



Effective Strategies for Managing Records in Contemporary Organizations

Dorathy Ogochukwu Anike^{1*}

¹Department of Social Studies Education, Nwafor Orizu College of Education, Nsugbe, Nigeria

Correspondence e-mail * : stainlessdora13@gmail.com

Abstract: In the digital age, effective records management is crucial for the operational efficiency and legal compliance of organizations. As organizations increasingly transition from paper-based to electronic records, there is a growing need to adopt structured recordkeeping practices that ensure authenticity, reliability, and long-term accessibility. This paper explores the importance of managing records in organizations, highlighting the different types of records—administrative, legal, fiscal, historical, and research—and the evolving forms these records take, from traditional paper to digital and multimedia formats. It emphasizes the need to distinguish between evidential and non-evidential data in the modern business environment. The study identifies key benefits of Electronic Document and Records Management Systems (EDRMS), such as improved searchability, secure storage, efficient sharing, regulatory compliance, and access control. These systems not only save time and costs but also offer a strategic advantage in handling large volumes of organizational information. The paper also presents best practices for implementing effective electronic records management, including optimizing strategies, digitizing physical records, maintaining data accuracy, and regular audits. It concludes that adopting a robust records management policy supported by modern digital tools is essential for sustaining accountability, transparency, and informed decision-making across sectors.

Keyword : Records Management, Electronic Records, EDRMS, Information Systems, Organizational Accountability

Article info: Submitted : 2025-03-10 | Accepted : 2025-05-23 | Published : 2025-05-29

Copyright © 2025, Authors.

This is an open-access article under the [CC BY 4.0](https://creativecommons.org/licenses/by/4.0/)



INTRODUCTION

Many organizations are changing from paper-based records to electronic records. This is a natural process, when more and more information and documents are created by the usage of computer-based information systems (henceforth only the term 'information system' will be used). The problem is that many organizations implement information systems for managing electronic records, which take recordkeeping requirements into consideration only to some extent. A record is more than just information, it is supposed to be trustworthy: reliable and authentic, able to serve as evidence, and to support accountability (Tonidandel, King, & Cortina, 2018). The length of time for which the records need to be preserved could vary from months up to hundreds of years. The difference is that a recordkeeping system captures, manages, and provides access to records through time and meets records requirements.

Mbuba's (2022a) study on human capital development and employee productivity highlights the need for effective, well-structured systems; a proactive approach to records management creates exactly that, empowering employees by providing reliable information from the start. Similarly, Mbuba's (2016a) analysis of organizational conflict and business growth suggests that a lack of well-defined processes can lead to internal disputes. By building

trustworthy records management into a system from the beginning, organizations can mitigate potential conflicts and foster a more stable environment for growth. Finally, Mbuba's (2021a) critique of the federal character principle and public employment regulation echoes the importance of a structured framework. Just as a strong regulatory framework is essential for public sector employment, a proactive design framework is critical for ensuring the authenticity and integrity of electronic records. In essence, the proactive design of information systems for managing electronic records is a practical application of the well-structured, intentional approach. According to Oswald, Behrend, Putka, and Sinar (2020) a record has several criteria, which makes the record unique in relation to other types of information.

1. Records are evidence of actions and transactions;
2. Records should support accountability, which is tightly connected to evidence but which allows accountability to be traced;
3. Records are related to processes, i.e. "information that is generated by and linked to work processes";
4. Records must be preserved, some for very short time and some permanently.

These four characteristics of records make them different from other types of information. In an

organization records are part of the organizational memory and are used to support organizational management. Mishra, Gunasekaran, Papadopoulos, and Childe, (2018) has stated that the evidential value of a record can only exist if the content, structure and context are preserved. The context is the link between different records that belong together, and also to the process where the record was created. The above criteria are defining what a record must achieve, but the criteria do not explain and exemplify what characteristics are needed in order for records to be formalized in an information system.

