rank of the responses of the respondents in relation to null hypothesis two. Also, 33.32 is found to be the lowest mean rank of the respondents. The degree of freedom is 2. Thus, it can be deduced that the responses of the respondents from each of the groups vary in terms of number.

Table 4.8 (b): Test Statistics for Difference among Voluntary Social Clubs on the Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Managed for Community Services

	VAR00004
Chi-Square	0.779
Df	2
Asymp. Sig.	0.677

Key: Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

Table 4.8 (b) showed that 0.677 was obtained as P value. The degree of freedom was 2 and 0.779 is the calculated Kruskal Wallis represented by chi-square. The null hypothesis two is retained because 0.677 obtained is greater than α (0.05). It is therefore, concluded that there is no significant difference among the Voluntary Social Clubs in the Northern States, Nigeria in the procedures through which they manage their records for their community services. This finding agrees with that of Emmanuel and Momohjimoh (2022) who revealed the similarity in managing records by more or less similar organisations. The organisations the authors studied were tertiary institutions. This is because of their similarities in activities such as teaching, learning,

supervision etc. This implies that the different Voluntary Social Clubs in the Northern States, Nigeria have similar procedures through which they managed their records in the process of community services. This can be as a result of the similarities in their community services.

Null Hypothesis Three

HO_3: *There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the procedures through which records are accessed for community services.*

Kruskal Wallis H Test was used to test this hypothesis. This is because, the data for this hypothesis did not meet the assumptions of the expected One-way ANOVA. However, it met all the assumptions of Kruskal Wallis which showed that the dependent variable should be measured at continuous or ordinal level; the independent variable should contain two or more categorically unrelated groups; there should be independence of observation; and the data does not need to be normally distributed (Lund Research Ltd., 2018). The analysis of the data collected is presented in Tables 4.9(a) and (b).

Table 4.9 (a): Difference among Voluntary Social Clubs on the Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Accessed for Community Services

VAR00005		**N**	**Mean Rank**
VAR00004	1.00	29	40.53
	2.00	14	31.00
	3.00	28	33.80
Total		**71**	

Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

VAR00005 is independent variable which represents 1.00 as data from North West, 2.00 from North East and 3.00 from North Central States.

From Table 4.9 (a), it was discovered that 40.53 is the highest mean rank of the responses of the respondents in relation to null hypothesis three. Also, 31.00 is found to be the lowest mean rank of the respondents. The degree of freedom is 2. From this Table, it can be deduced that the responses of the respondents from each of the groups vary in terms of number.

Table 4.9 (b): Test Statistics for Difference among Voluntary Social Clubs on the Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Accessed for Community Services

	VAR00004
Chi-Square	2.543
Df	2
Asymp. Sig.	.280

Table 4.9 (b) showed that 0.280 was obtained as P value. The degree of freedom was 2 and 2.543 is the calculated Kruskal Wallis represented by chi-square. The null hypothesis three is retained because 0.280 obtained is greater than α (0.05). It is concluded that there is no significant difference among the Voluntary Social Clubs in the Northern States, Nigeria on the procedures to access their records for their community services. This finding relates with that of Umar (2017), who found out that 'folders' were used in accessing the records of organisations. The author studied different organisations and found out that they accessed their records using 'folders.' This implies that the different Voluntary Social Clubs access their records in the similar way because of the similarities in their tools used to store their records. The tools can be computer, folders, files among others.

Null Hypothesis Four

HO_4: *There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the purposes the records are utilised for community services.*

Kruskal Wallis H Test was used to test this hypothesis. This is because, the data for this hypothesis did not meet the assumptions of the expected One-way ANOVA. However, it met all the assumptions of Kruskal Wallis which showed that the dependent variable should be measured at continuous or ordinal level; the independent variable should contain two or more categorically unrelated groups; there should be independence of observation; and the data does not need to be normally distributed (Lund Research Ltd., 2018). The analysis of the data collected is presented in Tables 4.10(a) and (b).

