



## RELEVANCE OF ELECTRONIC RECORDS ON JOB PERFORMANCE OF OFFICE MANAGERS/SECRETARIES

IKUSEMIJU, FAITH A.

OFFICE TECHNOLOGY AND MANAGEMENT DEPARTMENT,  
FEDERAL POLYTECHNIC, EDE,  
OSUN STATE, NIGERIA

*E-mail: faithconquers27@gmail.com*

**Abstract:** Many organizations have been investing in technology in order to improve on office operations and productivity; and electronic record has been found to be useful in accessing and controlling organizational records remotely. Though electronic records management has been found to be underutilized by office managers/secretaries due to lack of adequate training, fear of data loss due to virus/malwares, outdated software/hardware, among others. This study aims to ascertain routine jobs performed by Office Managers/Secretaries; identify electronic record tasks performed by Office Managers/Secretaries; and seek to know for factors affecting Office Managers/Secretaries electronic record management. The study used survey research design. The population of the study comprises of 60 Secretaries in Federal Polytechnic, Ede. No sample was drawn due to small number of the population. Questionnaire was the research instrument used in generating data from the respondents. Validity of the questionnaire was done by other experts in the field. A reliability test of the research instrument yielded a Cronbach's Alpha value of 0.76. Questionnaires were administered on 60 respondents, but only 56 were retrieved representing 93% response rate. Data were analyzed with frequency counts and percentages. Hypotheses were tested using Correlation coefficient (R) of SPSS package at 0.05 level of significance. The study found that there is significant relationship between electronic records management and job performance of Office Managers/Secretaries. The researcher therefore recommended that management of organizations should motivate Office Managers/Secretaries more by organizing for training on electronic record management and data security more often, to enhance their proficiency on the job. Management of organizations should make provision for latest facilities, like software/hardware, with regular upgrades that are needed for more efficiency in electronic record management for Office Managers/Secretaries.

**Keywords:** *Electronic Record, Electronic Record Management, Job Performance, Office Operations.*

### Introduction

Globally, organizations have been switching from manual method of operations to digital methods in order to meet up with the trend of technology and continue to be productive. Many organizations have minimize manual method of record keeping and have embraced electronic record keeping as part of their improvement in operations and productivity. Job performance can be defined as an assessment of individual performance on a job; it is coined from industrial psychology, organizational psychology, and human resources management. Campbell (1990). Individual job performance is not stable over time, it depends largely on the level of experience or knowledge gained overtime, which is perceived to be the reason for increase in performance naturally. Reviewed studies showed that performance increases by spending time on a specific job. Avolio, Waldman, and McDaniel (1990). Job performance is a building block in management, which consists of two main factors, that is, task performance and contextual performance. Task performance is reflected in specific work outcomes and the quality and quantity of the outcome; while contextual performance occurs when employees go beyond what is expected, it contributes to the overall well-being of the organization.

Electronic records on the other hand comprises of information or data files, created and stored in digitized form through the use of computers and applications software. An electronic record is a modified method of creating, storing, maintaining, managing, disposing or preservation of records electronically. Hassan and Rotenstreich (2008). For example, electronic records can be in form of any text or document, graphics, data, or audio formats, which can be created, modified, maintained, archived, retrieved, or distributed on an electronic device.

### **Statement of the problem**

Verified Market Research report of Global Electronics Records Management (ERM) Market, 2020-2027 revealed that increase in retaining historical company record; managing vast data information across many sectors; rise in security breaches; high maintenance cost of facilities; and lack of qualified hands are some of the challenges of ERM. Also, some of the problems identified from past literatures shows that office managers or secretary's e-record management ability are low, incompetent and lack necessary training on use of electronic records; aside lack of available/maintenance of e-record facilities/software/hardware, and constant loss of data due to malware/virus attacks, among others.

### **Objectives of the study**

The following are the objectives of the study;

1. To identify some of the routine jobs performed by Office Managers/Secretaries.
2. To ascertain electronic record management tasks of Office Managers/Secretaries.
3. To know the challenges of Office Managers/Secretaries on electronic record management.

### **Hypothesis of the study**

H<sub>0</sub>: There will be no significant relationship between electronic record and job performance of Office Managers/Secretaries.

H<sub>1</sub>: There will be significant relationship between electronic record and job performance of Office Managers/Secretaries.

### **Area of study**

The area of study is Federal Polytechnic, Ede. It is a higher institution established in 1992; and it is located in Ede, Osun State, Nigeria on Latitude 7<sup>0</sup> 43' 59.99"N and Longitude 4<sup>0</sup> 25' 59.99"E.

