RECORD MANANGEMENT IN GENERAL HOSPITAL HUNKUYI

A CASE STUDY OF GENERAL HOSPITAL HUNKUYI, KUDAN LOCAL GOVERNMENT OF KADUNA STATE

BY

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DECLARATION

I **OLOYE OJO** declare sincerely that this project was conducted by me under the supervisor and guidance of **DR EZRA SHILOBA GBAJE** ideas expressed have been the product of my intellectual effort, authors quoted in this work have been duly acknowledged.

_____ _____

Candidate Signature **DATE**

CERTIFICATION

This is to certify that this research work was carried out by **Oloye Ojo** and has been read and approved as having requirements of the Department of Library and Information Science, Ahmadu Bello University, Zaria for the award of Post Graduate Diploma (PGDIM)

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DEDICATION

I dedicate this project to my Lord Jesus Christ, the author of knowledge without his inspiration and guidance; this project would never have seen the light of the day.

ACKNOWLEDGEMENT

My profound gratitude goes to God Almighty for seeing me through this rigorous academic work. To him, I say thank you Lord Jesus Christ. To my supervisor Dr Ezra S. Gbaje for his patience, commitment and comment during this research work, thank you so much sir. I thank in a special way my HOD Dr Abdullahi Musa Ibrahim for his help that God will bless him and his family. I cannot forget to say thank you to Odigie Imoisili, for your patience and tirelessness and brilliant contribution for the success of this work.

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ABSTRACT

The important of record management in General Hospital Hunkuyi, Kudan Local Government Kaduna state. General Hospital Hunkuyi was studied in order to ascertain its effect on the performance of staff in the facility as a case study. Staffs the factors that affect record management in this sector are that of use of untrained, inadequate, filling facilities such as filing cabinet, proper storage and preservation system. Hence the objective of the present study was to find out the extent of record management dissemination, storage and disposal and how these had affected the development and growth of the Hospital. Data collection was based on primary and secondary interviews. The population size was 221 (staffs) and the sample size was 50 (staffs). 50 questionnaires were administered with the 50 respondents. 52% of the respondents identified storage and preservation is the major challenge. 26% identified retrieval and dissemination and as the problem while 22% agreed that identification and classification is the problem. Documents are files were stored in water proof and fire resistance shelves to enhance its durability, shelf life and preservation. The study showed that record does not vary greatly from old methods. However, the use of how skilled staff members for record management and processing, pose some inherent problems.

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CHAPTER ONE

1.0 Introduction

We live in an information society. Information is our basic resource and information is our product. Record management is concerned with the management of information. Every sector needs information to function properly.

Penn et al (2000) defined Records management as the management as the management of any information captured in reproducible form that is required for conducting business. It can be further defined as scientific and systematic control of recorded information. The control of recorded information, the control of which is over its creation, maintenance, utilization, storage, retrieval and disposition (Kauter 2003)

According to Penn et al. (2000)"as government and business have expanded during the 20th century, so has the need for information and records management".

Today, one of the greatest challenges facing us is how to effectively and economically control, preserve, access and utilize the ever expanding information resources. Record are significant to achievement of organizational objectives individual and organizations frequently refer to records for one information or the other. In most organizational, An index to files kept in cabinets in usually prepared to serves an information retrieval device. This facilitates the retrieval of files from the cabinets. However, the important of these records cannot be realized unless they are properly organized in a way that the storage and preservation allows for easy accessibility so for any organization to function effectively, the need to have a well-organized Records management system is essential.

The changing records media and the advent of electronic records-keeping further helps I record management. With viable records management in operation an organization can control the quality and quantity of information it creates, maintains it in a manner that effectively serves in needs. Records management serves as official memory of an organization as it documents all the stages in the life of the organization plans, achievement, development and challenges. It is also used for reference purpose and to determine the course of action in line with actions of the predecessors. That is why Williams (2001) postulates that records are those materials made or received by institutions in pursuance of legal obligation or in the conducts of functions and preserved as evidence because that is used.

Accurate records Management is vital in any organization because the solution to any management problem requires the involvement of meticulous and accurate management of records. Not only are sophisticated records management principles and practices necessary in today's information oriented society, they are also absolutely critical to its continued survival.

Government at all levels establish requirement for maintaining records. Therefore all business transactions depend on the proper creation and maintenance of recorded information. Decisions in court cases have resulted in proper records disposal becoming an important factor in day-to-day business operation. An organization today cannot ignore its records any more than it can ignore the working conditions of its employees or environmental concerns of the community in which is located in view of the above.