METODOLOGI PENELITIAN

Research Approach

This study uses a qualitative approach with a systematic literature study method to analyze the implementation of electronic records management in modern organizations. The qualitative approach was chosen because it allows for an in-depth exploration of the complex phenomena related to the transformation from manual logging systems to electronic systems, as well as their impact on the operational efficiency of the organization.

Types of Research

This research is an analytical descriptive research that aims to describe and analyze current practices in electronic records management. Descriptive research was chosen to

provide a comprehensive overview of the characteristics, benefits, and challenges of implementing electronic records management systems in different types of organizations.

Data Source

The data used in this study is sourced from secondary literature which includes scientific journals, research articles, textbooks, and academic publications relevant to the topic of electronic records management. The selection of data sources is carried out based on the criteria of relevance, credibility, and actuality of publications, with a focus on literature published in the last ten years to ensure compatibility with the latest technological developments.

Data Collection Techniques

Data collection was carried out through documentation techniques by reviewing various literature sources related to electronic record management. This process involves systematically searching academic databases, electronic journals, and scientific repositories to identify and collect publications relevant to the research focus.

Data Analysis Techniques

Data analysis uses qualitative content analysis methods with a thematic approach. The data that has been collected is organized, categorized, and analyzed to identify key themes, emerging patterns, and

relationships between concepts in the literature. The analysis process includes the stages of data reduction, data presentation, and conclusion drawing to produce a comprehensive understanding of the phenomenon being studied.

RESULTS AND DISCUSSION

Concept of Records

An organization receives and processes tremendous amount of information day in and day out but not all of them are records. A record is invariably linked to an organization's official business and maintained as evidence. Accordingly, "records" can be defined as any recorded information or data in any physical format or media created or received by an organization during its course of official business and kept as evidence of policies, decisions, procedures, functions, activities and transactions (Zhang, Xu, Zhang, & Yang, 2021). Organizations, especially those with public-sector responsibilities, need documentary proof. Personal assumptions or vague recollections do not allow organizations to work effectively and efficiently, and they do not ensure organizations are accountable or transparent. A record is information that has been captured on some fixed medium, which was created and kept, to support a government, organization, or individual to perform activities, remember events or information, and provide proof of decisions or actions. A record is a form

of evidence, but it is not the only form of evidence. Records and evidence are also assets (Masenya, 2020). They help an organization complete its daily operations, confirm decisions, or uphold legal obligations or rights. If records and evidence are going to be useful assets, they must be protected so that they remain authentic and reliable sources of proof.

The Form of Records

Not all records come in a "traditional" form: physical pieces of paper, bound reports, a black and white photograph, or a hand-drawn map. Videocassettes, reel-to-reel tape recordings, and films can also be records –these types of evidence are analog or multi-media records (Msosa, Chawinga, & Chipeta, 2023). For instance, Mbuba's work on public servants and their code of conduct highlights how accountability depends on having reliable evidence (Mbuba, 2018). Without a solid system for managing records, it's impossible to prove that people are following ethical standards. Similarly, his study on the committee system shows that for committees to be effective, they need to keep accurate records of their decisions (Mbuba, 2014). This means they must be able to tell the difference between valuable evidence and useless information. Furthermore, Mbuba's critique of public sector reforms and sustainable development points out that successful reforms rely on being transparent and accountable over the

long term, which can only happen with a dependable system for keeping records (Mbuba, 2016b). But the principles outlined in this tool also apply to the management of any other type of documentary evidence (Marutha, 2021).

Types of Records

1. Administrative Records

Records which pertain to the origin, development, activities, and accomplishments of the agency. These generally fall into two categories: policy records and operational records. Records that relate to the organization such as plans, methods, techniques, or rules which the agency has adopted to carry out its responsibilities and functions. These include three basic categories.

- a. Organizational Documents: budgets and budget planning records, fiscal records, organizational and functional charts.
- b. Governing Documents: manuals, directives, orders, and interpretations issued from top authority levels, correspondence files of high-level officials, regulations, circulars, instructions, memoranda or regular issuances that establish a course of action, and staff studies or special reports relating to methods of workloads and performances.
- c. Reporting Documents: annual reports, periodic progress or summary reports, special reports or

accomplishment, transcripts of hearings, minutes of meetings and conferences, and agency histories.