Table 4.10 (a): Difference among Voluntary Social Clubs on the Purposes Records of the Voluntary Social Clubs in Northern States, Nigeria are Utilised for in Community Services

VAR00005		**N**	**Mean Rank**
VAR00004	1.00	29	37.76
	2.00	14	24.07
	3.00	28	40.14
Total		**71**	

Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

VAR00005 is independent variable which represents 1.00 as data from North West, 2.00 from North East and 3.00 from North Central States.

From Table 4.10 (a), it was discovered that 40.14 is the highest mean rank of the responses of the respondents in relation to null hypothesis four. Also, 24.07 is found to be the lowest mean rank of the respondents. The degree of freedom is 2. From this Table, it can be deduced that the responses of the respondents from each of the groups vary in terms of number.

Table 4.10 (b): Test Statistics for Difference among Voluntary Social Clubs on the Purposes Records of the Voluntary Social Clubs in Northern States, Nigeria are Utilised for in Community Services

	VAR00004
Chi-Square	6.033
Df	2
Asymp. Sig.	.049

Table 4.10 (b) showed that 0.049 was obtained as P value. The degree of freedom was 2 and 6.033 is the calculated Kruskal Wallis represented by chi-square. The null hypothesis four is rejected because 0.049 obtained is less than α (0.05). It is therefore concluded that there is significant difference among the Voluntary Social Clubs in the Northern States, Nigeria on the purposes their records are being utilised for their community services. This finding relates with that of Aduku (2016) who reported that records were utilised in the organisations for several purposes, such as 'to understand the procedures of the organisations; to comply with regulations; to make reference to issues earlier treated and to increase knowledge of the organisational processes.' This implies that the Voluntary Social Clubs utilise their records differently because of some differences they have in their community services.

Null Hypothesis Five

HO_5: *There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on their extent of satisfaction with the records managed to meet their needs for community services.*

Kruskal Wallis H Test was used to test this hypothesis. This is because, the data for this hypothesis did not meet the assumptions of the expected One-way ANOVA. However, it met all the assumptions of Kruskal Wallis which showed that the dependent variable should be measured at continuous or ordinal level; the independent variable should contain two or more categorically unrelated groups; there should be independence of observation; and the data does not need to be normally distributed (Lund Research Ltd., 2018). The analysis of the data collected is presented in Tables 4.11(a) and (b).

Table 4.11 (a): Difference among Voluntary Social Clubs on the Extent at which Records Managed by the Voluntary Social Clubs in Northern States, Nigeria Satisfy their Needs for Community Services

VAR00005		**N**	**Mean Rank**
VAR00004	1.00	29	38.93
	2.00	14	31.75
	3.00	28	35.09
Total		**71**	

Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

VAR00005 is independent variable which represents 1.00 as data from North West, 2.00 from North East and 3.00 from North Central States.

From Table 4.11 (a), it was discovered that 38.93 is the highest mean rank from null hypothesis five. Also, 31.75 is found to be the lowest mean rank of the responses. The degree of freedom is 2. From this Table, it can be deduced that the responses of the respondents from each of the groups vary in terms of number.

Table 4.11 (b): Test Statistics for Difference among Voluntary Social Clubs on the Extent at which Records Managed by the Voluntary Social Clubs in Northern States, Nigeria Satisfy their Needs for Community Services

	VAR00004
Chi-Square	1.236
Df	2
Asymp. Sig.	.539

Table 4.11 (b) showed that 0.539 was obtained as P value. The degree of freedom was 2 and 1.236 is the calculated Kruskal Wallis represented by chi-square. The null hypothesis five is retained because 0.539 obtained is greater than α (0.05). It is therefore concluded that there is no significant difference among the Voluntary Social Clubs in the Northern States, Nigeria on their extent of satisfaction with the records they managed to meet their needs for their community services. This finding agrees with that of Awak (2015) who reported similarities on the satisfaction derived from the minutes of the meetings by different organsations. This implies that the different Voluntary Social Clubs also derive similar satisfaction from utilisation of their records especially when managed appropriately in a similar way.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter summarises the entire research, conclusion and recommendations based on the research findings. It also advances some suggestions for further research.

