ASSESSMENT OF THE ORGANIZATION AND RETRIEVAL OF STUDENTS' ACADEMIC RECORDS IN AHMADU BELLO UNIVERSITY, ZARIA

BY

Monday Adamu BARDE
MARM/EDUC/727/2010-2011

DECEMBER, 2015.

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A DISSERTATION SUBMITTED TO THE POSTGRADUATE SCHOOL AHMADU BELLO UNIVERSITY, ZARIA IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF MASTER DEGREE OF ARCHIVES AND RECORDS MANAGEMENT (MARM).

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE,
FACULTY OF EDUCATION,
AHMADU BELLO UNIVERSITY,
ZARIA

DECEMBER, 2015.

DECLARATION

I hereby declare that this dissertation entitled "*Assessment of the Organization and Retrieval of Students' Academic Records in Ahmadu Bello University, Zaria"* has been written by me under the supervision of Dr. B.S. Aduku and Dr. (Mrs.) H.M. Daudu that it has not been presented elsewhere, either wholly or in part, for the purpose of the award of a degree. All quotations and sources of information have been fully acknowledged within the text and by means of references.

Monday Adamu BARDE _____ **Signature** _____ **Date**

CERTIFICATION

This dissertation entitled "Assessment of the Organization and Retrieval of Students' Academic Records in Ahmadu Bello University, Zaria" meets the regulations governing the award of the degree of Master of Archives and Records Management (MARM) of Ahmadu Bello University, Zaria-Nigeria and is approved for the contribution to knowledge and literary presentation.

Dr. Baba S. Aduku **Chairman, Supervisory Committee**	**Date**
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DEDICATION

This work is dedicated to my wife and children Christy, Zipporah, George and Gracious Barde respectively for their prayers and moral support.

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TABLE OF CONTENT

CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS

CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMENDATION

ABSTRACT

Students' academic records are created from the point of entry into the University up to graduation and even beyond. Ahmadu Bello University, Zaria has over the years generated and accumulated huge amount of students' academic data that are found all over the various departmental offices, deans offices, the Academic Office and the Registry Archives. Valuable as these records are, access to them is time consuming and labourious resulting to lost opportunities for further studies, employments and undue delays in decision making on the part of management. The study was undertaken to investigate how students academic records in Ahmadu Bello University, Zaria are organized and retrieved. A descriptive survey research design and purposive sampling procedure were employed for the study to find out the effectiveness of students' records organization and retrieval in the various departmental records offices of the 12 faculties. The number of staff identified as those managing students' records were 480 and the study used Krejcie and Morgan table to determine the sample size which was 216. A total of 216 questionnaires were distributed but 210 were filled and returned which gave a response rate of 97.2%. Data analysis of the bio-data variables were presented in frequencies and percentages. Five research questions as well as four research hypotheses were raised and tested the hypotheses. The reliability of the instruments was tested using the split-half method. The Pearson Product Moment Correlation (PPMC) statistics tested whether relationship exist among the respondents' opinions on the individual items that made up each research hypothesis. The decision to accept or reject any null hypothesis was at 0.05 alpha level of significance. The study revealed that access to students' records in the study area was slow and time consuming due to poor records organization. The study concluded that students' records organization is below standard and so should be allocated good time in processing the student's records to help researchers and administrators experience fruitful search for specific records and timely. The research proposed centralized records system for students' academic records as well as ensuring that staff responsible for management of records are professionals or trained to monitor students' records either in manual or electronic format to ease accessibility. National Universities Commission (NUC) should as a matter of urgency design and implement a policy that will compel all Universities in Nigeria to provide functional records centres that will make students' academic data available to the commission and other relevant organizations at all times.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Records are documented or captured information or images capable of conveying reliable and complete information in any media, it could be created or received by an individual or organization in the course of a business transaction and serve the purpose of accountability and continuity. Office of Corporate and Legal Affairs (2005) defined records as information created, received and maintained as evidence of business activities. The National Electronic Commerce Coordinating Council (2004) defines records as all documents, papers, letters, maps, books (except books formally organized in libraries), microfilm, magnetic tapes or other materials made or received in pursuant to law or ordinance or in performance of functions by any agency.

Looking at these definitions, it can be discerned that record has the ability to serve as evidence of an event, has legal value and is a complete document in content, context and has structure. Some records are ephemeral while others are for long time use and may be preserved for eternity. What makes records different from other information entities is the word "recordness" that is, having quality or value also called characteristics of records (attributes). Basic Concepts and Principles of Archives Management (2013) stated that recordness requires that records are:

* Complete
* Fixed
* Organized
* Contextual

* Authoritative/official

* Unique

There are many types of records, many literature however grouped them into two major types. For instance, Uhegbu (2007) grouped records into personal and official records with many sub-classes. Personal records include documents like birth certificates, academic certificates, medical reports, marriage certificates etc. On the other hand, official records include among others those records that are vital to organizations, such as certificates of occupancy, legal documents, nominal rolls, contract agreements, medical expenditures, staff development file.

Generally speaking, every existing organization functions through a flow of information concerning various activities that make it up such as facilities, funds, personnel and so on. Each activity that is carried out in an organization need to be properly documented as evident of that activity and for reference purpose. This is initiated from creation, distribution, use, maintenance and up to the stage of disposition. That is to say records have life cycle as any living organism. Records Management Bulletin (2002) described records life cycle as having a life similar to that of a biological organism that is born (Creation phase), it lives (maintenance and use phase) and it dies (disposition phase).

When an organization has decided to keep a record for a later date, such a record must be stored, protected and retrieved on request when the need for it arises.

Records Generation in Nigerian Universities

Activities commonly found in universities are academic in nature. Some of these activities are programme advertisements, sales, purchase and filling of admission forms,

short listing of prospective candidates for post UTME test, short listing of successful candidates for admission, screening of newly admitted students for registration and change of courses, orientation, matriculation, lectures, examination and continuous assessments etc. As these activities are being carried out, various records and information are generated which include among others, examination results, transcripts of graduated or transferred students, examinations, board meetings, staff and students' disciplinary reports, payments of fees details, issuance of statement of results and certificates to graduating students, National Youth Service Corp Mobilization List, release of Special Bulletins, academic conferences and workshops, medical records and reports, senate standing committee meetings.

Looking at the above activities that take place and the need to document these transactions have resulted in records explosion in universities. These generated records contain valuable information useful for decision making and for progress of universities. Therefore, these records according to the Australian International Standard for Records Management ISO 15489.2 (1996) need to be properly generated, circulated, secured and disposed off in accordance with the principles of records management. Hence, all records generated in the course of business transaction should be guided by the principles of records management so that only records that are necessary are created to avoid unnecessary records that are for a short time use. Similarly, Uwaifor (2004) emphasized that record keeping must be guided by some level of confidentiality, proper maintenance, security, preservation of content and context or else there wouldn't be successful records generation and managing them by trained records professionals who will give good control in records generation, organization and retrieval.

Organization of Records

Orderliness in the scheme of things allow free flow of work and easy achievement of goal and objectives of a planned programme. Arrangement enables or aids functionality of a system. Every record must be stored in a definite order so that it can be protected, located and retrieved when needed. Arranging records requires storage equipment, containers and filing supplies to hold and equally identify records. The commonly used equipment in filing systems are steel cabinets, steel shelves, vaults and saves. Filing supplies are file jackets, filing boxes and labels, file folders and file pockets while electronic filing facilities are computer systems, digital camera, memory cards etc. Organization of records is therefore an activity that must be carried out with holistic approach to avoid difficulties in accessing and retrieving stored records. Once records are not properly organized some will be lost among others and delays in accessing them resulting in frustration and failure in utilization. Stewart and Melesco (2002) posit that good records organization allows records to be easily identified among similar records, located and retrieved thereby achieving the purpose of a filing system. They went further to state that records arrangement could be done using any of these common arrangements:

1. alphabetic order
2. numeric order
3. alphanumeric order
4. geographical order
5. subject order (topic)
6. chronological order (according to date)

Agencies have the obligation to create awareness among their staff that records they generate in their establishments must be retained and eventually destroyed according to established records management procedures set out by their respective records laws. This implies that, human resources are paramount in the operations of records keeping and requires professionals. Institutions where clerks and office assistants are the only personnel (without requisite training) fully involved in managing record systems, poor records operations may be common than where professionals are employed to manage such systems. Unskilled records staff or inexperienced records personnel and low priority on the part of management contributes negatively to records organizations (Afolabi, 1999).

Organization of records facilitate arrangement that allows easy access to a particular record. If records of an institution are poorly arranged, they could be mishandled or misplaced and access denied, frustration, delays and disappointments highly prevalent. National Electronic Commerce Coordinating Council (NECCC) (2004) posited that failure to arrange records in good order will results in "costly delays, lost business opportunities, frustrated office personnel and managers, business and citizens being forced to make decisions based on inadequate information". The above submission shows that organization is an indispensable activity in the business of records management.

Records Retrieval

Retrieval of records is an important activity in records management and any information centre. The purpose of organizing any information resource is to ease retrieval within the shortest time possible. No matter the nature of arrangement adopted

by an organization, the undermining purpose is to locate a desired document timely for use. According to Stewart and Molesco (2002), record retrieval is a process that is carried out by professional records managers to make their records retrievable from their records systems whether paper or electronic based. The records management coordinator of an organization is responsible for retrieval and re-filing of retrieved records as well as disseminating the records to authorized users (Sacramento State University Records Management, 2013).

Information retrieval and access are synonyms but with a slight difference. To retrieve is to obtain a document, to access is to read through and use the content of the document removed from its storage area. In paper records, the two terms seem to be different while in electronic records the terms seem to mean one thing. This may be due to the fact that most paper-based records are removed from their storage systems and are taken to the users by records staff while electronic records are directly browsed and accessed by users themselves. Hildalgo (2013) differentiates the terms by arguing that information retrieval is to retrieve documents that users are likely to find relevant to their queries, while access is the process by which users use information technology to seek, organize and understand information by entering and identifying data at the desk terminal. This means that with technological use in records management, retrieval which was an umbrella term to access is now in a reverse order where access to information include retrieval.

Retrieval of records is the final measuring standard of the labour a record manager has passed through. Unless stored documents are timely retrievable, the labour expendable on arrangement and securing records would amount to waste. Records,

therefore, must be organized in a definite order for easy access and retrieval using locally developed retrieval tools or index that are made of simple working manuals, short titles, linked to the organization etc to save time in locating records.

Brief Background of Ahmadu Bello University, Zaria

The Ashby commission on post-school certificate and higher education in Nigeria (was established) in 1960 "with a view of establishing a University in the Northern Region' with its headquarters at Zaria…", The commission recommended, among other things that further recommended that, "… advice should be sought from overseas before any decision is made on the scope and activities of the University".