Records necessary to implement administrative policies, procedures, and operations. The operational value is the usefulness of a record in the conduct of an organization's business. Examples include mandates, procedural records, or records that give direction.

2. Legal Records

Records of legal value include those with evidence of legally enforceable rights or obligations of the State. These may include:

- a. Records relating to property rights: land, probate, contracts, agreements, leases, licenses.
- b. Records relating to citizenship rights: vital statistics, such as birth, death, marriage, some legal proceedings, and criminal cases.
- c. Records relating to employment: veterans' records involving legal rights attached to employment, basic state personnel records, and, in some cases, payroll records.
- d. Records containing information required to protect the State against claims or to enforce statutes: executive orders, rules, regulations, and records to establish or support judicial opinions and interpretations.

3. Fiscal Records

Records that have fiscal value relate to an agency's financial transactions. These may be budgets, payrolls, vouchers, and accounting records. After records have served their primary administrative purpose, it may be necessary to preserve them to document the expenditure of public monies and to account for them for audit purposes and requirements.

4. Historical Records

Records worthy of permanent preservation for reference and research purposes are selected for deposit in the state Archives at the Connecticut State Library. These records are retained for many uses. Public officials use archival records to protect the government, to give consistency and continuity to their actions, to prevent duplication of efforts, and to find successful ways for solving recurrent problems. Records are also kept to protect citizens' legal rights and for research in many fields to advance general knowledge and understanding (Alsubaie & Aqili, 2023).

5. Research Records

Records used in scholarly studies and investigations. Researchers want to extend human knowledge using basic historical evidence. These records may include important information on individuals, corporate bodies including their problems and conditions, and significant historical events (Hofman, & Katuu, 2023).

Researchers may include case files and correspondence of a regulative and quasi-judicial nature, statistical and other data on economic development, population changes, and/or major movements in our society. Many of these records have informational, administrative, and archival value.

Importance of records management

Records management is the process of ensuring that the evidence created, collected, and used by an organization is created, managed, stored, and used in such a way that it remains authentic, safe, and usable, now and in the future (Aplekaeva, & Ganzhara, 2021). In their study on federal government housing policy and building collapse in Awka, Mbuba and his co-authors (Ike et al., 2021) implicitly demonstrate the catastrophic outcomes of poor records management. Without proper documentation of policies, permits, and inspections, government oversight becomes impossible, leading to a breakdown of accountability and public safety. Similarly, Mbuba's call for "more action" on human trafficking (2022b) is a call for better systems. Effective law enforcement and victim support depend on robust records management to track cases, preserve evidence, and ensure proper legal and protective actions can be taken. The management of communal conflicts (Mbuba, 2021b) requires clear and accessible records. Documents detailing historical agreements, land ownership, and past

resolutions are essential for resolving disputes and fostering sustainable community development. In each of these scenarios, the ability to manage records is not just a bureaucratic task; it's the operational foundation for achieving government goals and ensuring public well-being. Records management allows organizations to

1. establish strategies, policies, and procedures for making and keeping records
2. allocate resources to manage records effectively
3. ensure records are accurate and reliable regardless of form or medium
4. create and manage records consistently
5. distinguish between valuable and obsolete records and evidence
6. store records safely and dispose of records appropriately.

Citizens and the public have a right to see evidence of an organization's actions or decisions, especially if those actions or decisions affect someone's life and welfare. To meet this responsibility, organizations must ensure their records are authentic and accessible for as long as needed, which may be forever. Records management helps organizations achieve their public responsibility by helping them manage the way they create, use, and keep records and evidence. Records management helps an organization be efficient, effective, accountable, and transparent (Tamayo,

2020). Organizations that develop and maintain a sound and well-planned records management program are efficient - they work at peak performance; they are effective - they accomplish tasks successfully; they are accountable - they are able to justify their actions or decisions; and they are transparent - they operate in an atmosphere of openness and inclusiveness. Records management improves public accountability, enhances organizational efficiency, increases public access and transparency, and supports effective work practices. When an organization follows an effective and efficient records management program, it can

1. locate an original signed agreement right away by filing it logically
2. resume negotiations with a client easily by accessing a complete set of records
3. send final annual reports to shareholders quickly by removing obsolete copies right away
4. protect a citizen's personal information by storing sensitive records safely
5. reduce storage costs by destroying obsolete records consistently
6. remember past actions and decisions, allowing the organization to work more effectively.