### **Concept of Job Performance**

Job performance is crucial to organization's success and efficiency, which has become an indicator for measuring organizational performance in many studies. Wall (2004). Some of the job expected from office Managers/Secretaries involves reporting to management, performing secretarial roles like data processing, typing, editing, and formatting reports, keeping records, maintaining databases, directing internal and external calls, faxing to designated personnel, arranging and scheduling of appointments and meetings, monitoring office supplies and ordering replacements, assisting with copying, scanning, faxing, emailing, note-taking, and travel bookings, provides high-level administrative support to an assigned executive, collects requested data and information from various sources, and performs other related duties as assigned. An office manager or secretary is expected to be detail-oriented and professional, have exceptional communication skills, have ability to organize and prioritize tasks including delegation of tasks when appropriate, among others. Society for Human Resource Management (SHRM, 2021).

In accessing job performance further, Reichelt and Arthur (2021) defined expectancy theory of Victor Vroom as a behavior which is motivated by anticipated results or consequences; he proposed that a person may decide to put in an effort, perform assigned task or behave in a certain way based on the expected result or reward that will be given to such individual. For example, people will be willing to work harder if they think their extra effort will be rewarded. Expectancy theory helps managers understand how individuals can be motivated to perform and still arrive at organizational goal.

### Concept of E-Record

Electronic record management involves the process of managing the lifecycle of vital documents, from its origination to its disposition, while providing the flexibility of accessing and delivering digital content across any channels and devices. Meanwhile new updates and innovations in technology renders old technologies obsolete and can hinder productivity.

The researcher adopted records life-cycle theory in expanding the concepts of the studies. This theory affirms that record life cycle refers to how long a record is kept; it is a collection of phases through which a record must pass through before it can be disposed. The duration of life cycles varies, but record life cycle typically consists of these stages, mainly, record creation, record maintenance and use, and record disposition. Record life cycle refers to how long a record is kept; it is a collection of phases through which a record must pass through before it can be disposed. The duration of life cycles varies, but record life cycle typically consists of these stages, mainly, record creation, maintenance or use, and disposition. Record creation is the first stage of the life cycle, whereby creation occurs when an information manager or secretary declares a record type. Secondly, maintenance or use has to do with any action involving storage, retrieval and handling of records; while disposition occurs when files are no longer needed, then it will be disposed. Zawiyah and Chell (2000).

### Methodology

The researchers used survey research design. The population of the study comprises of 60 Secretaries and no sample was drawn due to small number of the population. Questionnaire was the research instrument used in generating data from the respondents. Questionnaires were administered on 60 respondents, but only 56 were retrieved representing 93% response rate. Data were analyzed with frequency counts and percentages and hypotheses were tested using Correlation statistics of SPSS package at 0.05 level of significance; which assisted in a logical conclusion.

### Results and Discussion

**Table 1:** Some of the routine jobs performed by Office Managers/Secretaries.

Variables	Frequency (Agreed)	Percentage %
Administrative support	56	93
Schedule meetings/appointments	48	80
Maintain effective file records	55	92
Handle all correspondences	52	86
Download and install updates	35	58
Monitors office supplies and order	42	70

*Source: Fieldwork (2021)*

Table 1 which seeks to identify some of the routine jobs performed by Office Managers/Secretaries revealed that 56 respondents representing 93% agreed that they perform administrative support roles in the institution; 48 respondents representing 80% accepted that they schedule meetings/appointments; 55 respondents representing 92% agreed that they maintain effective file records; 52 respondents representing 86% indicated that they handle correspondences; 35 of the respondents representing 58% agreed that they often download and install updates. While 42 respondents representing 70% accepted that they monitor office supplies and order

**Table 2:** Electronic record management tasks of Office Managers/ Secretaries.

<b>Variables</b>	<b>Frequency (Agreed)</b>	<b>Percentage %</b>
Create new record on any application software/hardware	49	82
Store, modify and use records	52	87
Send and receive information via e-mail and other channels	52	87
Classifying and indexing of records	38	63
Destroying/achieving of records	40	67
Retrieval of records when needed	42	70

*Source: Fieldwork (2021)*

Table 2, which seeks to ascertain the electronic record management tasks of Office Managers/Secretaries, revealed that 49 respondents representing 82% agreed that they create new records on any application software/hardware; 52 respondents representing 87% accepted that they store, modify and use records; 52 respondents representing 87% agreed that they send and receive information via e-mail and other channels; 38 respondents representing 63% indicated that they classify and index records; 40 of the respondents representing 67% agreed that they destroy or achieve records as the needs arises; while 42 respondents representing 70% accepted that they help to retrieve record whenever it is needed.