At the request of the Government of Northern Nigeria, a delegation from the Inter-University Council for Higher Education Overseas, under the chairmanship of Sir Alexander Carr-Saunders, visited Northern Nigeria in April 1961, and in the same month issued its recommendations on "the scope and activities of the University".

The Northern Nigerian Legislature and Provisional Council accepted the main recommendations of the Carr-Sauders' Report; and the provisional Council prepared a constitution which is embodied in the Ahmadu Bello University Law passed in June 1962.

During the year, staff were recruited or transferred from the institutions which were absorbed into the University, and students transferred from courses in Nigerian College. The University came into existence on 4th October, 1962, and teaching commenced to some 400 students on 10th October, 1962. The Administrative headquarters and most of the teaching departments are located on the site of the Zaria Branch of the now disbanded Nigerian College of Arts, Science and Technology, the

assets of which have been transferred to the University. The First Vice-Chancellor was Dr. Norman Stanley Alexander. While Sir Ahmadu Bello, Sardauna of Sokoto was the first Chancellor.

Over the years, there has been great increase in terms of physical structures, staff and students' enrolment. The University started with 400 students but today, 2013, has a total of 38,885 students enrolled students enrolment out of which undergraduate were 30,657 while postgraduate students were 8,228 (Ahmadu Bello University MIS students' Pivot table sheet, 2015).

As per physical structures, when the University took off, few buildings were inherited from the disbanded Nigerian College of Arts, Science and Technology and Institute of Administration, Zaria, now Kongo Campus of the University. A master plan was put in place to provide academic and administrative buildings as well as students' accommodation and senior staff quarters. By 1965, many departments were built that included Departments of Languages, Economics, Geology, Institute of Education, Veterinary Medicine, Chemistry, Extensions for Botany, Zoology and Physics. A major building for the Faculty of Engineering was completed in 1966 (Ahmadu Bello University Calender, 1965-66).

Today, Ahmadu Bello University is the largest University in Africa in terms of land capacity, students' enrolment, staff strength and the most popular University in Nigeria. The Alumini of this University are spread across Nigeria and beyond, holding key positions out of which many have contributed so much to the development of the institution (The Directorate of University Advancement, 2012).

From a modest beginning in 1962, the University has been transformed into the largest and the most extensive of all universities in Sub-Saharan Africa. Currently, the University covers a land area of 7,000 hectares and encompasses twelve academic faculties, a Postgraduate School and 84 academic departments. It also has five Institutes, six specialized centres, a Division of Agricultural Colleges, a Demonstration Secondary School, a Primary School and Extension and Consultancy Services, which provide a variety of services to the University and the wider society. The total students' enrolment in the University's degree and sub-degree programmes is drawn from every state of the Federation, Africa and the rest of the world.

The University has 1,780 academic and research staff and 4,59 Administrative and Technical Staff, Ahmadu Bello University has nurtured two universities: Bayero University, Kano and Abubakar Tafawa Balewa University of Technology, Bauchi. While 30 tertiary institutions made up of Colleges of Education, Polytechnics and Schools of Basic and Preliminary Studies are affiliated to it. The number of students in the University are undergraduate students has a total of 33,691 while postgraduate students are 8038 bringing a ground a total to 41,729 based on the 2014/2015 academic session. (The Directorate of University Advancement, 2015).

Looking at the large number of students in Ahmadu Bello University, it will not be an exaggeration to say that students' records are in large quantity in departments and the academic office where students' files are in their thousands. This is further enlarged with students' records from the affiliated Colleges of Education running degree programmes whose records are also generated and kept in the academic office.

1.2 Statement of the Problem

Over the years, Ahmadu Bello University has generated large amount of students' records that are rich and remain its primary sources of information, it is characterized by its evidential, historical, administrative, research and cultural values. These records are useful to the students, lecturers, parents, researchers, statisticians and administrators in diverse ways but access to them have been prohibited by numerous factors (Sacremento State University Record Management, 2013). Ideally, students records generated from the point of admission into the university up to graduation and beyond should be organized to ease access and retrieval when the need arises. Contrarily to this expectation, most students in Ahmadu Bello University hardly gain access to their academic records when requests are made. Although many scholars have observed and reported that the size of students' records generated in the universities could constitute why efficient retrieval is difficult affecting accurate, prompt and timely decisions (Onwudebelu, Fasola and Williams, 2013). Atumola (2011) reported that the inability to retrieve records at the right time is a serious and embarrassing issue in Nigerian Universities, and Ahmadu Bello University, Zaria is not an exception. He gave factors such as poor records systems, unskilled human resources, space problem as well as little attention given to records keeping by the university management. Could these be blamed? What must be done to salvage Ahmadu Bello University, Zaria records offices with particular reference to students' records is the crux of the research work.

1.3 Research Questions

The research sought to answer the following questions:

1. How are students' academic records organized in Ahmadu Bello University, Zaria?
2. What type of records' storage facilities are used for students' academic records in Ahmadu Bello University, Zaria?
3. What type of records' access techniques are operational in students' academic records offices in Ahmadu Bello University, Zaria?
4. What type of retrieval devices are used in retrieving students' records in Ahmadu Bello University, Zaria?
5. What are the factors militating against the retrieval of students' academic records in Ahmadu Bello University, Zaria?

1.4 Hypotheses

The following hypotheses were advanced to guide the investigation;

1. There is no significant relationship between methods of students' academic records organization and students' academic records retrieval in Ahmadu Bello University, Zaria.
2. There is no significant relationship between students' academic records organization and students' academic records storage facilities in Ahmadu Bello University, Zaria.
3. There is no significant relationship between students' records organization and the types of students' records access techniques operational in Ahmadu Bello University, Zaria.

4. There is no significant relationship between students' records organization and records retrieval devices used in retrieving students' records in Ahmadu Bello University, Zaria.
5. There is no significant relationship between factors that militate against students' academic records retrieval and the records personnel managing records in A.B.U. Zaria.

1.5 Objectives of the Study

This study was designed to accomplish the following objectives:

1. To find out how student's academic records are organized in A.B.U. Zaria.
2. To identify the types of records storage facilities used in storing academic students records in Ahmadu Bello University, Zaria.
3. To identify the types of records storages facilities used in storing academic students records in Ahmadu Bello University
4. To identify the type of records access techniques that are operational for students' records in Ahmadu Bello University, Zaria.
5. To identify the types of retrieval devices used in retrieving students' academic records in Ahmadu Bello University, Zaria.
4. To find out the factors militating against the retrieval of student' academic records in Ahmadu Bello University, Zaria.

1.6 Significance of the Study

The significance of this study lies with the fact that managing students' academic records in Ahmadu Bello University, Zaria is not efficient. This study is an inquiry into the organization and retrieval of students' academic records in the study area with the view that the research can save and improve the identified challenges prohibiting optimal performance by providing evidence of the most efficient and proficient ways to operate and to proffer better ways of organizing students' academic records and improved records access techniques and retrieval. Expectedly, the study will benefit the Management of Ahmadu Bello University, Zaria, who will be aware that not only can the university salvage the students' academic records but will create awareness on how to manage students' academic records more effectively. Staff who manage students' academic records in A.B.U. Zaria, the students, graduates, parents lecturers, management will begin to eat the fruits of the labour of the records managers as optimal records organization and retrieval will now be more effective than it was in the past. This study will contribute to the little amount of work that was carried out on the perennial challenges on the organization and retrieval of students' academic records in the study area and will equally provoke other senior researchers and administrators to response to this important issue.

1.7 Limitation of the Study

The study covered only undergraduate and postgraduate students' academic records. This means that staff records and the records of students pursuing sub-degree and certificate programmes were excluded. Also excluded were all other records of the University that were not related to undergraduate and postgraduate students of Ahmadu

Bello University Zaria. The study did not include the institutes, specialized centres and affiliated institutions.

1.8 Operational Definition of Terms

The following terms have been defined operationally to ease their understanding and use in the study:

Ephemeral records: records of short time value and use such as invitation cards for ceremonies, film shows, meetings etc.

Records access: locating a record

Records centre: a location where non-current records have been moved to for safe keep.

Records Description: describing records for easy identification.

Records Filing equipment: facilities used in storing records such as file cabinets, shelves, filing boxes, vaults and computer system.

Records Filing Facilities: These are containers for files such as file divider, filing folder, file pocket, note books, file guide etc.

Records Finding aids: a tool used in locating a particular record from among other records in a record system such as simple list, special list, labels etc, also called record retrieval devices.

Records generation: an act of producing or receiving a record.

Records keeping: the act of creating and maintaining records of business transactions in an organization.

Records manager: a trained personnel in the business of records keeping.

Records manual: locally designed working guide for a record or archival centre to be used by staff and researchers.

Records organization: the order in which records are arranged for easy access and retrieval.

Records Retrieval: an act of removing a needed record from its storage location.

Records: a written, printed or captured account of an event to provide evidence of an activity

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CHAPTER TWO
REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter reviewed literature related to the study. The review was carried out under the following headings:

2.2 The Concept of Records

The term "Records" have been defined variously by many scholars and institutes. However, the one found most appropriate and more in line with this research is the definition provided by the Freedom of Information Act of 2011 which defined records as including: "Any memorandum, book, map, plan, drawing, diagram, pictorial work or

other documents, photograph, film or recording (whether of sound or images or both) and forms which data (within the meaning of data protection Act, 1988) are held (including machine-readable form) or thing in which information is held or stored manually, mechanically or electronically and anything that is part or a copy, a form of any of the foregoing or is a combination of two or more of the foregoing".

This broad definition covers all types of information and data that are capable of providing evidence for an action or activity in any format. Such documents may be preserved permanently or for a limited period of time usually arranged according to a discernible system of record keeping. The concept of evidence is more pronounced in the business of records because it is significant and closely related to the content and context of a record. In this definition, it is not the record format that matters but the information that it holds, that is the information a media carries determines its evidential value than the information carrier.

It is important to mention here that although there are many definitions of records, what features prominently in all the definition is the issue of evidence. By this it means that records whether created or received can only stand as record if it provides evidence of activities or actions irrespective of the formats. All human activities in the course of business transactions need to be documented or captured to provide evidence or legal backing for those transactions.

Indeed, experience has shown that human memories are good primary sources of information that can provide evidences of events such as oral history of a community, nevertheless they have limitations due to imperfection in man. One man may be more talented than another, so where this occurs, the history of a lineage would be distorted.

Thompson (1988) posited that documented or captured information are by far better than human memories. He went further to state that human memory could fail resulting from old age, death of the man who had the mental records, especially when he didn't pass on the history orally to the next generation or the heir of the deceased may not be so talented like his predecessor.

