

**Records Management Practices among Estate and Property Managers in Samaru Community and its Environment in Sabon-Gari Local Government Area of Kaduna State, Nigeria**

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**ABSTRACT**

The study investigated the records management practice by the estate and property managers in Samaru community and its environments in Sabon -Gari Local Government Area of Kaduna State. The research was guided by the objectives on types of records generated by estate and property managers, how records are generated and the types of facilities use for records storage by the estate and property managers. Research method adopted is quantitative with survey research design approach; while the population is eighty nine (89). Enumerative sampling was used by selecting all the population in the study. Questionnaire was used for data collection; the data collected were quantified and analyzed using frequency counts, percentages and discussion. Some of the findings from the analysis revealed that the types of records generated by the estate and property managers include; receipts and invoices, records of property inventory, records of tenants' profiles etc., records are generated in the process of issuing receipts, documenting of tenants' profiles, inventory of properties etc., and the facilities used for records storage include; files cabinets, cupboards, and boxes etc. Some of the recommendations proffered include; that the Association of the Estate Surveyors and Valuers make it a policy for each of its members to adapt to the use of information and communication technology and the estate and property should make the provision of training of their staff on records management.

*Keywords: Records Management, Estate, Property Management, Management, Practice*

**Introduction**

Records are manage in order to be protected against operational risks that will deter and destabilized the ability of the organization to meet up with it operational goals and objectives. Failure to manage record, it will

vigorously affect the organization status, reliability, reputation and image loss of the enterprise. Effective management of records by organizations warrants and guarantees the reduction of all impact of risks by ensuring

evidence that would prove actions, confirms operational and financial decisions, demonstrate accountability, transparency and protect the employees and property (assets) from harm. Mordecai and Gambo (2022) submits that for any company, enterprise or business to survive, progress, and continue to exist, the records of previous issue, events, stories and so on must be kept and maintained. It is worth noting that all programmes and activities of the organization relied on records management for its success towards the achievement of the organizational aims and objectives.

International Standard Organization (ISO 2011) defines record as information created, received and maintained as evidence and information by organizations or person in pursuance of legal obligations or in the transaction of business. Similarly, Ladan (2014) notes that records are generally considered as accounts of facts, events and issues created and stored (preserved) in any physical form as authentic evidences for reference. Record management practice on the other hand involves record creation, generation and maintenance. According to Idhiah (2016) record management is concerned with life cycle of a record which is created or generated for use and to be disposed by destruction or by transfer to an

archival institution. Records being information and data are used to support numerous activities in an organization. Records could be perceived as instrument or tools that organizations and individuals used to are used to organize activities, plan, entitle, verify, explain, enable, track, notify, protect, recommend, mandate, authorize, guide authenticate, empower, terminate, comply, communicate and control. Dennis (2013) submits that estate and property management is an art of directing and supervision of one's interest in land or landed property in order to achieve some optimum returns which may not only be financial but political, social statute and other returns. In addition estate management involves the use of common sense, ideas and knowledge in tackling issues in the field. It requires one's experience, technical background and decision making skills which doesn't require any mathematical or scientific experiments in doing so. Supporting the above definition Tunde (2010) notes that property management is an all-encompassing activity which require the application of skills and knowledge towards exploiting the "latent values" of property, its surrounding, and amenities in developing a sound relationship between a landlord and a tenant and between tenants, so that the property may give its

fullest value to both the landlord and the tenants.

In a different description of property records Hudgson (2010) refer to it as an activity which involves planning, managing, training, organizing, directing and other managerial activities in the pursuance of the organizational activities. And for the success of property records management, records generation, maintenance, usage and disposition must be addressed through adequate and proper documentation of the organizational policies and transaction for practical and cost – effective out of the operational tasks of the organization. In the field of Estate Management property management is beyond merely just rent collection

#### **Statement of the Problem**

Estate and property management is an activity that embraces so many functions and activities to care for the investment of an individual household or corporate body building, with the to ensure a maximum return. The estate and property managers are responsible for looking for tenant, rent collection, property maintenance, dealing with the tenants complaints, paying necessary bills, ensuring value for money, security etc. The estate and property management is a process of keeping property

in good state of healthy maintains the value of the property for yielding optimum return of investment. In a nutshell, estate and property management is the physical administrative, financial management of land and landed property.