1.1 The Primary Objectives Of The Hospital

- ✓ To provides good health care services to her clients
- ✓ To train qualified health care professional in the country

- ✓ To ensure patients medical case note is well kept are protected and to prompt retrieval of this record for continues treatment of her clients.
- ✓ To ensure professional conducts and practices are monitor and control by established council.

The hospital is divided into various unit, and each unit in the hospital performs unique task for the actualization of same goal l.e quality health care service delivery. This department includes: Record, Pharmacy, Doctor, Nurses services and other medical allied department.

1.2 Historical background of the study

General Hospital Hunkuyi is one of the 23rd state hospital in Kaduna state, established in 2001 at Hunkuyi town, Kudan Local Government of Kaduna state.

To provide secondary health care service to the people in this local government and environs, it is a 45 capacity beds hospital comprises of seven (7) health records personnel's, five (5) pharmacies, four (4) Doctors, Twelve (12) Nurses, three laboratory scientists and other medical allied professions.

The hospital runs 24 hours and in-patients services including laboratory and family and counseling services.

1.3 Statement of the problem

Today, we operate in the information age, previously, people, and capital and property provided the competitive advantages. Today information has moved to the forefront as the fourth vital resource perhaps the most important one. Unlike people, capital and equipment, records cannot readily be created replaced or reconstructed except through years of effort.

"Statistics show that approximately 30 per cent of an organization that suffer a catastrophic fire will cease to operate for one year because their vital information has been lost forever" (skupsky, 1989) records management is the professional discipline to control the creation, maintenance and disposition of information in the form of records.

Unfortunately, it seems that most organizations have not yet realized the relationship between vital information and the management of this information through a record management program. It appears they have not fully directed their attention towards the important of record management to address the issues of improper storage, delay in retrievals, loss and abstraction of records. Improper organization as well as untrained and inefficient record personnel. That is why the researcher embark on the research work. Hospital records Management in General Hospital Hunkuyi. Kudan Local Government of Kaduna State.

1.4 Research Questions

To enable the researcher carry out a successful study of the project, the following question are raised to guide the study.

1. How does the Hospital organize and maintain its record?
2. What is the course patients case note misplacement?
3. How can the problem of patient's case note misplacement solve?

1.5 Purpose of the study

The main objective of this work is to study the management of records in General Hospital Hunkuyi.

1. To identify the roles of records Management in the Hospital
2. To identify the system of records maintain in the Hospital
3. To find out how the Hospital organizes and manages these records, and .

1.6 Significance of the Study

Information is very crucial for the success of every organization therefore this work would act as an essential tool for revealing how records are managed in the Hospital. It will also act as reference material to student in the field of information. And to staff and students of the Teaching Hospital as well as other organizations who may like to borrow a leaf from the hospital's records management system

1.7 The scope of the study

The record is specifically intended to cover the records management. It deals directly with roles of records management, different types of record, hoe records are organized and managed and records management system in the Hospital system

1.8 The limitation of the study

Research of this nature cannot be successfully accomplished without some challenges. The major constraint to this work was time. The researcher was a student as well as a civil servant which made it difficult to carry out the work within time frame allocated.

1.9 Operational definition of terms

The keywords used in this project work are defined below:

i. **Records:** Records are recorded information. It is any information captured in reproducible form whether in print or non-print format that is required for conducting business.

ii. **Management:** Management is a practice. It is not knowledge but performance. It is getting things done through others, the coordination of all resources of an organization through the process of planning, organizing, directing and controlling on order to attain organizational objectives.

iii. **Records Management:** This is a logical approach to the creation, maintenance, use and disposition of records and the information that those records contain. It is management of any information captured in reproducible form that is required for conducting business.

iv. **Information:** This is defined as any processed data (figure and fact) used in making decision. It is various processes used in communication of ideas. Feeling, perceptions, emotion, needs, a meaningful manner for better and wider decision making.

v. **Control:** This involves the registration of new documents and the destruction of old ones, as well as numbering of files and pagination of folios. This is aimed at preventing documents from failing into wrong hands.

vi. **Storage:** This is the means of keeping documents safe to forestall unforeseen circumstances such as fire, loss or damage.

vii. **Accessibility**: This refer to the disclosure of documents to only authorized based on certain principles such as the need- to-know, need-to see, need-to-retain principles etc

viii. **Hospital:** This is place where medical care is received as well as medical counselling such as family planning and the information are maintain for proper planning and decision making.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter presents a review of related literature and preview works on records management. The review is organized in the following subheadings: the concepts of records management, record creation, maintenance and use. Appraisal, retention and disposal, technology and staffing. With the following research questions viz:

How does the Hospital organize and maintain its record?

What is the course patients case note misplacement?