Without records management, organizations are vulnerable. The costs of poor records management are high. Resources are poorly used, staff cannot perform effectively, and the

organization's reputation is at risk. It does not have to be that way.

Modern Ways of Managing Records in the Organization

Keeping records straight is not just good business practice – it is critical to maintaining a productive, functioning company. Having a proper record management system is the foundation which supports business intelligence and the ability to make data-driven decisions which alter the bottom line. However, businesses are seeing more and more data, such as paper-based documents and digital records, flowing through their core. In other words, keeping track of all of these documents has become a full-time job. A document management strategy can provide the tools businesses need to keep record management streamlined and in control (Abdullah, Mohammad-Yusof, & Mokhtar, 2020). Document management solutions rely heavily on workflows to deliver the correct data to the right places. Due to the various ways this can be done, organizations should consider making their records management processes more effective by analyzing it in the context of a document's lifecycle. Here are five ways to make that happen.

1. Leverage Automation to Identify Important Information

Not all documents are records. Depending on the business, documents such as rough drafts and duplicates do not require the same storage and

information management. Likewise, it's time-consuming and impractical to read through every document for necessary information. It's essential to leverage automation such as keyword scanners or auto-detection, to identify critical documents and clearly define what document information is important and what constitutes as a record.

2. Integrate Devices to Assist with Document Capture

There are many different methods of collecting document information and records because there are various document sources (scanners, mobile devices, multifunction printers/copiers, etc.). Many offices today rely on ultra-efficient multifunction printers which are capable of performing numerous actions on the same device. Likewise, these devices typically come with software which integrates the printer with the rest of the office workflows. With electronic document storage processes in place, it makes sharing document information between multiple users, collaborating on documents, and tracking change history possible.

These devices enable powerful abilities such as the automatic transmission of a scanned file to electronic storage, or the creation of a fax from an email. Captured documents can quickly be sent from one part of the office to another, which is much easier for the right person to

access at the right moments. Electronic storage will help safeguard the paper documents against environmental disaster and facilitate efficient retrieval of documents, unlike documents stored in numerous filing cabinets.

3. Apply Standardization and Archival Strategies for Easy Retrieval

Finding documents that lack a records management system is similar to “finding a needle in a haystack.” However, having electronic document storage does not guarantee that users will be able to find critical information quickly. With electronic document storage processes in place, it makes sharing document information between multiple users, collaborating on documents, and tracking change history possible. To get the most out of archival and document storage, implement the following strategies:

- a. Introduce a standardized system for naming files. It will make it easier to understand the general contents of a file based on its name, and standardized file names assist with other forms of business process automation.
- b. Apply a categorization system across the board. Keep everyone on the same page with where files should go, how, and in what order.
- c. Clearly define processes and archival access policies to enhance security. The more hands touching the archives, the more likely they will fall into disarray. Define

processes and key points through which documents must pass (to be placed into or removed from) the archives. Files can be digitized, and password protected to ensure that only authorized individuals have access to them.

4. Implement Tools which Foster Collaboration

Document circulation processes typically require inputs, reviews, updates, comments, approvals, or other forms of acknowledgment from different parties or people. When this happens manually, it becomes easier for a jumble of document versions and lines of communication to confuse and frustrate users. Conversely, a digitized collaboration platform which integrates with other document processes helps keep everyone in one place. Tools such as the cloud-based Google Docs, allow for simultaneous editing of digital records by multiple parties without the creation of extra copies (Seymour, 2017). This ensures that the document stays firmly inside the extensive office workflow to keep everything efficient.