Conspicuously, the activities and operations within the profession of estate and property managers are enormous, and obviously there is the need for them to effectively manage their activities effectively which proper records keeping is inclusive for the progress and success, towards achieving their sets aims and objectives. Managing of all records of activities and inventory of properties alike must be done effectively and efficiently to avoid loss of resources, accountability, transparency, trust and loss of reputation which are tantamount to litigation and subsequent collapsed of the business.

Unfortunately, based on the researchers' personal observation, it discovered that a lot cases of dispute between the estate and property managers, the landlords and the tenants on issues that are related to improper records of transactions, which subsequently end in Police stations and Courts of Justice. It is in view of this research sought to investigate how estate and property managers in Samaru and its environment manages their records of operations,

transactions and property from creation to disposal.

#### **Objective of the Study**

1. To find out the types of records generated by estate and property managers in Samaru Community and its environment.
2. To identify how estate and property managers generates records in the cause of their operations in Samaru Community and its environment.
3. To identify the types of facilities use for records storage by the estate and property managers in Samaru Community and its environment.

#### **Methodology**

The research method adopted for the study was quantitative because is more concern with systematic empirical investigation of social observable phenomenon via statistical, mathematical or computational techniques. Survey research design is used in the process of understanding the records management practices of the estate and property managers in Samaru community and its environments of Sabon Gari Local Government Area of Kaduna State. The choice of survey research design is informed as a method that involves a systematic and comprehensive collection of information about the opinions, attitudes, feelings, beliefs and behavior of people (Sambo, 2005). The universe of this study is

represented by all estate and property managers in Samaru community. According to the data generated from the branch office of the Real-Estate Surveyors and Values of Nigeria in Sabon –Gari Local Government Headquarters (2023) there are eighty nine (89) registered estate and property managers across the community. For the purpose of this study total enumerative sampling was used by selecting all the population in the study. The data collected for this was analyzed using descriptive statistics and presented tabular form and expressed in frequency and percentages.

#### **Literature Review**

##### **Record and Record Management in Organizations**

Record is any type information that is made, received or maintained by a person, institution or organization, independent of its physical form or features. Pearce and Baty (2023) viewed record as an extension of human memory, with the purpose of recording information, documenting transactions, and providing explanation, justification etc. Every business maintain records of its properties and transactions that transpired in the process of its day- to day operations, which is critical to its decision making – making and legal aspects, and protection of the business. Iliyasu, Abubakar

and Abdullahi (2019) record is indispensable asset for the effective and efficient functioning, survival, management and development of any organization. Thus, a record is generally regarded as something that stand for an evidence of reality and that it can be used to verify state of existence regardless of medium generated or characteristic.

Records management from creation to disposal is great to the success of every business. Aramide, et al (2020) described records management as a systematic control of all records in an organization throughout their life cycle, in order to meet their operational business needs, statutory, fiscal requirements and community expectation. In a nutshell, records management is that an activity designed to control the life cycle of a record from its creation to disposal. In their contribution Abayomi and Adegoke (2016) lament that despite the importance of record keeping, some Nigerian some business owners are still unaware of the significance and benefits of proper record keeping. They further observed, in some capitals in the country many businesses are involved in records management of their business activities, as they keep track of their property information and their operational tasks.

The existence of records and its availability is critical in the process of achieving any organizational objectives. Records must be given due recognition by organization and manage appropriately for maximum value and posterity. Mordecai and Gambo (2022) records must be stored to be accessible and protected from environmental damage to ensure their safety and longevity. A typical paper document in an office may be kept in a filing cabinet. On other hand, some businesses utilize climate controlled file rooms with temperature and humidity control. However, Weber (2011) submits that record keeping is in two basic categories – manual and electronic records. The electronic records management is the use of information and communication technologies, versatile and powerful technologies, with the capability of facilitating, replacing and enhancing the tasks that previously not possible to handle by both individual and organizations. Oberg and Borglund (2012) posited that, the importance of maintaining and managing records in organizations is to ensure that the organizations meet with the following criteria: authenticity, reliability, integrity and usability activities