How can the problem of patient's case note misplacement solve?

2.2 Records creation and management

Almost all business organizations depend on the proper creation and maintenance of recorded information. But these records do not just materialize on the desks, in file cabinets, or in computer memories; people create them and them there, penn et al (2001)

Records are recorded information, irrespective of the form or medium in which they created, received or maintained by an individual, agency, institution or organization in pursuance of its legal obligations or in carrying out business operation. Therefore Williams (2006) assert that "records are those materials made or received by function and preserved as evidence.

The Oxford English dictionary also defined records "as the fact or attribute of being or having been committed or writing an authentic evidence of a proceeding or verdict of a court of justice, evidence which is thus preserved and may be appealed to in case of dispute" to

laws (2000), the perception of what a record actually is has changed radically and rapidly. In the past, records were just papers and records management might be perceived as part of archival administration, but nowadays the record is likely to be in an electronic format or in a piece of paper and the records manager could be an information scientist, a computer scientist, a librarian etc

Records are accumulated daily in the course of fulfilling various functions in organization. According to Adeniran (2005) " in such organization and government offices, the functions divide themselves naturally into different transactions, which relate to particular subjects, persons, corporate bodies, local bodies, object and places" when these transactions are completed they are documented in paper format or electronic media and organized and maintained for future references.

One important aspect of records management is the need for the created records to be adequately managed for use. There is the need for proper storage medium and filing procedures so as to facilitate quick and easy access to the records when required.

Record management according to penn et al (1989) is a logical and practical approach to the creation, maintenance, use and disposition of records and therefore of the information those records contain. Substantial improvement in administrative order and discipline in only achievable through greater efficiency and consistent record management Kauter (2006). According to Kennedy and Schnauzer (2006), an effective records management requirement includes:

- ✓ Records Management Policy
- ✓ Appropriate record management function

- ✓ Organization structure
- ✓ Finance
- ✓ Procedures and
- ✓ Facilitates

A sound records management program will accomplish among other things

- ✓ Simplified identification of document of aid filing
- ✓ Efficient filing of active records to permit easy accessibility
- ✓ Transfer of less active records to low cost storage
- ✓ A uniform retention schedule and
- ✓ The destruction of obsolete records

Essen (2005) opines that "in the past, a greater deal of attention has been given to the three "ms" of management-money (financial management), manpower (personnel management) and material. However a fourth element which is equally important has been added to the three, and that is records management" records management is concerned with all of the records required for the continuance government and business operations at costs consistent with services involved. He went further to say that underlying most successful records management of well-designed and equipped records centers of all the service activities of an organization, the storage and retrieval of business records and office space, time effort and money are wasted unless records can be produced when they are required for information or evidence. According to him, records centres are "purgation where records wait before going either to the heavenly archives or to flames of hell"

Lafihan (2006) suggested that " rules for the creation, maintenance and disposition of computerized records must be developed and records management practices modified to avoid the problem of unauthorized disposal of electronic records" he shared the view that record management practices must be designed to ensure:

- The integrity of record is maintained
- Record are retrievable , and
- Only authorized record disposal occurs according to established rules: it is important to mention that records management is not only retention schedules and disposition of records, it comprises all the record-keeping requirement that allow an organization to establish and maintain control over information flow and administration operations.

The key roles records management can play in improving the management of information is acknowledged at all levels. Thus the paper work reduction act of United States requires government agencies to incorporate records management and archival functions into the design, development and implementation of information systems to ensure that records can be accessed irrespective of form or medium and to provide record management training of agency staff (Wiggions, 2000)

Records management is a universal phenomenon and is carried out on daily basis in any organization. Because records are generated every day in the course of running organizational business. Therefore is generating records care should be taken to create those information that are needed. There are various ways in which a record is created an individual writes a letter or memorandum to a business associate, a form is sent to a job applicant who must complete it and return it to the organization that has the vacant position,

an existing record is placed on a copying machine and, in a matter of seconds, one becomes two. And so on"

The record manager is basically responsible for developing, promoting and overseeing an effective and functional records management program in an organization. That is why Ayeni (2007) opines that "an effective records management program required sound leadership and direction" for instance a report might have to be reviewed and edited by a number of people. So before a record is created some thought should be given to the necessity fit its existence

Therefore, Penn et al (2001) states that "seventy per of the cost of information is in records creation, and yet superfluous records created unnecessarily in almost all organizations on daily basis' a letter is written when a phone call would have been perfectly adequate. Reports are required even when the response is negative. According to him. Little consideration is given to the most fundamental question "is it necessary to capture the information in reproducible form?