5.2 Summary of the Study

This study focuses on Records Management Practice for Community Services by Voluntary Social Clubs in Northern States, Nigeria.

Chapter one presents the five (5) research questions and five (5) null hypotheses formulated. The research questions sought to find out the type of records generated by Voluntary Social Clubs in Northern States, Nigeria for their community services; the procedures through which the records of the Voluntary Social Clubs in Northern States, Nigeria are being managed for their community services; the procedures through which the records of the Voluntary Social Clubs in Northern States, Nigeria are being accessed for their community services; the purposes the records of the Voluntary Social Clubs in Northern States, Nigeria are being utilised for their community services and the extent at which the records being managed by Voluntary Social Clubs satisfy their needs in Northern States, Nigeria for their community services.

Chapter two presents the literature reviewed based on the objectives of this study. The review was carried out on types of records generated from the activities of individuals and organisations in society; procedures through which records are managed by individuals and organisations in society; procedures through which records are accessed by individuals and

organisations in society; purposes of utilisation of records by individuals and organisations in society; the extent at which the records managed by individuals and organisations in society satisfy their needs; summary of some of the empirical studies reviewed and summary of the review.

Chapter three presents the research method used. The descriptive cross-sectional survey research design was adopted for this study. The population of this study comprised of the members of Voluntary Social Clubs in Northern States of Nigeria. The instrument used for data collection was questionnaire. The instrument was validated using Face and content validity methods. The researcher with the help of research assistants distributed the copies of the questionnaire. Descriptive statistics were used to analyse the data to answer the research questions while Inferential Statistics of Kruskal Wallis H Test was used to test the hypotheses formulated.

Chapter four presents the data collected, analysed and discussed. It presents the response rate of the study. It presents the descriptive statistical analysis based on the objectives of the study in a tabular form followed by the discussion. The chapter also presents the inferential statistical analysis based on the hypotheses formulated followed by the discussion.

Chapter five presents the summary of the entire research. It also presents the summary of the major findings, contribution to knowledge, limitation of the study, conclusion, recommendations and advances some suggestions for further studies.

5.3 Summary of the Findings

The following are the major findings of this study based on the data collected and analysed:

1. Majority of the respondents agreed that the type of record mostly generated in the process of community service by Voluntary Social Clubs for community service in Northern States, Nigeria, were posters.

2. Majority of the respondents agreed that the procedures through which records were mostly managed were through the use of computers and shelves by Voluntary Social Clubs for community service in Northern States, Nigeria.

3. Majority of the respondents agreed that the procedures through which records were mostly accessed were through the use of title of the records and folders of the records by Voluntary Social Clubs for community service in Northern States, Nigeria.

4. Majority of the respondents agreed with compliance with rules and regulations and making reference as the most concerned purposes of utilising records in the process of community service by members of Voluntary Social Clubs in Northern States, Nigeria.

5. Majority of the respondents were satisfied with minutes of the meeting as the type of records mostly managed by Voluntary Social Clubs for community service in Northern States, Nigeria.

6. There is no significant difference in the type of records generated by the Voluntary Social Clubs in Northern States, Nigeria for their community services activities.

7. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria in the procedures through which they manage their records for their community services.

8. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on their procedures to access their records for their community services.

9. There is significant difference among the Voluntary Social Clubs in Northern States, Nigeria on their purposes the records are utilised for their community services.

10. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on their extent of satisfaction with the records they managed to meet their needs for their community services.