5. Ensure the Safe Disposal of Unneeded Documents

Stray documents cause digital and paper-based clutter while introducing security risks. However, with more documents existing in this digital world, it is not as easy as merely shredding unnecessary pieces of paper. Likewise, destroying records does not

always mean destroying or deleting them entirely if the wrong procedure is used. Strategically archiving documents is key to controlling costs, maintaining efficiency, and enhancing security. Maximize the IT resources by determining which documents need to be safely destroyed, versus those which need to be archived (Huda, 2022). This plan will ensure employees do not need to dig through files to find the correct piece of information.

6. Establish Policies and Procedures

One of the best ways to improve records management is to create clear policies and procedures improve records management dramatically. This is a critical stage that will assist you in precisely defining the rules and processes for maintaining records throughout their lives, from creation to disposition. Having well-established policies will improve the records keeping and ensure that records are always treated and managed consistently. So, in order to be as clear as possible, spend the time developing a decent strategy. Check that the policies are:

- a. Simple to understand: describe and clarify each step in the procedure so that the staff can follow it.
- b. Not so complicated: if the laws and regulations are difficult to follow, some of the staff will find a method to work around them, exposing the sensitive information or deleting documents before they should!

- c. Describe the various tasks and duties of employees.
- d. Clearly identify all stages of a record's lifecycle.
- e. In conjunction with the retention term, state precisely the sort of records the organization works with.
- f. How to Prevent Unauthorized Access to These Records

7. Employee Training

Every person in the organization should be up to speed with the company's records management policies and procedures. Distribute written copies of the records retention policy so employees don't have to guess whether a file or important data should be stored or destroyed. Schedule ongoing training sessions to keep staff up to date on evolving compliance and privacy protection regulations and trends. So the more you educate the employees on records management best practices, the more the organization can handle information in a secure and organized manner.

8. Prioritize Security and Privacy

one of the first priorities for any business intent on getting its house in order regarding record-keeping, is to ensure strict data security and privacy measures are in place. If security is lax, the data could be vulnerable to a breach. A data leak could have huge monetary repercussions whilst also creating a host of PR problems. It is

incumbent upon businesses to safeguard their records and treat client data and information with the security that it deserves. Without the right security measures in place, cybercriminals can not only access the records but also install malware into the systems which could capture the clientele's vital data. Responding to security alerts should be considered an integral part of records management best practices.

9. Record, Track and Monitor Documents

Document mismanagement and lack of an effective eDRMS are key contributors to poor record-keeping and can easily impede an organisation's compliance to legislative requirements. When documents go missing or are unaccounted for, it could result in an agency's inability to fulfil a Freedom of Information (FOI) request or lead to punitive measures under Australian record-keeping acts and standards.

10. Create and Implement a Records Management Strategy

A clear and actionable records management strategy should be at the heart of the organisation's records and information architecture, processes and procedures. It should be based on thorough research of appropriate policies and standards and audited regularly. Organisations need to create and thoroughly document their records and information management processes and procedures, and ensure

all staff have access to this documentation. Organisations should clearly identify the accountability of those who handle records and understand how this strategy will fit within the organisation's strategic business plan.

11. Develop and Maintain an Information Asset Register

In order to understand the information and how best to manage and protect it, it is vital to first understand what the term 'information asset' means. An information asset is a body of information, defined and managed as a single unit so it can be understood, shared, protected and utilised effectively. Information assets have defined and manageable value, risk, content and lifecycles.

12. Destroy Records at the End of Their Lifecycle

Just as digital records can become vulnerable to data breaches, so too can the physical documents. Whilst statutory regulations dictate that some records need to be kept indefinitely, most records should be destroyed after a prescribed period of time. Navigating the complexity of record disposal and retention requirements is a difficult task for most businesses. This is why it's important for organisations to do their due diligence in determining these requirements or contract the services of a records and information management specialist to do this on their behalf. This will help ensure that

organisational policies are accurate and compliant.