Obviously there are instances where capture is not just desirable, but absolutely imperative. There are still the additional questions regarding how it is to be created. What exactly is it that constitutes "adequate" documentation?

That is why Evborokhai (2002) stressed the need for records management as what organization depends on to improve a foundation for future development. He argued that "accurate records are necessary to provide the background information for planning for the future while taking Advantage of the past experience.

Penn et al (2007) further suggested that question regarding the future life of the information must be asked prior to its creation process. Although the maintenance and use activities can

obviously not take place until the information has been created. The maintenance and use systems must be developed at this early stage so that when the information does come into being it can be stored and retained in an orderly and efficient manner.

2.3 Function of Records Management in General Hospital Hunkuyi

All types of organization including public bodies manage their recorded information for reasons that are broader than compliance with access and privacy legislation. They create, maintain and manage records to provide tangible evidence of their business activities and transaction. These purposes include:

- ✓ To support policy formulation and managerial decision making
- ✓ To improve client services and support better performance of business activities
- ✓ To support consistency, continuity and productivity in operations, administration and management
- ✓ To protect the interest of the organization and rights of clients, the public and employers
- ✓ To provide protection and support in litigation, including the better management of risks motivated with existence to meet legislative and requirements.
- ✓ To enable organization to meet legislative and regulatory requirements.

Good records management provides a route to ensuring that an organization is adhering to its legal, professional and ethical responsibilities. It improves efficiency by cutting down retrieval time and maintaining contact over what is held. The costs are reduced because resources are not wasted on retains unnecessary records. It also ensures that records are not duplicated needlessly, which not only prevent loss butt also maintains control and accuracy.

Records management enables the activities of organization to be documented through the records they produce. These records are vital assets that help in effectively and efficiently managing the organization. (Grigg 1999) writes that "the function of records management is to improve the recording of information and organization and the use of the resulting records so that the information can be retrieved and the records discarded when they no longer have administrative value"

Speaking in the same vein, Anderson (2003) suggested that for records management to maintain its functions" there should be a better arrangement to allow easy reference to the active materials and easy convenience reference to the inactive materials" therefore records management is important in making the right knowledge available to the people who need it in time to make the right decisions.

2.4 Maintenance and Use

The activities of organization do not automatically end at records creation. When records are created, they must be accessible and usable for as long as they have value. For proper maintenance, all questions regarding information storage and retrieval systems must be answered. The primary goal of records management is obtained by efficiently managing the records management elements in a manner.

Record management can be carried out under manual, mechanized and computerized system in an organization. it has occupied an important position in information management cycle, a very vital aspect to the success of any organization. This is especially true if we consider the fact that, there is an increasing emphasis by organizations on reliable information when the need arises. In this vein Steward (1988) observed that "one sure way to cause chaos in an

office is for administration to leave materials that should be put in their proper orders in files lying around, because no one knows how to maintain and get them into the system.

The provision of information however, can only be achieved if the records are properly maintained. Records management in General Hospital Hunkuyi is the application of systematic and scientific control to recorded information which is required in the operation of an organization business. Records management is the management is the management of any information stored in reproducible form that is required for conducting business. Therefore Penn et al noted that information which have been documented in the form records need to be properly managed.

The systematic need for record maintenance and maintenance has been emphasized by Muogilim (1996) that "records management refers to the control or direction of all document resources through systematic means of achieving effectiveness economy and efficiency.

Organizations need to develop strategies and procedures to ensure that records are created and maintenance and are valuable when required. Therefore Uwajfo (2004) opined that" one important aspect of records is the need for the created records to be adequately maintained for use. There is the need for proper storage medium and filing procedures for quick and easy access to the records when required" most storage facilities for records includes wooden shelve/rack, steel cabinets drawers, catalogue cabinets, files, cardboard, boxes etc

The emphasis is filing system today is on fast and accurate retrieval of storage information. Most business organizations in developed economies have invested seriously.

In appropriate files indexes. The use of a good index guarantees fast accurate retrieval of information.

The maintenance procedure practice in general Hospital Hunkuyi. The files are not well organized and maintained. Also the staff is not well trained in records management. The records under study are open to current and retired staff with restriction. Upon the death study are open to current and retired staff and restriction. Upon the death of a staff or pensioner. Records might open to the family of the deceased next to kin.

2.5 Appraisal, Retention and Disposal

The disposition that is made of an active record will depend on the value of the information it contains. The value of information is measured sometimes in minutes and sometimes in centuries (penn et al:1989) for example the information in memorandum from the company managing director regarding the annual staff party. May be needed only until the party is over. The information in a letter from same individual discussion the corporate strategy for avoiding a takeover may be deemed historically significant and kept permanently.