#### **Types of Records Generated and Received by Organizations**

Organizational record refers to any document or other materials that is received or

maintained by the organization in connection with business processing. All organizations create records to support and provide evidence of their transactions in the course of tasks operations towards achieving their sets aims and objectives. Records regardless of their formats are important sources of information and knowledge. Kalusopa (2011) observes that, for organizations to participate meaningfully in the national development process, they must develop the capacity to manage records and information of their activities and properties. Organizations will not survive without keeping and managing it information through records keeping records, will serves as a reference tool in helping the organization to fulfill its obligations and for effective management of problems. However, records irrespective of its type in an organization constitute an essential instrument of administration without which the operational processes and functions of programmes and activities cannot be executed. According to Kisongwo (2016) the types of records created or received in the organization are:

#### **1. Administrative Records**

These are type of records which pertain to the origin, development, activities and accomplishments of the organization. Generally, these types of records are

subdivided into two: Policy Records and Operational Records.

#### **Policy Records**

The policy records are those records that relate to the organizational plans, methods, techniques or rules which the organization adopted in carrying out its responsibilities and functions. And the policy records could be divided into three categories:

- **Organizational documents:** This category consist budgets and budget planning records, fiscal records, organizational and functional charts.
- **Governing Documents:** This category consist of manuals, direction orders, and interpretations issued from top authority levels, correspondence files, regulations, circulars, instructions, memoranda etc.
- **Reporting Documents:** This category consist annual reports, periodic progress or summary reports, special reports, minutes of meetings and conferences, workshops, seminars etc.

#### **2. Operational Records**

These are records kept by organization for the implementation of necessary administrative policies, procedures and operations. Examples of these records include mandate, procedural records, or records that give direction.

### **1. Legal Records**

The legal records are those records that have legal value, with the evidence of legally enforceable rights or obligations. They include:

- Records relating to property rights, land, probate, contracts, agreement leases licenses etc.
- Records relating to citizenship rights, vital statistics, such as birth, death, marriage, some legal proceedings and criminal cases.
- Records relating to employment veteran's records involving legal right attached to employment, basic state personnel records, and payroll. Records.

### **3. Fiscal Records**

These are records that have fiscal value related to the organizational financial transactions. They include, budget records, payrolls, vouchers, and accounting records.

### **Types of Records Storage Facilities in Organization**

Records storage facilities refer to the equipment and systems used to file records otherwise keeping records during their useful lifetime in an organization. In the process of records management a conscious effort must be made to determine which record to retain and for how long. The records set aside for storage a systematic records storage system

and or facility should be developed so that records can be safely stored and maintained. Nwaomah (2017) submitted that a good records management programme is analyzing the needs of organization to determine which storage medium or combination of media and or facilities are the best. This is obvious, as each and every medium has a particular advantage and disadvantages. Fasasi (2010) states that furniture and equipment are essential part of records storage facilities in organizations and institutions. These include cabinets, drawers, shelves, cupboards, etc.

In the process of understanding the types of records storage facilities in organizations, Rogodon (2017) posited that the equipment for electronic records include computers with databases and document management software. The networking of personal computers with other computers in the organization also stored and allows retrieval and use of records electronically. In their contribution Ginn and Reid (2018) pointed out that the facilities and equipment used to stored records; include Vertical File Cabinets, Lateral File Cabinets, Shelf Files and mobile shelves.

### **Data Presentation and Discussion**

A total of eighty nine (89) copies of questionnaire were distributed to the respondents and a total of eighty five (85)

copies of questionnaire were dully filled and returned, which gave 95% of the total population of the study.

**Types of Records Generated by Estate and Property Managers in Samaru Community and Its Environment.**

**Table 1: Types of Records Generated by Estate and Property Managers in Samaru Community and its Environment**

S/N	Processes of Record Generation	Frequency	Percentage %
1.	Receipts and invoices	26	31
2.	Records of tenants	25	30
3.	Records of leasing	12	14
4.	Minutes of meetings	7	8
5.	Property inventory records	15	17
	<b>Total</b>	<b>85</b>	<b>100</b>