Basically, records keep memories of human activities either in paper, oral, electronic or mechanical, physical formats (objects) and pass on the information from one generation to another, linking the past to the present for the purpose of continuity and accountability. Generally, educational institutions are centres for data and information generation and by extension, records keeping and management. Universities create records on daily basis to support students' activities right from the time they fill application forms for admission into the universities up to the time of graduation and even beyond (Nwankwo, 1982). The general idea behind these records creation, receipt, organization and retrieval as noted by many scholars, such as Versace (2014), Atuloma (2011) and International Records Management Trust Rights and Records Institute (2001) is for evidence and legal backing, accountability, evaluation and continuity. As evidence, records are subsequently maintained by those responsible for the transactions who then keep the records for their own future use or stakeholders with legitimate interest in the records, example are university administrators.

Having looked at the concept of records by various authors, the researcher sees records as documented (written, typed, printed or captured) information in any format that has power or authority to backup a transaction whether created or received as evidence and stored for a limited period of time or permanently. That is to say some

documents are used and disposed off while others are used, kept and preserved for eternity otherwise referred to as “records by birth and records by baptism”. This means that some documents are records from birth or creation while others become records due to circumstances.

2.2.1 Principles of Records Management

In every profession, there are opinions that members hold unto as core issues in the practice of the profession, sometimes referred to as basics. Likewise in the archives and records profession, there are fundamental factors that are of central importance to the principles of records management. According to the Basic concepts and Principles of Archives and Records Management (2013), three factors have shaped the concepts, principles and techniques which records/archives managers use in order to carry out their responsibilities such as:

i. The inter-relatedness of records

ii. The central importance of context

iii. The function of records as evidence

The purpose of principles of records management according to Versace (2010) is to make all information managers accountable for information governance and the records management principles, policies and cost. That is, effective implementation of records principles is a key to sound information governance in universities and organizations that depend on information for their daily operations. ARM International (2014) outlined the following as generally accepted principles of records keeping:

i. Principle of Accountability

ii. Principle of integrity

iii. Principle of protection

iv. Principle of compliance

v. Principle of availability

vi. Principle of Retention

vii. Principle of Disposition

viii. Principle of Transparency

The essence of the principles of records keeping is to provide a standard of conduct for information governance and giving assurance to the public and society at large that the principles create a high-level framework of good practice. Versace (2014) posited that the principles of records keeping has brought about the recognition of the records manager as key component of the information governance and a business enabler.

2.2.2 Principles of Provenance

In the practice of records and archives management, records are grouped in such a way that both keeper and researcher will easily locate a particular group, identify an item or a single record from many records. The fundamental principle of grouping records is that they be arranged according to where they came from or who created them. According to Basic concepts and principles of archives and records management (2012), records should be organized and maintained according to their transactional origin or source. That means records, originating from Ahmadu Bello University, should bear A.B.U Zaria as their origin or creator's name, records from Department of Library and Information Science in Faculty of Education, A.B.U., should be regarded as a sub-record of the University. Records should not be intermingled with other records from a different origin because that will violate the rule of origin of records (respect des fonds). Records

must be managed and be made accessible within an archive or record centre so that their provenance, original order and chain of responsible custody is established and maintained. That is, if records of an organization are transferred to an offsite storage system, they should maintain or retain their original identity, should not be merged with other records. Maintaining their original order is what makes them pure, undefiled and traceable (ARM International, 2014).

The idea behind these schools of thoughts is that, for records to serve as evidence, it must be traceable to their sources or creators and should reflect their content and context and initial use. The principle of original order is that records kept in a respository must be maintained in the order they were brought into the archives or record centre so as to maintain their identity and to have a continuous custody, keeping them unblemish. The implication of this is that the archivists and records mangers should provide physical and moral security to records and archives and should as a matter of fact do it with passion and at the end of their service periods hand over the same responsibility and commitment to those taking over from them. Here, physical security of the records refers to the physical information carriers while the moral security is the content and context of the documents being managed without alienation, and merging of fonds, falsification or alteration and unauthorized use or destruction. Continuous custody is the human resource responsibility where archivists and records managers are enjoined to be committed to their duty to the best of their abilities respecting all the ethical issues and policy or guidelines of their organizations. They should be responsible custodians of records and archives). As old as this idea is, it is still applicable to the 21st century information professionals.

2.2.3 Relevance of the Records Manager

Any organization that uses information and generates records must have a process for preserving them. Whether federal, state, local governments, agencies, schools, universities, libraries or business organizations, need to manage their records and so need the services of trained records managers for proper management of their records. Records manager: Job description/prospects (2012) posited that "records managers are responsible for the effective and appropriate management of an organization's records from their creation through to their eventual disposal". It went further to state that they provide access to accurate records for a range of operational and strategic purposes and liase with senior management staff in order to improve the organization's efficiency and equally preserve records for future use. This assertion is in line with "What are the duties of records management position?" (2013) which said that "records officers are to oversee the implementation of records management policies and procedures, develop systems and processes and train personnel to properly manage records".

Therefore, the relevance of the records manager in the management of records right from conception to disposition gives a record system its effectiveness or functionality. The role of human resources in records management is as vital as the records themselves. The duties commonly performed by records managers among others according to Fast Track Products (2013) includes:

* Identify records and records sources
* Develop file plan
* Develop records schedules
* Provide records management guidance

Other roles played by records managers which The U.S. National Archives and Records Administration (1999) called functions for records managers include the following:

* Declare a record- record identification
* Capture records-to include a record in a record system
* Organize records- record grouping
* Maintain records security-protecting the content and context of a record (record integrity) from alteration, destruction or falsification and theft
* Manage records access-allow or control records use
* Facilitate records retrieval-Provision of ability to reach at and-use a record.
* Preserve records- ensure that physical state of records are maintained to prolong their life span and use.
* Audit/Oversight-To ensure compliance of organization's records keeping policies and practices.
* Destruction of records- appropriate compliance of record retention schedule to avoid complications.
* Transfer-move records to record centre or archives for future use or permanent preservation.

The above list of functions of the records managers serve as guides to records professionals and the functions are meant to improve the functionality of any records system. The records manager is expected as a matter of fact to use this list as a guide in the discharge of duty and as a curriculum for training and orientation of newly employed personnel so as to be up to date.

2.3 Nature of Students' Academic Records in Universities

Students records are the academic achievement generated or received from the point a candidate purchased admission form into the University up to the time he/she graduates and even beyond. The University of Waikato (2015) sees students' records as the details of academic history of students confirming their graduation from the university. This shows that right from the time of admission to graduation, course registration and examination scores are documented up to the time students complete their studies.

On the other hand, Monash University (2014) referred to students' records as formal transcript of student academic history at the University. Generally speaking, academic records confirms one's progress in his academic pursuit indicating his possible result at graduation. This institution went further to list the following as contents of academic record:

* Student name and ID number
* Date of issue
* Course and unit titles
* Year of enrolment and graduation
* Credit points
* Marks and grades showing grades point averages (GPA)

Similarly, Nakpodia (2011) sees academic records as including student policy records, administrative records, financial records, admission list, matriculation register, cumulative records, permanent records, convocation album, student disciplinary report. So, whether these relates or not, what is basic among them is the student cumulative

records and transcripts. All other academic records lead to their academic progress reports that show what class of degree a student finally graduated with.

University of California, Los Angeles UCLA (2013) www.educause.edu?Home ?EDUCAUSELIbrary>informationsystemsand.

* Admission List and Letters
* Course registration
* Academic Transcripts
* Semester Results
* Personal File
* Statement of Results for Graduated students
* Undergraduate and Postgraduate Certificates
* Graduation List
* Payment Details of School Fees/Accommodation
* Examination Malpractices Minutes and Reports
* Dissertation, Theses and Projects
* Postgraduate Seminars and Defense

2.3.1 The Importance of Students' Academic Records

To say that students' records are vital assets to universities, parents, students and the National Universities Commission, is an understatement. Record is an information handed down from one generation to another for the purpose of accountability and continuity. Record keeping predated the existence of man having benefits to the immediate (next) generation. Generally speaking, academic records show the academic

achievements of students, empowered them for the abilities to search and contest for jobs opportunities.

Olagboye (2004) stated the following as importance of records

* Facilitation of continuity in administration in schools
* Provision of continuity in administration in schools
* Provision of information needed by ex-students for higher and other related institutions and employers of labour for admission or job placement.
* Provision of data for planning and decision making by school heads, ministries of education and other related authorities.

In another development, Anho (2006) also summarized the importance of students' records to universities thus:

* Accurate and proper students' records are kept for parents', university managements and the students for future use.
* Provision of data for planning and decision making.
* Continuity to the administration of the University, research materials and promotion of effective and efficient documentation of students activities in universities.

2.4 Records Organization

Records organization refers to records arrangement for the purpose of orderliness. Chinyemba and Ngulube (2005) posited that proper organization of records entails establishing physical and intellectual control over records that are entering the records system. This idea concurred with Iwhiwhu (2007) who was of the view that record keeping must be guided by some level of confidentiality, proper maintenance, security,

preservation of the content and context. Records organization is the physical unit of records management, so need physical and mental training for effective arrangement of records due to the sensitive nature of the human resources needed to manage records system. Iguodala (1998) believed that personnel (secretaries and filing clerks) who maintain the registry systems with filing cabinets containing the paper evidence of university business are inadequate and infact ignorant of their responsibilities. Records arrangement is the registration of every record group or series that enters the record system, identify its proper location in the system, classify it, giving it an index based on the information the record contains etc. In otherwords, it is a process of breaking down the mass of records or archival materials into structured series of levels of groupings. Poor records organization will result to delayed access to records. Fabunmi (2004) is of the view that educational institutions are generally, centres for data generation and by extension records keeping. He further stated that, it has become a recurrent issue for records to be irretrievable when required especially in Nigerian tertiary institutions. The reason for this according to Oberg and Borglund (2006) is that information organizing has been the key to its accessibility. From this assertion, one can understand that records arrangement is a vital aspect of "behind the scene" activities of records managers and archivists responsible for the level of functionality in any record or information centre.

For any effective records organization, there need to be modern storage facilities and equipment that will help in the arrangement of records. Stewart and Melosco (2002) listed the following records storage supplies:

* File cabinets
* Open file shelves

* Mobile system
* Containers and accessories such like file dividers and labels, folders, file pockets, filing boxes, notebooks and computer print out binders.