He continued that if information is considered to be of a permanent nature. It must be captured in reproducible form in a manner that ensures permanence. Thus disposition should be considered during both the active and semi active phases.

According to Adikwu (2006) appraisal involves deciding what records need to be kept and for how long in order to allow the organization to continue its work. He said that it involves deciding what records merit permanent preservation in archives because they have an enduring value for purposes than those for which they were created.

He went further to define appraisal as the process of determining the value of records for further use. For whatever purpose, and the length of time for which that value will continue. This include the finite usefulness that records may have for the continuance of business or as

evidence thereof and the indefinite value that records may have for any purpose and that justifies their preservation as archives.

Penn et al (2001) viewed record appraisal as the process of determining the value of records in terms of the length of time it is to be retained thus, retention and disposition schedule came as a result of records appraisal. Therefore, Unigbe (2003) posits that the absence of retention or disposal schedules in offices is responsible for the theory situation of the non-current records in various offices today. With retention and disposal schedules, the non current records that are still useful will be retained. That is why Enwere (1972) noted that the objectives of the records management program are to administer records from the time they are created to the time they are disposed of or are preserved in the most economical and efficient what to facilitate easy access to the information and to ensure that in the process no information is lost.

Retention is the process of maintained records for continuing use, either in the agency of origin, in a records centre or in an archival institution. It follows that records retention for use must remain accessible. If record no longer have continuing utility and have no enduring value, they should be destroyed. If they no longer have continuing utility but have enduring values, they should be preserved in an archival institution at the time the records are created, a future action is determined. Whether it is to destroy the records, transfer them to the archival institution or review them at a particular date. Similarly when records are no longer in day to day use, their continuity utility and enduring value will need to be reassessed.

Records of continuing value are managed using methods that ensure that they remain persistently accessible for the length of the time they are retained. This is relatively easy to accomplish with paper or microfilm based records by providing appropriate environment

conditions and protection from potential hazards. Pcoborabai (1999) observed that identification and protection of records vital to the interest of the corporation is an important element of a total records management program. He further stressed that "records lost or destroyed are either irreplaceable or very expensive to reconstruct.

Without the control imposed by the processed of appraisal, current records system will become congested with semi and non-current record. A backlog of full and information will be increasingly difficult to access. Eventually the entire records management system could collapse.

Therefore, Muogilin (1996) opines that business organization should note the decisions on which record should be kept or disposed of, for how long, and in what location and physical conditions. "all these should be taken seriously and early enough so that valueless records can be immediately eliminated and valuable space and equipment released for other uses" observed Norton (1975)

2.6 Technology

In addition to the retention and disposal, there is need to consider the technologies of records management and their relationship to the information life cycle. Technologies are tools. Their purpose is to the relationship to the information handling easier, more efficient, and less costly. Penn et al (1989) posits that "high technology devices such as computers, optical character readers, facsimile transceivers, and laser printers should be looked at no defiantly than equipment and should, therefore be obtained only to fill a specified need.

According to them "care must be taken to ensure that the implementation of technological improvement does not get out of hand, life cycle management efficiencies can be completely

eliminated when technology is misapplied. Word processing in certain situation can actually slow down keyboard productivity rather than increase it. Electronic mail can be disastrous if documentary evidence is needed for litigation. A microfilm conversion can cost much more than storing hard copy documents in records center.

Penn et al; further explained that "with advent of electronic record keeping the technological issues becomes even more involved. One must be concerned not only about the medium on which the information is captured (magnetic tape, floppy disc, optical disc) but about the equipment on which the medium depends on order to be read. With paper this is not a problem. Assuming that a medium has not been destroyed, the information it contains is easily readable. Even with a microfilm the recorded information can be read in an emergency with much unsophisticated magnifying lenses. But with electronically encoded media, there is only one way to get the information out. The electronic equipment that reads the codes must be available and operable.

With rapid changes in technology, the machine available issue is a major records management consideration. In view of this penn et al asset that "organizations which make a wholesale commitment to electronic media may find themselves archiving machines and spare parts as well as records or investing in a massive media conversion efforts on order to eliminate the equipment dependency.

2.7 Records management skills and staffing

The need to engage skilled records managers is vital in every organization for efficient and effective records management. "Experience shows that the most organizations do no attach much importance to records management thus they deploy unqualified and unskilled staff to

manage their records. They do not bother to think of record management until they either lose or cannot find the document they need in a convenient space of time. Penn et al (1989). This results to recruitment or appointment of records managers and implementation of records management program.

Smith (2006) maintained that an information service stands or falls according to the quality of its staff. He stressed that "staff should be sufficient in quality and quantity to perform the assigned records activities.