5.4 Contributions to the Body of Knowledge

Based on the findings of this study, the following contributions are made:

1. With regard to the types of records generated by the Voluntary Social Clubs for their community services in Northern States, Nigeria, the types of records mostly generated were ephemeral. These records were not reported by the previous researchers as the types of records generated from their studies. This means that there is difference in terms of the records mostly generated between governmental and Non-governmental organization, Voluntary Social Clubs in particular, which this research found. The difference might be due to the differences in terms of ownership, leadership, vision, mission and objectives between Governmental and Non-governmental Voluntary Social Clubs. The records were posters they utilised in the course of their community services. The fact that posters are categorized as short-lived records, they remain important tools frequently used by Non-Governmental Voluntary Social Clubs for their community services. This may be because some of the Non- Governmental Voluntary Social Clubs are into advocacies, education, informing among others to the people in the society in which posters are important tools of dissemination of information about the services they carry out.

2. With regard to the procedures through which records were being accessed by the Voluntary Social Clubs in Northern States, Nigeria for their community services, the clubs have a definite method of accessing their records. These procedures were not reported by the previous researchers in this context. This is even with the possibility of the Voluntary Social Clubs to employ individuals who do not have requisite knowledge of records management. This means even individuals, who might not have the opportunity to receive formal training on records management could operate locally in line with the convention of the discipline. This is because members of the Voluntary Social Clubs accessed their records systematically. This is seen from the outcome of this study that they were guided by the heading as well as structure of the storage environment of the records when they were to access such records.

3. Arising from the objective on the extent at which the records managed by Voluntary Social Clubs satisfy their needs in Northern States, Nigeria their community services, Voluntary Social Clubs were pleased with the internally generated records for their community services created usually incorporating the contribution of members of the organization in a singly document. This was not reported by the previous researchers in this context. Internally generated records are created in-house by Voluntary Social Clubs apart from externally generated coming from outside the organisation. The internally generated records the Voluntary Social Clubs were pleased with were the records of their meetings called minutes. This might be because all the activities carried out in the organization such as planning, commanding, supervision among others can be recorded in the minutes of the meeting for future use. This highlights the importance of minutes of the meeting as essential records in the course of community services carried out by Voluntary Social Clubs.

5.5 Limitation of the study

The limitation of this study is that the researcher found it difficult to incorporate as many Voluntary Social Clubs as feasible in the study. This was not achieved. Hence, it was not possible for the researcher to include many of them in the study. As such, some information about the types of records generated, procedures of records management, procedures of accessing records, purposes of utilizing records and extent of satisfaction from the management of the records might be missed with regard to community services carried out by Voluntary Social Clubs in Northern States, Nigeria.

5.6 Conclusion

It is concluded that managing the records by the voluntary social clubs helps them in carrying out their community services in Northern States, Nigeria. This is because the services could not be provided without information, contained in the records managed. This is known from the findings of this study, which previous researches did not reveal because they neglected the records management practice of voluntary social clubs in Northern States, Nigeria as seen in the literature. This is even with the contributions of voluntary social clubs in carrying out community services such as education, health care, advocacy, support to less privileged, poverty alleviation among others in Northern States, Nigeria.

5.7 Recommendations of the Study

Based on the findings of this study, the following recommendations are provided:

1. Members of the Voluntary Social Clubs should consider notice to the general public as the types of records generated in the process of community service by Voluntary Social Clubs for community service in Northern States, Nigeria, posters. This is because they are sources of information, which can be used for making reference.

2. Members of the Voluntary Social Clubs should consider procedures such as regulating the excessive temperature of the records storage place as well as the use of appropriate box as procedures through which records are managed by Voluntary Social Clubs in Northern States, Nigeria for their Community Service. This is because regulating the excessive temperature of the records storage place leads to protection of the records from excessive temperature, which can lead to destruction of the records. They should also consider the use of box as procedure of managing the records if tools such as computers, shelves, drawers etc., are not available. If these are to be used, they should be prevented from fire, water, rodents among other agents of destruction of the records.

3. Members of the Voluntary Social Clubs should consider procedure such as through the use of uniform resource locator in accessing their records. This is because records that are in online environment can easily be accessed using uniform resource locator. This will save the time of the members of the Voluntary Social Clubs in accessing online records in the course of their community services in Northern States, Nigeria.