**Source: 2023 Field Survey**

Table 1 provides different types of records generated by the estate and property managers in the course of their business operations. The first findings on the types of records generated by the estate and property managers is on receipts and invoices, the reason behind this high number is that both receipts and invoices are essential documents that serve as proof for establishment of business contract or supply of good and services without which the contract or sales are not yet established. This can be seen from the number of respondents of 26(31%), then closely followed by records of tenants information 25(30%), followed by property inventory records with 15(17%), then the records of leasing of properties with 12(14%) and lastly records of minutes of meetings

In this section, the study is with the objective of knowing the types of records generated by the estate and property managers in samaru community.

having 7 (17%). This shows that records are vital documents that support numerous activities in an organization and serves as essential tools for verification of facts and sources of reference. This finding is in agreement with Mulauzi (2019) findings which described these range of records as administrative instruments and sources of evidence that help an organization to meet its objectives, fulfill legal and other obligations.

**Records Generation by Estate and Property Managers in Samaru Community and its Environments**

In this section, the study is with the objective of knowing how estate and property managers in Samaru community are generating from their operation and transactions.



**Table 2: How Records are generated by Estate and Property Managers in Samaru Community**

S/N	Processes of Record Generation	Frequency	Percentage %
1.	Meetings	13	15
2.	Issuing receipt of payment	24	28
3.	Leasing agreements	9	11
4.	Tenants profiles	23	26
5.	Correspondences	5	6
6.	Taking inventory of property	11	14
	<b>Total</b>	<b>85</b>	<b>100</b>

Source: 2023 Field Survey

Table 2 provides different process from which the estate and property managers are generating records in the process of conducting their different tasks and operations in their businesses. The first finding is issuing of receipts of payment, this is a process which confirm the establishment of a business, for either contract of supply of goods and services others. This can be seen from the respondents rate of 24(26%), then closely followed by tenants profiles with 23(26%, followed by meetings with 13(15%), then taking of properties inventory goes with 11(14%). Leasing agreements is having 9(11%), while the last is correspondences with 5(6%). The implication of this finding is that the estate

and property managers are generating records of their business as evidence of transactions. This finding is in line with study conducted by Malaúzi, Wamundila and Hamooya (2013) that documenting and recording of business activities and operations by an organization, is for the provision of the ultimate proof of activities undertaken.

**Types of Records storage facilities used records storage by Estate and Property Managers in Samaru Community and Its Environments.**

In this section, the study is with objective of finding the types of records storage facilities used by estate and property managers in Samaru and its environments. Table 3 below presented the response of the respondents on the objective of the study,

**Table 3: Types of Records Storage Facilities used by the by the estate and property managers in Samaru community**

S/N	Types Records Storage Facilities	Frequency	Percentage %
1.	File Cabinets	33	39
2.	Cupboards	24	28.2
3.	Boxes	15	17.6
4.	Cartoons	0	0
5.	Table Drawers	1	15.2
	<b>Total</b>	<b>85</b>	<b>100</b>

Source: 2023 field survey

Table 3 provides different types of records storage facilities used by the estate and property managers in the process of their records management activities. The first findings on the types of records storage facilities is file cabinets, the reason behind this is the importance attached to file cabinets keeping records for safety and protection. This can be seen from the number of respondents 33(39%), the followed by cupboard with 24(28.2%), followed by boxes with 15(17%), while the last is table drawer with 1(15.2%). This finding shows that the estate and property managers are using different types of records storage facilities as protection of their records which are made out of or are in form of furniture. This finding is in line with findings of Fasasi (2010) who states that furniture are essential part of records storage facilities in schools and offices in organizations.

#### **Conclusion**

From the analysis and discussion on the findings of this study, it is concluded that the estate and property managers in Samaru community and its environments are engaged in business activities. But, the only problem

observed is that the estate and property managers are not exploiting the opportunities of the modern technologies for efficient and effective records management. This can affect their effort on records management and development of their business.

#### **Recommendations**

1. It is recommended that the Association of the Estate Surveyors and Valuers to make it a policy for each and every of its member to adopt to the use of information and communication technology as in this modern era any form activity cannot be possible without information and communication technologies.
2. The estate and property managers should make it a policy that their staff should undertake trainings on records keeping and records management for appropriately management of their information resources.
3. The estate and property managers should try to convert their paper base record into electronic format as a means of effective and efficient means of storage which will provide safety and protections to their records.

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