Facilities protect records from harm, such like wear and tear, fading of print information resources, protection from dust in order to prolong records' life span. The most common records arrangement is the alphabetical order. Uhegbu (2007) stated that alphabetical system of arrangement arranges files according to the sequence of letters (alphabetic) from A-Z. Other filing systems noted by him include:

* Subject filing system - topical filing
* Geographic filing system - area or location filing
* Numeric filing system - number filing
* Chronological filing system - filing according to dates/periods

2.4.1 Benefits of Records Organization

For any effective planning, decision making and control of activities in a university set up as well as other organizations that depend so much on information for operations, quick access to records should be of central importance. Popoola (2000) posited that what actually keeps the civil service going and any modern system of government are recorded information which are used for planning, decision making and controlling. Office of corporate and Legal Affairs (2005) also stated that information and records management systems support and guide all aspects of the administration of records. It went further to list the following as benefits of records organization:

i. Efficiency - records are better organized, located and retrieved more quickly
ii. Consistency - existence of documented policies

iii. Good decision making - ready access to all necessary records

iv. Economy: People, money, space, equipment and supplies etc are cost effective.

v. Legal protection: Interests of the university and stakeholders are effective.

vi. Enhanced image: Image of the organization and stakeholders are improved due to orderliness

vii. Ensures preservation of important records: Records of continuing value are preserved.

viii. Continuity: Passing on knowledge of records from past to the next generation

Likewise, Harvard University Library (2013) stated that good records arrangement will benefit an organization the following:

* control costs associated with records and information management
* Improve efficiency and access to information
* Meet compliance obligations
* Minimize the legal risks posed by inadequate records management practices
* Ensure that permanent and historical records are captured and maintained

Considering the above benefits of organizing records, it won't be out of place to say that records arrangement worth the labour in which records managers pass through. This is due to the fact that when a record is needed for an immediate decision making, the pains and loss of employment opportunity or scholarship award will be far more expensive than the pain of managing the records. Popoola (2000) stated that information and records organization are the bedrock of business activity. He further posited that if records are not readily made available, the management is crippled in its planning and decision making processes.

Records are foundational resources for administrative decision making in organizations and university systems being the chief creator, receiver and user of recorded information. Another challenge for lack of proper management of records is that where records personnel are not adequately trained, the effect could be disastrous. Ajewole (2001) stated that, the problem of records management is not with records and information per se but with those having interface and interactions with these two vital resources. This simply refers to insufficient knowledge of the life cycle of records right from creation or receipt, use, maintenance to disposition either final destruction or records transfer to the archives for permanent storage. On the other hand, effective records organization according to Akor and Udensi (2013) stated elaborately that the fundamental benefit in records arrangement is that it facilitates timely and efficient decision-making, promotes public participation, informed future decisions, produces evidence in litigation cases, increases accountability of decision makers and fast-track service delivery.

2.5 Records Access and Retrieval

The basic reason why individuals and organizations arrange or organize records is to be able to access and retrieve them in a later date. According to Olu and Osagie (2011), record retrieval is the science of locating documents that fulfill a specified information need. In the same vein, information retrieval deals with storage, organization, management and retrieval of information with the goal of continual search for better methods of making stored information retrievable with ease (Azzopardi & Vinay, 2008). Hildalgo (2009) stated that access is the process by which users use information technology to seek, organize and understand information while retrieval is obtaining

documents that users are likely to find relevant information for their queries. That is, information access is an umbrella term of retrieval or subsumes retrieval because accessing information comes before retrieving the information carrier from its storage location relevant to the information needs of the clienteles and the two are carried out together, one leading to the other. The International Standard for Records Management ISO 15489 (2001) defines records access as the right, opportunity, means of finding, using or retrieving information. According to this definition, access can be seen as a right or an opportunity, depending on the circumstance to use a record. A permission to use an information system or centre is access to information without which retrieval of the information would be difficult. One can have access to records by right or opportunity and that makes retrieving information automatic permission. According to Archives-Public-Records and Records-Management (2013), access encompasses all the three concepts as listed below:

* intellectual access
* legal access
* physical access

There has to be records arrangement and description as well as permission to use them. Chinyemba and Ngulube (2005) are of the view that records of an organization can only be useful if they are accessible to members of the organization who need to use them.

2.5.1 Challenges in Records Access and Retrieval

Access and retrieval of stored information is the fruit of good records-keeping and its lack is fruitless labour of the records manager in any organization or institution.

Buckland (1994) understands access and retrieval of information as identifying what record exists and physical fetching of a copy of a document that fits its description, relevant to meet the information need of the user. This involves human and material resources. The researcher feels that the human resources in records centres should be professionals to enhance functionality of records' access and retrieval.

Basically, there are three types of access to records and archival resources as posited by World Encyclopedia of Library and Information Service (1980):

* Open access
* Closed access
* Flexible access

Looking at these three types of access to records, one would agree that all the three types of records access must be permitted before one is allowed to use any record in an organization. Apart from the difficulty in obtaining permission before accessing and retrieving a particular record for use, the challenge of accumulating records that may be useless is there as well as insufficient knowledge to manage records in universities and other organizations. No wonder, Fabunmi and Isa (2007) are of the opinion that access to students' records are difficult virtually in all Nigerian universities. They went further to state that delayed access to students' records and documents creates lags in candidates' further progress either for postgraduate studies or employment purposes. The implication of this is that records arrangement should be consciously carried out in order to avoid frustration from stakeholders. In another development, Ekwere (1987) insists that the case of inability to retrieve information timely is due to poor Management of Information

System (MIS) in universities. This leads to the types of human resources that manage records systems in universities and other organizations.

The quality of human resources operating records centres can contribute significantly to its functionality. Isah (1989) blamed poor access to records on records personnel, lack of basic infrastructure, as requirements for an efficiently based MIS at the tertiary education level. This idea had earlier been stated by Nwankwo (2004) who identified level of training of personnel in records keeping offices as inhibitive to proper records management. Nwankwo concluded that there must be conscious effort to plan records access and retrieval to eradicate the problem of document retrieval. Lundu and Mbewe (1993) are of the view that a good record retrieval system must be a component part of an effective management of information System (MIS) of its parent organization, Nwankwo (1985) identified two types of management information systems referring to manual system which has to do with personal records in flies, indexing and classification and filing of these paper records by clerks, office assistants and other staff involved in managing the records while the computerized records system deals with records input, processing and retrieval through electronic machines. So whether records are accessed and retrieved manually or electronically, the challenges could be on the records personnel who manage the systems as well as chief executives of the organization's support. These challenges were observed by Ekwere (1987) that the case of inability to retrieve information timely is due to poor MIS in universities. Popoola (2003) noted that this crises is reducing the internal efficiency rate of the universities because the method of retrieving records is time consuming and insufficient. In another development, Peretomode (1999) blamed it on human resources but Popoola (1999) and Iwhiwhu

(2005) opined that the challenges are the steady increase in students' population in universities resulting in more data creation without practical tools to manage records proportional to the records increase. However, the researcher can discerned from these views that challenges in accessing and retrieving students records are blamed on inadequate management support in the business of records management.

2.6 Records Finding Aids

Finding aids are guides, descriptions or pointers to the total holding of any information centre such like the library, archives, record centre, museum, office, electronic resources like data bases, programmes. Leland (2013) defined finding aids as retrieval devices that aids users in locating records or information of their need timely and accurately saving time and energy. Hurley (2013) sees finding aids as a logical structure that seeks to encode a descriptive process and surrogates for records as an aid to retrieval. The United Nations Records and Archives Management (2010) defined finding aid as a tool used by researchers to navigate archives and records collections. Also, Gbaje (2009) views finding aids as the equivalence of card catalogue in librarianship. Similarly, the Dictionary of library and Information Science (2004) defined finding aid as a published or unpublished guide, inventory, index, register, calender, list or other systems for retrieving archival primary source materials providing more detailed description of each item than is customary in a library catalogue cards. This comprehensive definition reveals that without finding aids in record centres, valuable information available in archives and records centres would not be adequately exploited by researchers. Good design of finding aids is as good as the records themselves. That means finding aids put archives and records centres to full use, researchers would experience fruitful search,

saves researchers' time and energy for going through volumes of records etc (Monash University of Information Technology Research Groups, 2013). The National Electronic Commerce Coordinating Council (NECCC) (2014) listed the following as links to information resources in records centres:

i. Simple list

ii. Special list

iii. Labelling

With finding aids in a record centre, the workload on records personnel will be reduced and save them time to perform other duties. Finding aids will bring orderliness in any information centre as well as increase ease of access to desired records by researchers and the records personnel as well.

2.6.1 Records Description

Records need to be described to enable users and personnel locate specific records with ease. The General International Standard of Archival Description ISAD (G) (1993), section 0.1 defined records description as a process of capturing, organizing and recording information that serves to identify, manage, locate and explain archival materials and the context of records. Just as the card catalogue gives information that are vital on a given information material, so does the records description on a fond or record group. Monash University of Information Technology (2013) posits that records description is a documentary representation or descriptive surrogate for a record system and is as much a part of record keeping as a register and movement book. That is movement books for records and movement cards as well as labels do not merely describe the files but equally control them forming part of the records transactions. In

records description according to Granda (2013), the following are prominent, giving information on the general collection of an archives or records centre:

i. Creator of a record

ii. Title of document

iii. Location of a document

iv. Date document was created

v. Classified document

vi. Accessioning

vii. Shelves listing

viii. Indexing

ix. Password

Record description describes records group even items so that specific records are identified to ease researchers and records managers access and retrieval process. From the above submissions, one can understand that records description gives detail information about record group, subgroup, sub-subgroup, series and items breaking them into general group as well as lowest or individual record unit.

2.7 Summary of the Review

The literature review has revealed what other writers have said about the concept of records as a written, documented, captured or printed information capable of providing evidence of an activity. Records, are rich primary sources of information with evidential, administrative, research, fiscal, historical and litigation value that are generated in academic institutions to document students activities. Academic records in universities are generated from the day a student purchased and filled admission form up to the time

of graduation and even beyond. Some of these records are preserved permanently due to their value. Records have characteristics that distinguish them from other information entities such as, content, context, reliability, fixed and integrity. Students' records include but not limited to semester examination results, transcript, convocation list, students' disciplinary committee reports.

Furthermore, access and retrieval of records was reviewed and it was discovered that some scholars see access and retrieval of records as permission granted to users of records of an organization while others are of the view that it is an opportunity, right, means of finding, using or retrieving information. The review went further to stress that records access encompasses intellectual, legal and physical access. The review also discovered three types of access to records such as open, closed and flexible. Challenges facing access and retrieval of records were reviewed and it was revealed by scholars that there are difficulties in obtaining permission before using a record system as well as delayed access to students' records which could result to loss of employment opportunity or further study and delayed decision making for administrators.