4. Members of the Voluntary Social Clubs should consider purposes such as to make solicitation and detect an issue as purposes of utilising records in the process of community service. This is because records in forms of letters are used to send to individual or organisation to solicit for support without which the solicitation may not be provided. Also, the records kept by the Voluntary Social Clubs are important tools needed to detect issue. They can be used to detect activities of the Clubs for future action. As such, making solicitation and detection of an issue are important purposes of utilizing records in the process of community service.

5. Members of the Voluntary Social Clubs, who are into provision of health care voluntary services to communities should consider diagnosis cards as important records that are needed for

reference making when the need arises. As such, these records should be managed continuously as this will lead to satisfaction from their utilisation if the need arises in the course of community service in Northern States, Nigeria.

5.8 Suggestions for Further Studies

This research covered Non-governmental voluntary heterogenous organisations and their records management practice for community service in Northern States, Nigeria. Further researches can be conducted focusing on:

1. Non-governmental voluntary homogenous organisations in Northern States, Nigeria and their records management practice for community services.

2. Non-governmental Non-voluntary heterogenous organisations in Northern States, Nigeria and their records management practice for community services.

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Appendix I

Questionnaire

Department of Library
and Information Science,
Ahmadu Bello University,
Zaria.
26 May, 2021.

Dear Respondent,

I am a Ph. D student carrying out a research titled ‘‘Records Management Practice for Community Services by Voluntary Social Clubs in Northern States, Nigeria.’’ I need information from you to be able to carry out this research. This information is needed in the form of filling this questionnaire. This information will be used purposely for this research. The instruction on how to fill the questionnaire is given in the next page.

Thank you.

Yours affectionately,

Abdulkarim Aliyu Bube

P17EDLS9002
08153102384

Instruction

Please, tick the option(s) you feel is/are appropriate

SECTION A: Demographic Information

1. Name of your organisation……
2. State……
3. Geo-political zone……..

SECTION B: Type of Records Generated for Community Services by the Voluntary Social Clubs in Northern States, Nigeria

4. What type of records are generated for community services by the Voluntary Social Clubs in Northern States, Nigeria?

S/N	Type of Records Generated for Community Services by the Voluntary Social Clubs in Northern States, Nigeria	Strongly Agreed	Agreed	Rarely Agreed	Not Agreed	Undecided
1.	Posters					
2.	Minutes					
3.	Receipts					
4.	Invitation cards					
5.	Diagnosis cards					
6.	Calendars					
7.	Photographs					
8.	List of programmes of events					
9.	Notice to the general public					
10.	Videos					

11.	Audios					
12.	Certificates					
13.	Letters					
14.	Others specify					

Section C: Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Managed for Community Services

5. How are records of the Voluntary Social Clubs in Northern States, Nigeria managed for community services?

S/N	Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Managed for Community Services	Strongly Agreed	Agreed	Rarely Agreed	Not Agreed	Undecided
1.	The use of handset memory					
2.	Regular dusting of the records					
3.	Regulating the excessive temperature of the records storage place					
4.	The use of computers					
5.	The use of physical folders					
6.	The use of shelves					
7.	The use of cupboards					
8.	The use of files					
9.	The use of drawers					
10.	The use of cabinets					
11.	The use of online storage					
12.	The use of compact discs, CDs					
13.	The use of digital versatile discs, DVDs					
14.	Stitching of the records					
15.	Gumming of the records					
16.	The use of sack					

17.	The use of box					
18.	The use of carton					
19.	Keeping records back up					
20.	Protection of the records from liquid					
21.	Protection of the records from rodents, insects and arachnids					
22.	Protection of the records from stealing					
23.	Arrangement of records by alphabetical method					
24.	Arrangement of records by subject method					
25.	Arrangement of records by chronological method					
26.	Arrangement of records by geographical method					
27.	Arrangement of records based on the creating body					
28.	Arrangement of records by numerical method					
29.	Arrangement of records by alphanumerical method					
30.	Restriction of unauthorised access					
31.	Archiving of the records					
32.	Burning of the records					
33.	Others specify					