But management has often been defined as getting things done through people. Record managers should therefore make every attempts to get a sufficient number of high caliber people for their staff so that things can get done in an expedient yet effective manner (penn et al 1989)

Therefore, Penn et al (1989) stressed further that "records managers do not have to be limited to using their own staff. Although that is the most preferable situation, alternative sources of labour must sometimes be sought" they argued that the two most common methods of augmenting a record management staff are:

- ✓ Employment of outside consultants and
- ✓ Establishment of an organization wide records management liaison network. Management is a practice based on knowledge. Skills and responsible.

Therefore Omoniwa (1999) was of the view that management of records affect the way they are planned organized and the way staff are mobilized to work. Records managers are different choice of leadership style necessary for execution of record management works the choice is sometimes due to challenges and necessary supporting equipment.

In contribution to the role of records managers, the public records office (1999) stated that record creators and users operate establishing organization standards for records-keeping requirement. Requiring that new information system incorporate easily understandable facilities to support these, providing guidance and direction for operational users, and working to develop organization culture of records-keeping

The concept of record management is like most theories, relative values unless it is put to use. The idea is to implement the theory and turn it into practice. Considering the life-cycle as the basis for a total records management program affords great potential for the effective management of recorded information. This maintains effectiveness and efficiency of an organization necessary for achievement of its objectives.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

The objectives of this chapter are to describe the method and procedure adopted in conducting this study. It describes the techniques used for the presentation and analysis of data. The chapter is organized according to the following:

- ✓ Research Method
- ✓ Population of the study
- ✓ Population Sample
- ✓ Sample and Sampling Techniques
- ✓ Method of Data Collection
- ✓ Research Instrument
- ✓ Validity of Instrument
- ✓ Administration of Instrument
- ✓ Data Analysis Techniques

3.2 Research Method

The method adopted for this research study is the case study research design according to Moore (1983) Research design deals directly with the structuring investigation targeted at identifying variables and their relationship to tone another while Nwogu(1991) defined it as an intensive study geared towards thorough understanding of an individual, a group of individual, a community or an institution.

3.3 Population of the study

Population refers to the group of subjects or objects the researcher is taking as case study. Therefore Alkaleri (1991) defined population of the study as the group of subjects or objects possessing common characteristics that is target of investigation. Also Asika(2008) views it as a population or study population made up of all concerned subjects or observations relating to a particular phenomenon of interest to the research. It is the total number of specified group to which the investigation relates. Thus, the population of this research work is 221 which is the total number of General Hospital Hunkuyi, Kudan local government area of Kaduna state.

3.4 Sample population

Sampling is the method that determines the representative of population. Sample size consists of a portion of the target selected from the entire population for the purpose of the study. It is most ideal when it is not possible to study the entire population. In this study. The total population consists 221 which is the total number of staff at General Hospital Hunkuyi, Kudan Local government of Kaduna state while the sample size consists of 50 staff randomly selected as shown on the table below

Table 1. Sample table

S/NO	POPULATION	FIGURES
1	Records officers	10
2	Pharmacists	10
3	Doctors	10
4	Nurses	10
5	Medical Lab. Scientists	10
	TOTAL	50

3.5 Research Instrument

The instruments used for data collection were:

- Structure questionnaire
- Observation, and

In order to get reliable and accurate information from the respondents. The questionnaire was structured consisting two (2) main section namely: A and B. Section A is made up of personal data of the respondents while. Section B covers questions on different topics of record management.

According to Denge (1991). Close ended questionnaire is the best method of getting responses from enlightened respondents within a reasonable period of time.

Also observation was made on records creation, processing, dissemination, storage, retrieval and usage in the college. Documentary evidence were also used which involved researcher investigating records used and managed in various schools, departments, section and units of the college.

3. 6 Validity on Instrument

Validity of instrument refers to the degree to which a test or instrument measures what it intends to measure. Thus the structured questionnaire was subjected to face validity by the project supervisor to test its contents. Corrections were made and incorporated by the project supervisor to test its contents. Corrections were made and incorporated before its administration to the respondents

3.7 Administration of instrument

The questionnaire were personal administered to the respondents by the researcher and the questionnaire were filled and completed immediate due to time factor and which the researcher collected the questionnaire for analysis.

3.8 Techniques for Data Analysis

The statistical technique used in analysis the collected data was descriptive simple method using table.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1 Response Rate

Fifty questionnaires were administered to fifty respondents, across the department were involved in record management from the stage of creation to the stage of disposition.