The review also assessed the ways students' records are organized in universities. This shows that records are arranged using different ways such as alphabetic, numeric, alpha-numeric and geographical arrangement, that is according to their departments. Storage facilities are described as well as finding aids designed to guide users and records personnel. The review identified insufficient storage space, inadequate support from top level management staff among others as key factors responsible for poor records systems in universities resulting to delayed access to records, incomplete records, inaccurate records etc.

In the light of the existing literature, this study was relevant because ideal situations have been reviewed and as well an uncommon occurrences. Gaps exist between what the literature have reviewed as requirement or things that need to be carried out to achieve or obtain an effective records organization and retrieval. The existing gaps in the study area were found to be unskilled human resources managing students' academic records in Ahmadu Bello University, the management of the University has turned deaf ear to the business of records keeping resulting to poor records storage facilities and systems.

The gaps can be bridged with persistence reminder to the University Authority as well as informing the National Universities Commission on the dearth need to maintain standard students' academic records centre for the nation as well as making it mandatory to all universities in Nigeria to own functional records centres as part of University accreditation.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the research method adopted for conducting the study. It explained the population of the study, sample and sampling procedure, the research instruments and procedures used in data collection and analysis.

3.2 Research Method Adopted for the Study

Survey research method was adopted for this study. According to Obeka (2011), survey research is concerned with the collection of data for the purpose of describing and interpreting existing conditions, prevailing practices, beliefs, attitudes and ongoing processes. The method was found to be appropriate for assessing how students' records are organized and retrieved in Ahmadu Bello University, because it involved collecting data about a target population from a sample and generalizing the findings obtained from the analysis of the sample to the entire population under study.

According to Osuala (2005), survey research method usually focuses on people, their vital aspects, beliefs, opinions, attitudes and behaviours. He further stated that it is very important to gather information from a target population numbering some hundreds or thousands. Also, Aina (2002) stated that the aim of a survey research is to obtain information from respondents asking them the same question under the same circumstance. Such information can be collected by means of questionnaire to be administered by the researcher and research assistant. Survey method of research places emphasis on facts finding. Therefore the researcher hopes that this method shall make the information on the study area empirical.

3.3 Population of the Study

The population of this study was 480 staff that comprised Deans of Faculties, Heads of Department, Examination Officers, Faculty Officers, Personals Secretaries to Deans and Heads of Department, Executive and Clerical Officers, Office Assistants that participates in managing students records. The choice of this population was based on the fact that they are directly involved in generating, organizing and retrieving students' records. Those included in the population were staff working in the senate building who were directly involved in managing students' records and staff working in the Academic Office, the Registry Archives, Career Office and Management Information System (MIS). These categories of staff were in the position to provide basic information from their experiences of what was required for the study.

Based on the simple calculations of the 12 various Dean's offices and 84 Heads of Department of Ahmadu Bello University, Zaria, the population of the study consisted of 480 respondents.

Table 3.1: Distribution of the Population

Deans of Faculties	12
Faculty Officers	12
Personal Assistants to Deans	12
Heads of Department	84
Personal Assistants to Heads of department	84
Faculty Examination Officers	12
Departmental Examination Officers	84
Executive Clerical Officers (Dean's Offices)	84
Office Assistants (Deans)	12
Office Assistants (HOD)/Senate Building	84
	480

Source: Interview with Faculty Officers (Registry Representatives) and Personal Secretaries to Heads of Department and MIS Office

3.4 Sample and Sampling Techniques

480 staff were identified as those who manage students' records in the various departments. Krejcie and Morgan table was used to determine the sample size of the population, the table maintains that when you have a population between 480 and 500, the sample size is 216. Since the population under study falls within the range of 480 and 500, the sample size was 216.

A purposive sampling procedure was used to draw 216 respondents from the population who are responsible for students records management. The rationale for choosing 216 subjects was because they are directly involved in organizing, retrieving and making the students' records available to users and management for administrative decision making (Krathwoh, 1998). The researcher chose to sample the opinions of two hundred and sixteen staff working in the various records offices of Ahmadu Bello University with the assumption that their responses would provide the desired level of confidence in the results obtained from their experiences on students' records arrangement and retrieval.

Available sample techniques was used for the study this is in line with Wimmer and Dominick (2000) and Oliver (2013) who defined available sample as a collection of readily accessible respondents for a study. While adopting the available sample, stratified sampling procedure was used for the study, care was taken to ensure proportional representation of all the categories of staff who manage students' records in all the 84 departments and other records centres such like the academic offices, the registry archives, the career office and the Management Information System (MIS) on the first, third and fourth floors respectively.

Table 3.2: Stratified Sampling Procedure for the Study

Position	Frequency	%
Dean	9	4
HOD	31	15
Faculty Exam Officer	10	50
Dept. Exam Officer	23	11
Faculty Officer	12	6
Personal Assistants to Deans	12	6
Personal Assistants to HOD	43	20
Executive Clerical Officers (Dean & HOD Offices	34	16
Office Assistants (Deans)	12	6
Office Assistants (HOD/Senate Building)	24	11
Total	**210**	**100**

3.5 Instruments for Data Collection

The researcher made use of two instruments in collecting data. These were structured questionnaire and interview.

3.5.1 Questionnaire

Closed ended questionnaire were used. One set of questionnaire was used for this research, this is in line with Ibrahim (2013) who was of the view that a researcher will have to decide whether he or she is going to use one or more sets of questionnaire and the categories of respondents to answer which set of the questionnaire. The questionnaire was in two sections. Section A was aimed at collecting personal bio-data of respondents while section B aimed at collecting information on the different research questions. The questions were closed ended, that is respondents were required to choose from the

available options. This produced greater uniformity among respondents because all questions had fixed alternatives.

3.5.2 Interview

The researcher conducted an informal interview sessions with staff who manage students' records in the 12 faculties.

According to Ibrahim (2013), interview seeks to achieve one or more of the following goals:

* obtain the interviewee's knowledge about the topic
* obtain the interviewee's opinion and or feeling about the topic.
* feature the interviewee as the subject

Interview in a research work enables a researcher to make elaborate conversation with interviewees, explaining the phenomenon to their level of understanding. An interview is a back up information to questionnaire, it makes it possible to acquire additional data that may not be possible with the use of only questionnaire.

Looking at the above submission, the researcher identified point number two and three relevant to this write up because the respondents' opinions and feelings as well as including these staff in this study about how students' records are generated, organized and retrieved improved their interests and boost their commitments in the business of records keeping.

3.6 Validity of the Instrument

The instruments used for collecting data were validated by the two supervisors and other experts suggested by the supervisors. Validity refers to the accuracy of a measurement using a particular instrument. Oshodin (1995) posited that a research design

may be valid if it enables a researcher to elicit correct responses from the sampled subjects, otherwise the instrument will be faulty leading to incorrect findings. This research adopted content validation. This content validation, according to Kerlinger (1973) is an effective method for content validation of a research instrument. Also, Spector (1981) stated that validity ascertains the instrument to be used in measurement by subjecting it to research experts and supervisors to approve, having scrutinized and made necessary adjustment or modification.

The questionnaire was read, corrected and modified by the researcher's supervisors and other experts who assisted in the evaluation and modification before the instrument was administered. The modification was carried out to make the instrument effective, capable of making respondents express their views or opinions without prejudice. This is in line with Nwanna (2007) who stated that the validity test gives confidence for attest instruments. That is to say, it makes an instrument defendable when retested under the same condition.

3.7 Reliability of the Instrument

An instrument is said to be reliable when its result is constant over a time without fluctuating. Asika (2001) pointed that reliability is the stability, dependability and predictability of measuring instruments. This refers to the accuracy or precision of a measuring instrument. The research is concerned with both validity and reliability for measuring instrument because a measuring instrument can be reliable without being valid. In this study, the researcher was aware of the fact that validity is superior to reliability. Nevertheless, both are important and useful in determining the usefulness of the measuring instruments.

Pilot study was conducted at Kaduna State University to test the reliability of the instrument. Pilot study also called feasibility study is a small scale preliminary study conducted in order to evaluate feasibility, time, cost, adverse events and effect size (statistical variability) in an attempt to predict an appropriate sample size and improve upon the study design prior to performance of a full-scale research work. The reliability of a test is the consistency with which it measures what is intended.

The reliability of the instrument was established after conducting a pilot study within a period of two weeks in Kaduna State University where 20 copies of the questionnaire were administered to staff working in the Registry Department. The split-half reliability technique was used to determine the internal consistency of the questionnaire. Input were made on the questionnaire to obtain reliability of the instrument.

The reliability of the questionnaire was determined using the data that was collected and analyzed for reliability coefficient using the Cronbach's statistical method. Consequently, the reliability co-efficient of Alpha (a) level of 0.958 was obtained. The reliability co-efficient was considered by the researcher to be adequate for the consistencies or reliability of the instrument. As posited by Harbor-Peters (1999) and Iwuji (1990) that an instrument is considered reliable if it lies between 0 and 1 and that the closer the calculated reliability coefficient is to zero, the less the reliability is the instrument, and the closer the calculated reliability co-efficient is to 1 the more reliable is the instrument. Therefore, this confirms the reliability of the instrument to be used as fit for the study.

3.8 Procedure for Data Collection

With the help of 4 research assistants (2 assistants in the Main Campus, 1 each at Kongo Campus and Faculty of Agriculture), the researcher administered the questionnaire to the respondents. The administration of the questionnaire was carried out under confidentiality as respondents were not required to disclose their identities. The researcher distributed and collected the filled questionnaires for analysis within three weeks.

3.9 Method of Data Presentation and Analysis

The data from the respondents were analysed by means of both descriptive and inferential statistics. The biodata variables and general questions were analyzed by using frequency and percentage distribution. The research questions were analyzed using item means, standard deviation and frequency of options for each item in each of the four sections. A cumulative means was compared with standard mean of 2.5000 to conclude if they were in agreement or not.

The research hypotheses were tested using Pearson Product Moment Correlation (PPMC) statistics to declare if significant relationship existed or not. All hypotheses were tested at 0.05 alpha level of significance.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1 Introduction

This chapter presents the data collected from the study as well as its analysis and discussion. The analysis of this study is presented in sections for easy understanding. The first section presents the bio-data analysis of the demographic characteristics of the respondents in frequencies and percentages. In subsequent sections of the chapter, assessment on the organization and retrieval of students' records were discussed.

4.2 Response Rate of Respondents by their Positions

A total of 216 copies of the questionnaire were administered to the respondents and 210(97.2%) were duly filled, returned and found to be usable for the study. The high response rate was achieved by the combined efforts of the researcher and four research assistants who went round the twelve faculties of the University and the senate building to distribute the questionnaire as well as sought for the cooperation of the personal secretaries at the various departments and the Faculty officers who coordinated the distribution and retrieval of the questionnaire. The exercise took a period of four weeks to be completed.