Section D: Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Accessed for Community Services

6. How are records of the Voluntary Social Clubs in Northern States, Nigeria accessed for community services?

S/N	Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Accessed for Community Services	Strongly Agreed	Agreed	Rarely Agreed	Not Agreed	Undecided
1.	Through the use of mobile phone					
2.	Through the use of subject of the records					
3.	Through the use of uniform resource locator					
4.	Through the use of electronic mail					
5.	Through the use of author's name					
6.	Through the use of date of the creation or generation of the records					
7.	Through the use of social media platforms					
8.	Through the use of title of the records					
9.	Through the use of file of the records					
10.	Through the use of folder of the records					
11.	Through the use of icon of computer					
12.	Through the use of alphabetical method					
13.	Through the use of numerical method					
14.	Through the use of alphanumerical method					
15.	Others specify					

Section E: Purposes Records of the Voluntary Social Clubs in Northern States, Nigeria are Utilised for in Community Services

7. What purposes are records of the Voluntary Social Clubs in Northern States, Nigeria utilised for in community services?

S/N	Purposes Records of the Voluntary Social Clubs in Northern States, Nigeria are Utilised for in Community Services	Strongly Agreed	Agreed	Rarely Agreed	Not Agreed	Undecided
1.	To understand procedures of action					
2.	To comply with rules and regulations					
3.	To make reference					
4.	To carry out a decision					
5.	To present evidence of action					
6.	To make solicitation					
7.	To guide an action					
8.	To make an investigation					
9.	To detect an issue					
10.	To carry out administrative task					
11.	To justify financial transaction					
12.	To access historical information					
13.	To invite people to a particular place					
14.	To account for an issue					
15.	Others specify					

Section F: Extent at which Records Managed by the Voluntary Social Clubs in Northern States, Nigeria Satisfy their Needs for Community Services

8. To what extent are the records managed by the Voluntary Social Clubs in Northern States, Nigeria satisfy their needs for community services?

S/N	Extent at which Records Managed by the Voluntary Social Clubs in Northern States, Nigeria Satisfy their Needs for Community Services	Highly satisfy	Satisfy	Rarely Satisfy	Not Satisfy	Undecided
1.	Posters					
2.	Minutes					
3.	Receipts					
4.	Invitation cards					
5.	Diagnosis cards					
6.	Calendars					
7.	Photographs					
8.	List of programmes of events					
9.	Notice to the general public					
10.	Videos					
11.	Audios					
12.	Certificates					
13.	Letters					
14.	Others specify					

Appendix II

Introduction Letter

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

AHMADU BELLO UNIVERSITY, ZARIA, NIGERIA

Vice Chancellor: **Professor Kabir Bala,** B.Sc. (Hons) Building, M.Sc. (Bldg. Serv.), MBA, Ph.D (Const. Mgt.) (ABU), FNIOB, MAPM, MCABE, C. Bldg E, MCIArb
Head of Department: **Dr. Mohammed Habibu,** NCE, BLIS, MLIS, Ph.D (ABU)

e-mail: lis@abu.edu.ng Tel: 08174568401/09033706347

P17EDLS9002

14th September, 2021

TO WHOM IT MAY CONCERN

INTRODUCTORY LETTER: ABDULKARIM ALIYU BUBE

This is to certify that ABDULKARIM ALIYU BUBE with Registration Number **P17EDLS9002** is a Postgraduate student in this Department. He is currently engaged in a research work titled "**Records Management Practice for Community Services by Voluntary Social Clubs in Northern States, Nigeria.**" We would be grateful if you could kindly give him the assistance he required for conducting the research work successfully.

Thank you for your cooperation.