The result were analyzed using simple formula

% Respondents = n/N x 100

Where n = Sample population

N=Total population

This was done by carefully studying the returned questionnaire by the respondents from various departments in General Hospital Hunkuyi, kudan Local Government of kaduna state.

From the data gathered, the following results were presented using tables to depict the sampled opinions.

4.2 Sex Distribution, Age, Years of Experience and Educational level of Respondents.

From the data gathered, task one shows that 60 % of the respondents were male staff while 40% of them were Female. The reason for this may be for the speedy dispersion of record management.

Table 4.2.1 Sex Distribution

Sex	**No of Response**	**% of Response**
Male	30	60%
Female	20	40%
Total	**50**	**100%**

Source: Researcher field survey April, 2015

The Male Respondent of the research were 30 (60%) while the Female Respondent were 20 (40%) of the Respondent.

Table 4.2.2 Age Distribution

Age	**No of Response**	**% of Response**
20-30	5	10%
31-40	40	80%
41 and above	5	10%
Total	**50**	**100%**

Source: Researcher field survey April, 2015.

Most of the Respondents were between the age of 31-40 years (80%) while age 20-30 years and 41 years and above were 10% each.

Table 4.2.3 shown Years of Experience of Staff.

Years	**No of Response**	**% of Response**
1-10	30	60%
11-20	10	20%
21-30	7	14%
31 and above	3	6%
Total	**50**	**100%**

From table 4.2.3 above most of the respondents showed that they have worked 1-10 (60%) while 20% was recorded for those that had worked for 11-20, also 21-30 years (14%) and 6% for 31 and above.

Table 4.2.4 Educational qualification of the Respondents

Qualification	**No of Response**	**% of Response**
School certificate	5	10%
HND/Degree	35	70%
Post Graduate Certificate	10	20%
Total	**50**	**100%**

From table 4.2.4 most of the respondents were HND/Degree holder 35(70%) while 10 (20%) were post graduate holder and 5 (10%) were school certificate holder.

Table 4.2.5 how does the Hospital maintain its record?

Source	**No of Response**	**% of Response**
Manual	10	20%
Computer	5	10%
Manual and computer	35	70%
Total	**50**	**100%**

From the table 4.2.5 most of the records were maintain using manual and Computer concurrently 35 (70%) while 10 (20%) were using manual and 5 (10%) used computer only which is not so good for records management in this era of information.

Table 4.2.6 how does the hospital organize its record?

Source	**No of Response**	**% of Response**
Unit numbering system	25	50%
Alphabetical system	7	14%
Chronological	18	36%
Total	**50**	**100%**

Table 4.2.6 above shown that, most of the hospital record l.e 25 respondents (50%) were organized using unit numbering system, 18 (36%) were using chronological while 7 (14%) were using Alphabetical system. It is good organization but there still room for improvement, because unit numbering system encourages one patients one records and one unit number which will therefore, ensure effective and accurate records management.

Table 4.2.7 how are records managed by the Hospital?

How	**No of Response**	**% of response**
By Individual	5	10%
By Department	40	80%
By Record staff	5	10%
Total	**50**	**100%**

From the table above, most of the records were managed by the department 40 it shows decentralization of records management l.e (80%)

While 5 respondents were managed each by individual and Records staff which will without doubt reduce the work load in a single place and invariable reduce record misplacement i.e 10% each.

Table 4.2.8 how are the record stored?

Storage	**No of Response**	**% of Response**
Unit record room	7	14%
Department record room	26	52%
Central record room	17	34
Total	**50**	**100%**

From the table above 4.2.8, most of the records were stored in the department, record room 26 which represent (52%) and 17 which also represent (34%) were stored at central room storage while unit record room had 7 represent (14%) of the storage ways of records will helps to provide adequate filling space to records system will therefore reduce cases of records misplacement.

Table 4.2.9 which mode of storage is being used by the hospital?

Records Mode	**No of Response**	**% of Response**
Fireproof cabinet	8	16%
Wooden cupboard	39	78%
Fireproof and wooden cupboard	3	6%
Total	**50**	**100%**

From the table above, the organization stored record on fireproof cabinet 8 represent (16%) while wooden cupboard and fireproof had 39 represent (78%) and 3 represent (6%) for wooden cupboard only. This is a poor system of keeping record, most especially against fire and natural disaster, wooden cupboard can not be protected when these happened.

4.2.10 What are the courses of patient's case note misplacement?

Courses of case note misplacement	**No of Response**	**% of Response**
Inadequate filling cabinet	5	10%
Inadequate trained staff	8	16%
Both	37	74%
Total	**50**	**100%**

From the table above, inadequate trained staff and inadequate filling cabinet represent 37 represent (74%) had case note misplaced while 5 represent (10%) said inadequate filling cabinet and 8 represent (16%) argued that inadequate trained staff. The problems of inadequate trained staff and inadequate filling cabinet were identifies has the major problems in record management in General Hospital Hunkuyi.