4.3 Data Presentation

Data collected from the study are presented in the order of the research questions but first, with the demographic distribution of respondents.

4.3.1 Demographic Distribution of Respondents by Position

Table 4.1: Distribution of Respondents by Position

Position	Frequency	%
Dean	9	4
HOD	31	15
Faculty Exam Officer	10	50
Dept. Exam Officer	23	11
Faculty Officer	12	6
Personal Assistants to Deans	12	6
Personal Assistants to HOD	43	20
Executive Clerical Officers (Dean & HOD Offices	34	16
Office Assistants (Deans)	12	6
Office Assistants (HOD/Senate Building)	24	11
Total	**210**	**100**

The distribution of respondents by position revealed that personal secretaries to Deans of Faculties and Heads of Department had the highest score 55(26%). The reason behind this is that secretaries work in offices of Deans and Heads of Department where students' records are kept. The implication of their positions is that they are duty bound to make students' records secured and available whenever requests are made.

This finding is in line with the views of Iguodala (1998) and Iwhiwhu (2007) who believed that personnel (secretaries and filing clerks) maintain the Registry systems with filing cabinets containing the paper evidence of university business. The implication is that more secretaries responded to the questionnaire because they are directly involved in records generation, receiving records or correspondence within and outside the

University as well as maintaining those records or correspondences for the present and future use as duty demands or on behalf of the Deans and Heads of Department.

The Deans with 9(4%) had the lowest score and it can be explained that their busy schedules of teaching, supervision of postgraduate students and administrative obligations made it difficult for them to attend to the questionnaire. Another reason is that positions of Deans and Departmental Heads are political in nature for a period of 3 years and to a maximum period of two terms. Therefore, many of them depend so much on their personal secretaries for administrative functions.

4.4 Organization of Students' Records in A.B.U. Zaria

Research question one sought to find out how students'academic records are organized in A.B.U. Zaria. The analysis of the data are presented in table 4.2.

Table 4.2: Methods of Students' Records Organization

S/NO	ITEMS	RESPONSE CATEGORY					
		SA	**A**	**D**	**SD**	**MEAN**	**STD**
1.	Alphabetic order	133	65	10	2	3.57	0.401
2.	Numeric order	62	98	40	10	3.01	0.621
3.	Alpha numeric order	195	8	4	3	3.88	0.345
4.	Chronological order	11	65	100	34	2.25	0.635
5.	Geographical order	65	98	40	7	3.05	0.388
6.	Subject order	80	105	15	10	3.210	409
	Cumulative Mean – 3.251						**3.251**
	Decision Mean – 2.5						

Table 4.2 showed the responses on the order in which students' records are organized in Ahmadu Bello University, Zaria. The overall response in the table is thus

positive since the cumulative mean 3.251 is greater than the decision mean 2.5, more specific details revealed that the highest mean was item three which stated that "students' records organization in A.B.U. is in Alpha-numeric order" gaining the highest mean of 3.88, as details of responses on the item revealed, 195 strongly agreed. The reason is that alpha-numeric arrangement of records is the simplest way of organizing records, it is easy to understand, not complex because each number or alphabet is distinct from another, no duplication of registration numbers or record indexes and brevity is achieved. On the other hand, the lowest mean was item four with the mean 2.25, which revealed 11 response rate that "students' records in Ahmadu Bello University are arranged in chronological order, that is according to date, 65 agreed, 100 disagreed while 34 strongly disagreed that students' records in Ahmadu Bello University are arranged in chronological order. Geographical arrangement is rarely used in organizing students' academic records in ABU because in the various offices of Deans' and Heads of Department, the records originated from there hence the need to use that method of arrangement but where geographical arrangement is carried out in the Registry Archives MIS and the Academic Offices where students' academic records have centralized storage. The geographical arrangement in these three locations are carried out where the records are arranged according to the various departments to ease access. The few offices that adopt geographical arrangement do it in sequential order such like arranging the records according to Faculties, departments, followed by courses, then year of entry and surname of students in alphabetic order.

In a similar development, subject order of records arrangements is done by grouping the records according to their faculties differentiating them by their courses and

departments, grouping the records according to groups, main groups, subgroups and sub-subgroups to ease their identification and retrieval. Other students' record such as examination malpractice reports, students' disciplinary reports pertaining their conducts are arranged in alphabetic order according to their subject headings.

Therefore, it can be concluded that students' academic records organization in Ahmadu Bello University are carried out in 6 different methods as can be seen in Table 4.2. However, the most used order is the alpha-numeric where students' academic records are arranged using their registration numbers that combine alphabets and numbers or figures denoting year of entry and the course of study. Arrangement of records is a time saving device because it allows easy access to a particular record. If records are poorly arranged, the result is that they could be mishandled, misplaced. There could be frustration in accessing them, delays and disappointments. This is in line with the assertion of NECC (2004) that failure to arrange records in good order will result to "costly delays, lost business opportunities, frustrated office personnel and managers, business and citizens being forced to make decisions based on inadequate information". This implies that records arrangement is an indispensable activity in the business of records keeping.

4.4.1 Available Students' Records System in A.B.U

Records system available in A.B.U. records offices give further explanation on how students' records are organized.

Table 4.2.1: Records System in A.B.U. Offices

S/NO	ITEMS	RESPONSE CATEGORY					
		SA	A	D	SD	MEAN	STD
1.	Centralized system	80	95	25	10	3.17	0.301
2.	Decentralized system	115	95	0	0	3.55	0.601
3.	Centralized and Decentralized system	183	27	0	0	3.87	0.402
	Cumulative Mean – 3.53						
	Decision Mean – 2.5						

Table 4.2.1 reveals that Ahmadu Bello University uses three types of students' records system. The response rate revealed that item 3, centralized and decentralized records system had the highest score of 183 with the mean of 3.87 followed by decentralized method with 115 with the mean 3.55 while centralized had the least score of 80 with the mean of 3.17. This shows that records system used is not restricted to one type but any could be adopted due to its suitability to the institution or organization. Operating both centralized and decentralized record system is advantageous over the single system of either centralized or decentralized. This is due to the fact that whenever there is loss of record, the organization will have the duplicate records in the departmental record system or the central system to fall back to. In other words, records are scattered all over the departments (Society of American Archivists, 2015).

4.4.2 Effective Records System in A.B.U. Zaria

Further explanation on what makes records system effective.

Table 4.2.2: Most Effective Records System in A.B.U

S/NO	ITEMS	RESPONSE CATEGORY					
		SA	A	D	SD	MEAN	STD
1.	Centralized system	195	10	3	2	3.90	0.223
2.	Decentralized system	160	35	13	3	3.68	0.426
3.	Centralized and Decentralized system	200	5	5	0	3.93	0.311
	Cumulative Mean 3.83						
	Decision Mean = 2.5						

Table 4.2.2 revealed that response scores on the three types of records systems used in Ahmadu Bello University. The cumulative mean was 3.83 while the decision mean was 2.5 being lower than the cumulative. The highest score was item 3 being the most effective record system in Ahmadu Bello University, Zaria with the mean response of 3.93. This response revealed that both centralized and decentralized records systems are operational in the study area. This implies that records of students are stored in the various departments of the University as well as in the academic offices in the senate building, the career office, the registry archives and the Management Information System (MIS). The centralized records are in the senate building while the decentralized in the 84 various departments of the University. The advantage of operating centralized and decentralized record system is that they augment each other whenever any of the systems fails. Other advantages of centralized record system include easy retrieval, accessibility, security of record etc. However, it should be noted that it is expensive, records and processes are duplicated. However, the lowest mean response was 3.68 which was

centralized system has its advantages as listed by EDM (2015) such as data integrity, that is, no repeated data piece, valuable broad marketing information or history, ease of training users and support is focused on one product rather than on multiple.

4.5 Available Records Storage Facilities and Equipment in Students' Academic Records Offices in A.B.U. Zaria

Research question two sought to find out the type of records' storage facilities that are used in storing students' academic records in A.B.U. Zaria.

Table 4.3: Records Storage Facilities and Equipment Used in A.B.U. Students' Records' Offices

S/NO	ITEMS	RESPONSE CATEGORY					
		SA	**A**	**D**	**SD**	**MEAN**	**STD**
1.	Steel Cabinets	195	10	3	2	3.90	0.322
2.	Filing jackets	205	5	0	0	3.98	0.410
3.	Steel shelves	82	100	18	10	3.21	0.360
4.	Wooden shelves	52	90	65	3	2.91	0.602
5.	Filing boxes	25	14	150	21	2.20	0.129

Cumulative – 3.24

Decision Mean – 2.5

Table 4.3 showed the responses of respondents on the various students' records storage facilities and equipment used in Ahmadu Bello University, Zaria. The overall response is positive since the cumulative mean 3.24 is greater than the decision mean 2.5 The Table indicated that the highest mean 3.98 was item two which stated that filing jackets are highly used as records facilities for students' records storage. This finding is in agreement with Stewart and Melesco (2002) who posited that records require storage equipment, containers and filing supplies to hold and equally identify records. Also, Public Record Office of Northern Ireland (2007) stated that records storage facilities

guarantee the physical security and long term survival of records. This implies that file jackets aid records identification, ease their retrieval, protect the valuable paper records from harm and enables their physical and intellectual control. On the other hand, vaults and safes had the lowest scores, 1.00 mean because they are not frequently used for students' records' storage in A.B.U. This development can be linked to the views of Afolabi (1999) and Iwhiwhu (2007) who blamed top level management for the inability to give adequate support for records keeping. Should management pay attention to the business of records keeping in universities, modern and functional records storage facilities and equipment wouldn't pose any threat up to now. The lowest mean 2.20 indicates that few records offices use filing boxes for students' records storage and this may be due to the fact that filing boxes are expensive and occupies the insufficient storage spaces available in the records offices of the University. However, it should be noted that filing boxes are effective in securing classified records (Roper and Millar, 1999).

4.4.5 Types of Record Access Techniques Used in Accessing Students' Records in A.B.U. Zaria?

Research question three sought to identify the types of records access techniques operational in accessing students' academic records in A.B.U. records offices.