Yours faithfully,

Dr. Habibu Mohammed
Head of Department

Appendix III

Population of the Study

North-West Geo-Political Zone and its States with the Voluntary Social Clubs used in this study

JIGAWA

BRAINS AND HAMMERS
PROJECT MONITORING PARTNERSHIP
PARTNERSHIP FOR DEVELOPMENT ACTION, PADAC JIGAWA

KADUNA

AREWA CONCERNED NETWORK
CENTRE FOR DEVELOPMENT ADVOCACY
EMPOWERING WOMEN FOR EXCELLENCE INITIATIVE (EWEI)
EVEN DEVELOPMENT PROJECTS
GENDER AWARENESS TRUST (GAT)
MOVEMENT FOR YOUTH DEVELOPMENT
NAGARI FOUNDATION
NIGERIA YOUTH LINK
TATTALI WOMEN AND YOUTH ASSOCIATION OF NIGERIA.
WOMEN WITH DISABILITY SELF RELIANCE CENTER

KANO

BOMARAH FOUNDATION
CENTRE FOR INFORMATION TECHNOLOGY AND DEVELOPMENT (CITAD)
COMMUNITY SUPPORT AND DEVELOPMENT INITIATIVE KANO
GAYA YOUTH LIBERATION ORGANIZATION (GAYLO)
GRASSROOTS HEALTH ORGANIZATION OF NIGERIA
LIFELINE INITIATIVE FOR WIDOWS EMPOWERMENT AND ECONOMIC DEVELOPMENT (LIWEED)
SERENDIPITY HEALTHCARE FOUNDATION
SOCIETY FOR WOMEN DEVELOPMENT & EMPOWERMENT OF NIGERIA(SWODEN)
UNITED ACTION FOR DEMOCRACY (NORTH WEST ZONE)
YOUTH EMPOWERMENT AND HUMAN DEVELOPMENT INITIATIVE YEHDI

KATSINA

CARE FOUNDATION FOR THE REFORESTATION OF KATSINA STATE
ETHICAL CONDUCT AWARENESS INITIATIVE
RAINBIRD
SERVICE TO HUMANITY FOUNDATION
WISPANET YOUTH EMPOWERMENT

KEBBI

MINDSET COMMUNITY DEVELOPMENT INITIATIVE

SOKOTO

EDUCATIONAL EMPOWERMENT INITIAVE NIGERIA
FOUNDATION FOR THE RESTORATION GIRL CHILD (FRGC)

ZAMFARA

COMMUNITY ENLIGHTENMENT & DEVELOPMENT INITIATIVE
ERADIC AIDS SURVEILLANCE
YOUTH AND WOMEN EMPOWERMENT INITIATIVE (YAWEI)

North-East Geo-Political Zone and its States with the Voluntary Social Clubs used in this study

ADAMAWA

DRUG ABUSE ENLIGHTENMENT CAMPAIGN ORGANISATION. (DAECO)

BAUCHI

BAUCHI COMMUNITY ORIENTED DEVELOPMENT INITIATIVE
COMMUNITY INITIATIVE FOR PROMOTION HEALTH EDUCATION AND PEOPLE WITH DISABILITY
DEVELOPMENT EXCHANGE CENTRE (DEC)
MINAL LEARNING FOUNDATION
RAHAMA WOMEN DEVELOPMENT PROGRAM
TATTALIN GIDA WOMEN DEVELOPMENT INITIATIVE

BORNO

BORNO COALITION FOR DEMOCRACY AND PROGRESS (BOCOPEP)
DAMBOA YOUTH ASSOCIATION
INTEGRATED WOMEN AND YOUTH EMPOWERMENT CENTRE
KANEM BORNO HUMAN DEVELOPMENT ASSOCIATION (KABHUDA)
KANURI STUDIES ASSOCIATION
TEDAK FISHERIES COOPERATIVE SOCIETY OF NIGERIA

GOMBE

JEWEL ENVIRONMENTAL INITIATIVE
SAIF ADVOCACY FOUNDATION

TARABA

JOEL YAJI FOUNDATION

YOBE

MAIGOJE FOUNDATION

North-Central Geo-Political Zone and its States with the Voluntary Social Clubs used in this study