The Impacts of Electronic Ways of Managing Records to the Organization

Electronic ways of managing records are computer based systems designed to store a wide range of electronic documents and file types. These systems can store documents/files created from a variety of programs including Microsoft Office applications, Adobe applications, e-mail, video files, audio files and many others (Matlala, & Maphoto, 2022). Numerous organizations have started scanning their paper documents to store them electronically and an electronic ways of managing records offers the ability to save these documents in a location that is secure, searchable, easy to use and can manage the lifecycle of the document automatically (retention).

Electronic records should be arranged consistently and logically so that they can easily be found and used. They should be structured into folders and sub-folders with the other electronic records, including emails, that belong with that subject, case or project. The default space for storing electronic records is a shared drive. Shared drives should have an administrator, responsible for the day-to-day running of the workspace, and an owner, who is responsible for access to and disposal of content.

1. Enhanced Data Storage

This advantage is a no-brainer for anyone who knows a fair bit about document management systems since they do in fact optimize the way data is stored in a company. Turning an office into a storage facility is a trap that many companies that resist digitalization have fallen into. Storing documents can actually cost a lot of money! Think about paying rent (since you need a physical location), buying filing cabinets, maintaining them - these are the costs that easily can be avoided by using an electronic ways of managing records.

2. Improved Productivity

According to Nitro, employees spend 50% of their time creating and managing documents. Considering that many of them deal with paper documents or communicate via email, keeping a productive flow might be an issue. 82% of workers admitted that having an automatic tool for managing data would improve their overall office environment and improve productivity.

3. Better Time-Management

One of the advantages of using an electronic document system is time efficiency. When it comes to searching and keeping track of all the data in the company, there is no better solution than electronic ways of managing records. On average, workers spent 18 minutes looking for a paper document, and 2 minutes when using electronic

ways of managing records. That is almost a ten-fold difference! Templates, drag-and-drop function, metadata, and optical character recognition allow employees to save loads of time on routine tasks they usually have to do by hand.

4. Reduced Costs

A good electronic way of managing records requires an initial investment, but further benefits to your budget are incomparable! Among other advantages of using electronic ways of managing records, this one is easier to track, count and align with your finances.

5. Expanded Accessibility

To begin with, one of the main basic functions of the electronic ways of managing records is to provide remote access for employees. Since the bulk of the information is stored in the cloud, it can be accessed from anywhere in the world, including the comfort of your own home. This function was especially important during the pandemic when workers were forced to work from home. Thanks to electronic ways of managing records, they had access to all the necessary information, so it was possible to effectively organize a workplace outside the office.

6. Facilitated Editing and Versioning

In large companies, when several employees can work on the same document at the same time, functions like editing and versioning

are a must. One of the benefits of electronic document management system is the ability to track changes to a specific employee, as well as storing several versions of a document, in case you need to access the original.

7. Security and Levels of Protection

With growth from \$3,84 million to a whopping \$4,23 million, data breaches are no joke! Information theft can seriously damage businesses and technology took a step forward to prevent these things from happening. Implementing electronic ways of managing records means tightening security with two-factor authentication and files encryption, but also enabling roles within the system so that some people have limited access to certain documents. That way data is being protected not only from the “outside” parties but also from employees with different positions.

Reasons Why Business Educators Should Consider Electronic Records Management (ERM).

1. Save Employee(s) Time in Finding and Accessing Needed Documents

EDRMS often provide a wide range of searching capabilities that make it very easy to locate needed documents within seconds compared to minutes, hours or even days to locate paper records. EDRMS allow you to search on keywords, titles and/or metadata tags and also full text searching of the text inside the actual documents. This allows users to search an entire document repository of an

organization quickly, thoroughly and efficiently.

2. Easy to Distribute Documents Throughout an Organization and to the Public if Needed

Electronic documents/files are much easier to share with colleagues, clients and/or the public because they can be accessed through a network connection, email or a website in a controlled and secured manner. Paper documents often require printing, photocopying, mailing and/or storage costs to distribute so EDRMS can offer a number of cost saving alternatives to sharing documents. The stages needed to complete the distribution of hardcopy documents is also time consuming so there are also savings in employee time and costs as well.