**Table 3:** To know the challenges of Office Managers/Secretaries on electronic record management.

<b>Variables</b>	<b>Frequency (Agreed)</b>	<b>Percentage %</b>
Obsolete facilities/software/hardware	52	87
Lack of adequate training/competence	35	58
Fear of Virus/Malware attack	54	90
High cost of electronic devices	40	67
Lack of identification of different file formats	42	70

*Source: Fieldwork (2021)*

Table 3, which seeks to know the challenges of Office Managers/ Secretaries on electronic record management, showed that 52 respondents representing 87% agreed that obsolete facilities, software/hardware affects e-record management; 35 respondents representing 58% accepted that lack of adequate training/competence affects e-record management; 54 respondents representing 90% agreed that fear of virus/malware attacks affects e-record management; 40 respondents representing 67% indicated that high cost of electronic devices affect e-record management; while 42 respondents representing 70% accepted that lack of identification of different file formats affect e-record management.

**Discussion of findings**

From the analysis on some of the routine jobs performed by Office Managers/Secretaries, it shows that all the respondents agreed that they perform administrative support roles, schedule meetings/appointments, maintain effective file records, handle correspondences, download and install updates, and monitor office supplies and order; with responses ranging from 58% to 93%. Which shows that many of the routine jobs performed by office managers / secretaries are closely related to electronic record management; this justifies Osaheni, Jonathan and Afam (2016) affirmed that a secretary is an office-staff who combines the mastery of secretarial skills with office routine functions.

Analysis on electronic record management tasks performed by Office Managers/Secretaries showed that all the respondents agreed that they create new records on any application software/hardware; store, modify and use records; send and receive information via e-mail and other channels; classify and index records; destroy or achieve records as the needs arises; and help to retrieve record whenever it is needed. This is in support of Beardman and Hedstrom (2013), who posited that electronic records are records that are available in electronic formats and such records are accessed and utilized electronically. Government of South Australia (2012) stated that electronic records are records that are in machine readable form and may be any combination of text, data, graphics, etc.

Lastly, analysis on the challenges of Office Manager/Secretary’s on electronic record management revealed that all the respondents agreed that obsolete facilities/software/hardware; lack of adequate training/competence; fear of virus/malware attacks; high cost of electronic devices; and lack of identification of different file formats affects e-record management. This findings supports the view of Norolazmi et al (2018) that accessibility and availability of records in the long term depend particularly on the current actions taken.

**Test of Hypothesis/Validation of Results**

**Table 4:** Correlation Coefficient (r) Table of Significant Relationship between e-records and job performance of Office Managers/Secretaries

				Correlations			
				ER	JPOM		
Spearman's rho	ER	Correlation Coefficient		1.000	.803**		
		Sig. (2-tailed)		.	.000		
		N		56	56		
		Bootstrap <sup>b</sup>	Bias		.000	-.011	
			Std. Error		.000	.058	
			95% Confidence Interval		Lower	.624	
				Upper	1.000	.890	
		JPOM/S	JPOM/S	Correlation Coefficient		.803**	1.000
				Sig. (2-tailed)		.000	.
				N		56	56
Bootstrap <sup>b</sup>	Bias			-.011	.000		
	Std. Error			.058	.000		
	95% Confidence Interval			Lower	.624		
				Upper	.890	1.000	

\*\* . Correlation is significant at the 0.01 level (2-tailed).

b. Unless otherwise noted, bootstrap results are based on 56 bootstrap samples

Source: Statistical package (SPSS) Output (2021).

**Table 5:** Summary of Correlation Coefficient (r) Table of Significant Relationship between e-records and job performance of Office Managers/Secretaries.

Variables	Coefficient Correlation (r)	P - value	Remark	Decision
E-records (ER)	0.803**	0.000	Ho is rejected	Significant
Job Performance of Office Managers /Secretaries (JPOM/S).	0.803**	0.000	Ho is rejected	Significant

*Source: Statistical package (SPSS) Output (2021).*

\*Correlation is significant at 0.05, \*\*Correlation is significant at 0.01

KEY: S= Significant, NS= Not Significant

$P < 0.01$ ; Ho is rejected (Significant) but  $P > 0.01 =$  Ho is accepted (Not Significant)

$P < 0.05$ ; Ho is rejected (Significant) but  $P > 0.05$  or equal  $0.05 = H_1$  is accepted (Not Significant).

### Summary of findings

The research findings revealed that there is significant relationship between electronic record management and job performance of Office Managers /Secretaries in business organizations.

### Conclusion and Recommendations

The researcher concludes that electronic record enhances the job performance of Office Managers/Secretaries, though with some challenges.

Therefore, it is recommended that;

- Management of organizations should motivate Office Managers/ Secretaries more by organizing for training on electronic record management and data security more often, to enhance their proficiency on the job.
- Management of organizations should make provision for latest facilities, like software/hardware, with regular upgrades that are needed for more efficiency in electronic record management for Office Managers/ Secretaries.
- Office Managers / Secretaries should upgrade their knowledge on data protection/security to improve on their performance.

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