Table 4.4. Types of records techniques used in accessing students' records in ABU Zaria

S/NO	ITEMS	RESPONSE CATEGORY				MEAN	STD
		SA	A	D	SD		
1	Open access	21	32	153	4	2.33	.680
2	Closed access	56	137	13	4	3.17	.615
3	Flexible access	65	136	5	4	3.25	.592
	Cumulative Mean - 3.2114						
	Decision Mean = 2.5						

The Table above (4.4) sheds more light on the views of respondents on the means (ways) in which users of students' records in Ahmadu Bello University gain access to records they request for. It shows that their responses are in agreement in this matter. This is because the decision mean (2.5) is less than the cumulative mean (3.21). specifically, item 3 which states that flexible access technique to students records is operational in the study area with the highest score of 3.25 mean and that is closely followed by closed access with 3.17 mean. While open access had a mean score of 2.33 indicating the lowest score. Therefore, the respondents' reactions showed that access to students' records in A.B.U is flexible in nature which implies that records are made available to those who make the request depending on the personality and the purpose for which the record would be used. Records keepers should be watchful and be careful to identify those who want to access their records for security reason but yet provide the basis for openness and accountability, protect individual rights and enforced legal obligations (Popoola, 2000).

4.4.6 Types of Retrieval Devices Used in Retrieving Students' Academic Records in A.B.U. Zaria

Research question four attempted to identify the types of records retrieval devices used in retrieving students' records in A.B.U.

Table 4.5 The most utilized types of students' records retrieval devices in A.B.U. Zaria

S/NO	ITEMS	RESPONSE CATEGORY				MEAN	STD
		SA	A	D	SD		
1	Labels and indexes	151	47	8	4	3.64	.650
2	Passwords or secret codes	168	36	3	3	3.76	.547
3	Simple list	166	37	4	3	3.74	.562
4	Special list	140	46	9	15	3.48	.876
5	Movement register	171	24	8	7	3.71	.696
	CUMMULATIVE MEAN					**3.595**	**3.667**

DECISION MEAN=2.5

The perception of respondents on the most utilized types of records retrieval devices. The respondents were in agreement with all the five items in the table as the cumulative mean response of 3.595 was found to be higher than the decision mean of 2.5000. However item two attracted the highest mean response of 3.76 with details showing that 168 strongly agreed, 36 agreed as against 3 that disagreed and the rest 3 strongly disagreed. In the same vein they believe very strongly that Simple list is another type of retrieval device employed in Ahmadu Bello University, Zaria with item mean response of 3.74 as details showed that 166 were in strong agreement while 37 agreed as against 4 that disagreed and the rest, 3 in strong disagreement. In summary it can be said that the most utilized type of records retrieval devices include passwords/secret codes and simple list retrieval system. Also, labels and indexes scored 151 for strongly agreed, 47 agreed while 8 disagreed then 4 strongly disagreed that labels and indexes are used as retrieval devices. This means that passed words or secret codes are the most utilized retrieval devices used in A.B.U. records office to retrieve students' records especially for online registration. This finding agrees with Granda (2013) who is of the view that a

password provides information on the general collection of an archives or records centre. Also, Monash University Information and Technology Research Groups (2013) emphasized that records finding aids are as good as records themselves. This implies that finding aids put archives and record centres to full use, help researchers to experience fruitful search, saves their time from going through volumes of records.

4.4.7 Factors Militating Against the Retrieval of Students' Records in A.B.U. Zaria

Research question five attempted to identify factors militating against retrieval of students' academic records in Ahmadu Bello University, Zaria.

Table 4.6 Factors Militating Against Retrieval of Students' Records in A.B.U.

S/No.	Items	Response Category				Mean	Std
		SD	A	D	SD		
1.	Unskilled personnel managing students' academic records	183	27	0	0	3.87	0.402
2.	Insufficient storage facilities and space	80	95	25	10	3.17	0.301
3.	Inadequate financial support from the management	115	95	0	0	3.55	0.601
	Cumulative mean - 3.53						
	Decision mean - 2.5						

The views from the respondents on the factors militating against retrieval of students' academic records in the study area are basically three. The respondents were in agreement with the three items in the table because the cumulative mean response of 3.53 was found to be higher than the decision mean of 2.5.

Item one on the table stated that unskilled personnel managing students' academic records in Ahmadu Bello University, Zaria attracted the highest score with the mean response of 3.87 as details showed that 183 respondents were in strongly agreement, 27

agreed while there was none for disagreed and strongly disagreed. Next was item three that had the second higher response mean of 3.55 in which the details showed that 115 respondents were in strong agreement that inadequate financial support to the business of managing students' academic records in the study area constituted a strong factor that militates against students' academic records retrieval. In the same vein, though least, was item two which stated that mean response of respondents was 3.17 with 80 of the respondents' views that insufficient records storage facilities and storage space contribute significantly to the factors that militate against students academic records retrieval in A.B.U. Zaria.

These findings are in line with Azzopardi and Vinay (2008) who opined that the inability to retrieve records were due to poor management information systems (MIS), lack of records personnel as well as basic infrastructure. Popoola (2003) in a similar view noted that this crises is reducing the internal efficiency rate of the universities because the method of retrieving records is time consuming while in another development, Peretomode (1999) blamed it on human resources.

4.5 Testing of Research Hypotheses

The following four research hypotheses were tested using the Pearson product Moment Correlation (PPMC) statistics. This is because the hypotheses tested to find out whether relationship exist among the respondents' opinions on the individual items that made up each research hypothesis. The decision to accept or reject any null hypothesis was at 0.05 alpha level of significance.

Hypothesis One: The null hypothesis stated that there is no significant relationship between students' records organization and students records retrieval in Ahmadu Bello University.

Table 4.5.1: Pearson Product Moment Correlation (PPMC) Statistics on the Relationship Between Students' Records Organization and Students' Records Retrieval in Ahmadu Bello University, Zaria

Variables	N	Mean	SD	Correlation index R	DF	Sig (P)
Students' records organization	210	71.1476	5.17744			
				0.618	209	0.000
Students' records retrieval	210	19.8714	3.419299			

** Correlation is significant at the 0.05 level (2-tailed)

The above Table 4.5.1. above Pearson product moment correlation statistics was revealed that significant relationship exists between students' records organization and records retrieval in Ahmadu Bello University. This is because the calculated significant (P) value 0.000 is lower than the 0.05 alpha level of significance at a correlation index r level of 0.1618 at d.f of 209. The relationship between the two is directly proportional. This shows that records organization directly influences the retrieval of records in Ahmadu Bello University. This implies that if records are properly organized, their retrieval from their storage locations will be easy and vice versa. Hence, the null hypothesis which stated that there is no significant relationship between students records organization and records retrieval in Ahmadu Bello University is rejected.

Hypothesis Two: This null hypothesis stated that there is no significant relationship between students' records organization and students' records access techniques in Ahmadu Bello University.

Table 4.5.2: Pearson Product Moment Correlation (PPMC) Statistics on the Relationship between Students records Organization and Students records access technique in Ahmadu Bello University

Variables	N	Mean	SD	Correlation index R	DF	Sig (P)
Records Organization	210	71.1476	5.17744			
				0.530	209	0.000
Access to students' records	210	14.8619	1.70139			

** Correlation is significant at the 0.05 level (2-tailed)

The above Pearson Product Moment Correlation statistics in Table 4.5.2 has revealed that significant relationship exists between organization of students' records and records access technique in Ahmadu Bello University. This is because the calculated significant (P) value of 0.000 is lower than the 0.05 alpha level of significance at a correlation index r level of 0.530 at df of 209. The relationship between the two is directly proportional. This shows that the type of access technique to students records directly influences the overall organization and retrieval of students' records in Ahmadu Bello University. Therefore, the null hypothesis which states that there is no significant relationship between organization and retrieval of students records and types of access technique to students records in Ahmadu Bello University is rejected.

Hypothesis Three: This null hypothesis stated that there is no significant relationship between students' academic records organization and records retrieval in Ahmadu Bello University.

Table 4.5.3.: Pearson Product Moment Correlation (PPMC) Statistics on the Relationship Between Organization of Students' Academic Records and timeliness in Records Retrieval in Ahmadu Bello University.

Variables	N	Mean	SD	Correlation index R	DF	Sig (P)
Organization and retrieval of students' records	210	71.1476	5.17744	0.595**	209	0.000
Timeliness in students' records retrieval	210	16.8048	1.8801			

** Correlation is significant at the 0.05 level (2-tailed)

The Pearson Product Moment Correlation statistics showed that there is significant relationship between organization of students' records and students' academic records retrieval in Ahmadu Bello University. This is because the calculated significant (P) value of 0.000 is lower than the 0.05 alpha level of significance at correlation index r level of 0.595 at df 209. The relationship between the two is directly proportional. This indicates that students records' that are well processed influence timeliness in retrieving students' records. That is, if records are adequately arranged, their retrieval will be quick and accurate which will save time for both the records personnel and the inquirer. Hence, the null hypothesis which stated that there is no significant relationship between organization and retrieval of students' records and timeliness in records retrieval in Ahmadu Bello University is rejected..

Hypothesis Four: This null hypothesis stated that there is no significant relationship between organization of students' records and the type of records retrieval devices used in Ahmadu Bello University.

Table 4.5.4: Pearson Product Moment Correlation (PPMC) statistics on the relationship between organization of students' academic records and the type of records retrieval devices used in Ahmadu Bello University

Variables	N	Mean	SD	Correlation index R	DF	Sig (P)
Organization and retrieval of records	210	71.1476	5.17744	0.574**	209	0.000
Types of records retrieval devices in use	210	196956	1.80904			

** Correlation is significant at the 0.05 level (2-tailed)

The hypothesis four above of the Pearson Product Moment Correlation Statistics has revealed that there is a significant relationship between organization and retrieval of students' records and the types of retrieval devices that are used in Ahmadu Bello University.

This is due to the fact that the calculated significant (P) value of 0.000 is lower than the 0.05 alpha level of significance at a correlation index r level of 0.574 at df of 209. The relationship between the two is directly proportional. This shows that the various types of records retrieval devices used in retrieving students' academic records influence the organization and retrieval of students' academic records in Ahmadu Bello University. Hence, the null hypothesis which stated that there is no significant relationship between students' records organization and the types of retrieval and records retrieval devices used in the study area is rejected. This means that records retrieval devices have significant relationship with the organization and the retrieval of students'

academic records because the retrieval devices are pointers to where records are arranged and at the same time serve as time saving devices.

Hypothesis Five: The null hypothesis said that there is no significant relationship between students' academic records retrieval and the factors that militate against students records retrieval in A.B.U. Zaria

Table 4.5.5.: Pearson Product Moment Correlation (PPMC) Statistics on the Relationship Between Students' Academic Records Retrieval and the Factors Militating Against Records Retrieval in Ahmadu Bello University, Zaria.

Variables	N	Mean	SD	Correlation index R	DF	Sig (P)
Academic Records Retrieval	210	18.333	11.012	.872	209	0.003
Factors Against Academic Records Retrieval	210	10.690	6.051			

** Correlation is significant at the 0.05 level (2-tailed)

Hypothesis five presents the Pearson Product Moment Correlation Statistics which revealed that significant relationship exists between students' academic records retrieval and factors against records retrieval in the study area.