BENUE

ANGEL SUPPORT FOUNDATION
BENGONET RURAL DEVELOPMENT INITIATIVE
COMMUNITY LINKS AND HUMAN EMPOWERMENT INITIATIVE (CLHEI)
DEMAH HEALTHCARE FOUNDATION
ENVIRONMENT AND CLIMATE CHANGE AMELIORATION INITIATIVE
EXCELLENCE JOY AND HOPE CARE FOUNDATION
JESSY OJOMA DRIVE FOR ENVIRONMENTAL DEVELOPMENT FOUNDATION
NIGERIAN ASSOCIATION OF WOMEN IN AGRICULTURE (NAWIA)

KOGI

FOOSTEER INITIATIVE FOR COMMUNITY HEALTH AND SOCIAL DEVELOPMENT
HEALTHCARE ESSENTIALS FOR THE DISADVANTAGED FOUNDATION
INITIATIVE FOR GRASSROOT ADVANCEMENT IN NIGERIA
LIFT UP CARE FOUNDATION (LUCAF)
YOUNG CHILDREN CENTRE POINT

KWARA

HOME AND STREET KIDS WELFARE INITIATIVE
MOHAMMAD BOLAJI SOLIHU FOUNDATION
NIGERIA WORKFORCE STRATEGY AND ENLIGHTENMENT CENTRE
OLIVE COMMUNITY DEVELOPMENT INITIATIVES
PLAYSAFE
SAADAT BIBIRE FOUNDATION

NASARAWA

GAMMUN CENTER FOR CARE AND DEVELOPMENT NIGERIA
LEUKAEMIA CAREPLUS INITIATIVE

NIGER

AMANA RURAL PEOPLES HEALTH ADVOCACY FOUNDATION

PLATEAU

CENTRE FOR GOSPEL HEALTH AND DEVELOPMENT (CEGHAD)
CENTRE FOR THE ADVOCACY OF JUSTICE AND RIGHTS
CREATIVE YOUTHS ACHIEVERS' NETWORK FOUNDATION
GLOBAL PEACE AND LIFE RESCUE INITIATIVE
INTERNATIONAL CENTER FOR ACCELERATED DEVELPMENT
ISLAMIC COUNSELING INITIATIVES OF NIGERIA (ICIN)
KATHY LIFE BUILDER FOUNDATION
KINGDOM KID KLUB
MASHIAH FOUNDATION
RELIEF AND HOPE FOUNDATION
YOUTH EDUCATION AND LEADERSHIP INITIATIVE (YELI)

Appendix IV

Reliability Computation

Odd No. (x)		Even No. (Y)		$X - \bar{X}$	$Y - \bar{Y}$	$\lvert X - \bar{X} \rvert$	$\lvert Y - \bar{Y} \rvert$	$\sum(\lvert X - \bar{X} \rvert)^2$	$\sum(\lvert Y - \bar{Y} \rvert)^2$	$\sum(\lvert X - \bar{X} \rvert)(\lvert Y - \bar{Y} \rvert)$
1.	10	2.	13	0.3	1.5	0.3	1.5	0.1	2.3	0.5
3.	10	4.	10	0.3	-1.5	0.3	1.5	0.1	2.3	0.5
5.	9	6.		-0.7		0.7		0.5		
								0.7	**4.6**	**1**

Mean of $\bar{X}$ = 10+10+9 = 29/3 =9.7

Mean of $\bar{Y}$ = 13+10 = 23/2 = 11.5

Pearson Product Moment Correlation = r =

$$r = \frac{\sum(X - \bar{X})(Y - \bar{Y})}{\sqrt{\sum(X - \bar{X})^2 \sum(Y - \bar{Y})^2}}$$

$= 1/\sqrt{0.7*4.6}$

$=1/\sqrt{3.2}$

$=1/1.8$

$=0.60$

Therefore, r= 0.60

Substituting the r using Spearman Brown Formula, the following result was obtained:

Spearman Brown Formula = 2r/1+r =2*0.60/1+0.60

= 1.2/1.60

=0.75

r= 0.75