4.2.11 Do the staffs undergo training regularly on record management?

Regular Training	**No of Response**	**% of Response**
Yes	3	6
No	34	68%
Indifferent	13	68%
Total	**50**	**100%**

From the table 4.2.11 above, 34 represent (68%) respondents said that the record staff were not trained regularly while 13 represent (26%) were indifferent and 3 represent (6%) said they were trained regularly. The percentage of untrained staffs of 68% is a poor one, will therefore without doubt affect records management.

4.2.12 What are the challenges of record management in General Hospital Hunkuyi?

Challenge	No of Response	% of Response
Identification and Classification	11	22%
Storage and preservation	26	52%

Retrieval dissemination	13	26%
Total	50	100%

From table 4.2.12 above, most of the challenges faced in records management at General Hospital Hunkuyi were 26 represent (52%) while storage and preservation was 13 represent (26%) faced the problems of retrieval and dissemination and 11 represent (22%) had problem of identification and classification. Inadequate storage facility and proper record preservation were the major problems of records management in General Hospital Hunkuyi.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 Summary

Record keeping and management from the basis for effective managerial and administrative policy in any organization (Ugwu and Okogba, 2008) In this study the management and staff of General Hospital Hunkuyi, kudan local Government of Kaduna state has mainly Male as the major staff. The reason could be that for effective managerial policy and implementation of the organization projects. It is better to use a ration of 3:1 (males Female) Ochogho et al, (2006), and this will facilitate good record keeping and management (4.2.1)

Record management had been said to be better done by middle age staff because of the obvious fact that they possess more energies than the old aged workers. And this was demonstrated in table 4.2.2 were the age 30-40 had the highest percentage of 80%as compared to 10% each. Thus, the increases the number of middle age staff will help facilitate record management.

It is also possible that the years of experience of the worker staff also help in record management at General Hospital Hunkuyi. The higher the academic qualification the more the likely hood to manage, decide and keep proper records of events (Ugwu and Okogba,2008) Academic qualification of those with Higher National Diploma and Degree were more at General Hospital Hunkuyi than those with Post Graduate qualification. The lower level of those with Post Graduate certificate could be attributed to the organization's policy of employment, and this in itself is a limitation.

The mere fact that source of record generation were mainly within and outside the organization do not imply that record generation from individual sources underscores effective management, rather it showed that organization covers all nooks and crannies to source for its records (Obhikara,2009). This report was seriously in support of our findings (4.2 .6)

Record management in unit room and central room help to make the accessibility easy (4.2.7) and these records were kept in fireproof cabinet prevent fire as well as burglary (4.2.8) According to Obhikara (2009) crucial and very important document should kept in very safe place to prevent fire and rainfall. It is evident from our study that the General Hospital Hunkuyi had employed all safety measures in keeping their records for posterity and this supported the responses in table (4.2.8) where the staffs were rated excellent for record keeping.

Most importantly, inadequate staff training and inadequate fills were largely the challenges of case note misplacement and storage and preservation were the challenges of records management at General Hospital Hunkuyi. Therefore for record to be effective there is needs for regular training for staff concerning record keeping and proper and effective use of modern records keeping tools.

5.2 Conclusion

The study showed that record keeping and management at General Hospital Hunkuyi is facing several challenges viz: the used of untrained staff, inadequate filling facilities such as filling cabinet, proper storage and preservation system, system of filling, organization of filling system.

However, the fact that academics qualification of staff managing the record of the organization formed the major set-back to documentation and record management. It was obvious that the staff were nor regularly training for modern technologies.

Finally despite the inherent problems in record keeping and managing by General Hospital Hunkuyi, Kudan Local Government of Kaduna state. Managerial shifting roles played for effective record keeping and management.

5.3 Recommendation

In this present study, the following recommendations were put forward for academic researchers, organizations, health facilities and policy makers at any level.

a. Candidate with postgraduate degree should be employed mostly for effective managerial skills in record keeping and good policies
b. Records should be stored in both computer and burning in secondary storage for future usage.
c. Management of records is a vital and tasking aspect of management as such it should be handled by skilled persons
d. Those managing records in an organization should be given routine training to enhance their knowledge in modern record management
e. The other study with related interest can also be carry out in development of record management.
f. Finally, innovation in record keeping and management should be made public through journals and seminars organized within and outside the organization.

It is hoped that the daunting challenges in records keeping and management would be overcome if the aforementioned recommendation are utilized.

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