This is because the calculated significant (P) value 0.003 is lower than the 0.05 alpha level of significant at a correlation index r level of 0.574 at degree of freedom (df) 209. This indicates that the relationship between the two variables is directly proportional, meaning that if the factors militating against records retrieval are corrected, records retrieval is carried out successful but on the other hand, if the factors are present, retrieval of records would be difficult, time consuming and frustrating as posited by Fabunmi (2004). This also shows that records retrieval could be affected negatively by various factors such as unskilled records staff, insufficient records storage facilities and equipment as well as poor support from management of the instit8ution. Therefore, the

null hypothesis which stated that there is no significant relationship between records retrieval and factors that militate against records retrieval is rejected. This means that if records are managed by skilled personnel, good and modern records' storage facilities and equipment are made available for students' records as well as sufficient support from the University top level management, then records keeping in Ahmadu Bello University, Zaria, will be a near perfection records system.

Summary of Major Findings

The following is the summary of the major findings of the study:

1. Significant relationship exists between students' records organization and students records retrieval in Ahmadu Bello University.
2. There is significant relationship between students' records organization and retrieval and types of records access technique operational in Ahmadu Bello University.
3. Students records retrieval directly influences the overall records organization and timely retrieval of students' records in Ahmadu Bello University.
4. Significant relationship exists between students' academic records organization and retrieval and the types of records retrieval devices used in Ahmadu Bello University.
5. Significant relationship exist between records retrieval and factors that militate against records retrieval in the they area.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 Introduction

This chapter presents the summary of the study, findings, conclusion and recommendations.

5.2 Summary of the Study

The study tried to find out ways in which students' records are organized and their retrieval in Ahmadu Bello University, Zaria. Four research questions were formulated to assess the methods in which students' academic records are arranged, types of records storage, facilities and equipment in use, types of records access techniques and records finding aids available in the various students' records offices.

Survey method of research was adopted for the study. Purposive sampling procedure was used to select staff who managed the students' academic records in the various students records offices to form the population sample, because they would provide relevant information for the study. Krejcie and Morgan table was used to draw the sample of 216 respondents for the study.

One set of structured questionnaire and interview were used to collect data from respondents. The data obtained from respondents were analyzed by means of descriptive and inferential statistics. Results of the findings were analyzed using item means, standard deviation and frequency distribution. The research hypotheses were tested using Pearson Product Moment Correlation(PPMC) statistics to find out if relationship exist among the respondents' opinions on the individual items that made up each research

hypothesis. The decision to accept or reject any null hypothesis was at 0.05 alpha level of significance.

5.3 Summary of Major Findings

The study aimed at assessing the organization and retrieval of students' records in Ahmadu Bello University, Zaria.

The high points of the analysis included:

1. The study revealed that students' academic records in Ahmadu Bello University are organized in alpha-numeric order and closely followed by alphabetic order but rarely use chronological order of arrangement.
2. The study found out that steel cabinets and filing jackets are the records storage facilities that are highly used in storing students' academic records in Ahmadu Bello University, Zaria.
3. The study discovered that flexible records access techniques to students' academic records is operational in Ahmadu Bello University, Zaria.
4. It was also discovered that the most utilized type of records retrieval devices used in the study area include passwords/secret codes and simple list retrieval system.
5. The study identified inadequate financial support from management and unskilled human resources managing students' academic records as the factors militating against the retrieval of students' academic records in Ahmadu Bello University, Zaria.

5.4 Conclusion

Based on the analysis and findings of the study, it could be concluded that Ahmadu Bello University operates manual and electronic records organization at the various departments of the 12 faculties and in the senate building. Access to students'

records is closed and flexible, slow and time consuming in some records offices, while in others, it is quick due to the nature of the arrangement, as well human and material resources.

The interview conducted with some respondents revealed that records storage space and records facilities and equipment are in short supply which has resulted to indiscriminate records transfer and damage due to roof leakages in some record offices. Also, the University Management has no adequate support for the business of records keeping. If Management could employ records management professionals and also train and retrain staff working in record centres, there would be high improvement in the organization and retrieval of students' records in the university.

5.5 Recommendations

The following recommendations are suggested as a result of the analysis of the study:

* Organization of students' academic records in Ahmadu Bello Univesity, Zaria is below standard. The management should employ records' professionals, train and retrain records' staff working in records offices.
* Records storage facilities and equipment used in storing students' academic records need to be upgraded by purchasing modern storage facilities and equipment in order to make records more secured and to ease access.
* The type of records access techniques operational in A.B.U. Zaria do not guarantee records access, retrieval and their integrity, there is the dearth need of formulating and implementation of a written records' policy that would provide records' security, accountability and integrity.

* Records retrieval devices used in accessing and reaching at needed records, need to be upgraded so that researchers and personnel managing records and archival centres will fully exploit the holdings of such centres. Modern retrieval devices include password, codes and bars or secret numbers should be made available in the various records offices.

* Factors militating against records' retrieval in the study area could be put under control if top level management of Ahmadu Bello University, Zaria will give moral and financial support to the business of records keeping.

5.6 Suggestions for Further Studies

This study mainly assessed the organization and retrieval of students' academic records in Ahmadu Bello University, Zaria. This means that the study is by no means exhaustive, other studies can be carried out in similar endeavor that will further enhance better understanding of students' academic records organization and retrieval in the study area. The following suggestions are therefore put forward for further research work:

1. Factors militating against effective on-line students' academic records organization and retrieval in Ahmadu Bello University, Zaria.
2. Digitization and security of students' academic records in Ahmadu Bello University, Zaria.
3. An assessment of the preservation and conservation of students' academic records in Ahmadu Bello University, Zaria.

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APPENDIX I

REQUEST TO FILL QUESTIONNAIRE

ON

STUDENTS' RECORDS ORGANIZATION AND RETRIEVAL IN AHMADU BELLO UNIVERSITY, ZARIA

Dear Sir/Madam,

I am a postgraduate student of Ahmadu Bello University, Zaria, in the Department of Library and Information Science undertaking a research in partial fulfillment of the requirement for Master in Archives and Records Management. I will appreciate your kind response in the supply of information relating to the above subject matter by filling the attached questionnaire.

The information provided shall be treated in confidence and use strickly for the purpose of the research.

Yours sincerely,

Barde Monday Adamu

APPENDIX II

Questionnaire for Deans, Heads of Department, Departmental Examination Officers, Faculty Officers, Personal Assistants to Deans and Heads of Department, Faculty Examination Officers, Executive and Clerical Officers in Deans' and Heads of Department Offices and Office Assistants in Deans' Offices as well as Heads of Department Offices.

SECTION A: PERSONAL DATA. Please tick (√) the applicable

1. Location (Faculty/Department) _____

2. Position:

   (i) Dean [ ] (ii) HOD [ ] (iii) Faculty Examination Office [ ]

   (iv) Dept. Examination Office [ ] (v) Faculty Officer [ ]

   (vi) Personal Secretary (HOD)/Dean's Office [ ] (vii) Executive officer [ ]

   (viii) Clerical Staff [ ] (ix) Office Assistant [ ]

Key:

SA - Strongly Agreed

A - Agreed

D - Disagreed

SD - Strongly disagreed

A.B.U. - Ahmadu Bello University

Please tick the appropriate level (√)

A.	**Organization of Students' Records in A.B.U. Indicate order in which Students' Records are arranged in Office**	**SA**	**A**	**D**	**SD**
1.	Alphabetic order				
2.	Numeric order				
3.	Alpha numeric order				
4.	Chronological order				
5.	Geographical order				
6.	Subject order				

B.	**Types of Students' Records System Available in A.B.U. Indicate level of records system used in your record office**				
1.	Decentralized				
2.	Centralized				
3.	Centralized and decentralized				
C.	**Records' Storage Facilities Available in A.B.U. records Offices. Indicate types of records facilities and equipment mostly used in records offices for storing students' records**				
1.	Steel cabinets				
2.	Filing jackets				
3.	Steel shelves				
4.	Wooden shelves				
5.	Filing boxes				
D.	**The most effective records system available in A.B.U. Indicate level of effective records system in your record office**				
1.	Decentralized				
2.	Centralized				
3.	Centralized and Decentralized				
E.	**Types of Students' Records formats (Media) in A.B.U. Records Offices: Indicate available records formats in your office**				
1.	Manual records				
2.	Electronic records				
3.	Manual and Electronic records				
F.	**Types of records' access technique Indicate the level of Means of records Access in your Office**				
1.	Open access to records are operational in A.B.U. Zaria				
2.	Closed access to records are operational in A.B.U. Zaria				
3.	Flexible access to records are operations in A.B.U. Zaria				
G.	**Timeliness of Students' Record Retrieval-Indicate the level of timeliness of records retrieval in your office**				
1.	Records can be retrieved within few minutes using the real time method of processing				
2.	Records are retrieved within one working day period				
3.	Records are retrieved between 2-5 working days				
4.	Records are retrieved within 1-2 weeks				

5.	Records are normally delayed for over a month before retrieval				
H.	**Most utilized types of Records Retrieval Devices: Indicate the level of most utilized records retrieval devices in your office**				
1.	Labels and indexes are used as main retrieval devices in A.B.U. Zaria				
2.	Passwords or secret codes are retrieval devices used in A.B.U. Zaria				
3.	Simple list is another type of retrieval device employed in A.B.U. Zaria				
4.	A.B.U. employs the use of special list as a retrieval device				
5.	Movement register for records is another effective retrieval device in A.B.U. Zaria				
I.	**Factors Militating Against the Retrieval of Students' Academic Records in A.B.U. Zaria**				
1.	Unskilled Personnel Management Students' Academic Records				
2.	Insufficient records' storage facilities and space				
3.	Inadequate financial support from management				

MONDAY ADAMU BARDE

MARM/EDUC/727/2010-11

CONTRIBUTION TO KNOWLEDGE

1. The study established that students' academic records in Ahmadu Bello University are mostly organized in alpha-numeric order while few in alphabetic order.
2. The study revealed that the records storage facilities used in storing students' academic records in Ahmadu Bello University include steel cabinets, filing jackets, steel shelves and wooden shelves.
3. The study identified three types of records access techniques that are operational in Ahmadu Bello University, Zaria as open, closed and flexible access.
4. The study found out that records retrieval devices used in retrieving students' academic records in Ahmadu Bello University are passwords or secret codes, simple lists, special lists and movement registers.
5. The research discovered three factors that militate against students' academic records organization and retrieval in Ahmadu Bello University, Zaria to be unskilled personnel managing students' academic records, inadequate financial support from the university top level management and insufficient supply of records storage facilities.