3. No More Lost Files

There are a number of studies that discuss the high costs associated with lost documents and having them replaced. An EDRMS allows documents to be stored in a central location where everyone accesses them from the same place using the same file classification system (Mukred, Yusof, Alotaibi, Asma'Mokhtar & Fauzi, 2019). With proper file classification it is easy to know where documents are supposed to be stored, and even if a document is incorrectly classified it can be easily found and moved to its proper location using the advanced search functionality.

4. Version Control - Everyone is accessing the most current version(s) of a document(s) with the ability to see how a document changes over time

Version control provides an "orderly" process that standardizes how documents are updated/changed. This offers a number of benefits including accountability, ability to view previous changes quickly and easily, and also makes it possible to go back to a previous version of a document if a mistake was made during an earlier change.

5. Greatly Improves Decision Making Processes in an Organization

With it possible to locate needed documents in a timely and complete manner, it helps improve the day to day operation of an organization and the ability to make correct and well-informed decisions.

6. Reduces Paper Records Filing Costs and Makes it Possible to Move Documents Off-Site Freeing Up Valuable Floor Space

The cost of commercial property and the requirement to store documents for extended periods of time for legal, administrative and archival requirements means that paper based document storage competes with staff for floor space within an organization. Storing documents as electronic files in an EDRMS can greatly reduce the amount of storage space required for paper

documents. Many organizations are required to keep certain document types as paper for legal reasons but these can now be moved to a less expensive and less valuable location.

7. Makes it Possible to Easily Back-Up Documents in Case of Disaster (flood, fire, theft, etc...)

EDRMS make it possible to back up electronic files in a redundant fashion that can be kept in a number of locations, including off-site, to protect the irreplaceable data from any disaster. The data could be reinstalled onto a new server within a couple hours to have an organization up and running again.

8. Saves on Wear and Tear of Paper Records

Most organizations have a certain collection of hardcopy documents that have a very high historical and/or archival value (by-laws, minutes, maps, contracts, agreements, etc...). Digitizing the vital documents and storing them in an EDRMS reduces the requirement to access the hardcopy file so it can be protected and stored in a location that extends its lifetime.

9. Makes it Possible to Easily Comply with Government and ISO Standards

Organizations that use closed systems to create, modify, maintain, or transmit electronic records have the ability to employ procedures and controls designed to ensure the

authenticity, integrity, and, when appropriate, the confidentiality of electronic records, and to ensure that the signer cannot readily repudiate the signed record as not authentic (Netshakhuma, 2019). The combination of numerous security controls, audit trails, archiving and disaster recover options ensure that an organization is able to authenticate the validity of information stored in the EDRMS and demonstrate compliance with regulations and requirements.

10. Increases the Ability to Securely Store Confidential Documents

An EDRMS provides a wide range of opportunities to control and protect sensitive and/or confidential documents. Most EDRMS allow access to documents to be controlled at a number of levels ranging from a folder level all the way down to a document level. The type of access to a specific document or groups of documents can range from read-only access to the ability to make alterations to the document all the way to being able to delete documents (Kajuju, 2022). Paper documents stored in a traditional filing cabinet or filing room have the same level of security for all documents, for example, if you have access to the cabinet you have access to all items in it. An EDRMS also has an audit trail on all documents so it is easy to see who viewed a document, who made changes to a document, who deleted a document, etc... and when they did it.

CONCLUSION

Defining records management best practices and implementing an effective record management strategy is imperative for organisations wishing to remain compliant and avoid the potential penalties of not meeting their record-keeping obligations. Navigating the complexity of recordkeeping legislation can be an overwhelming challenge. This is why most organisations enlist the expertise of a records management specialist. Without records management, organizations are vulnerable. Nowadays, technology is changing rapidly around the world. Technology is also making a simple matter of difficulty. Nowadays, electronic records have been created and used to manage it in a good way. A professional archives need to have careful planning and long-term outlook can overcome these risks and ensuring that consumers can trust the legal requirements and operational. Electronic records also give guidelines and provide information on various topics, such as file format and file naming, strategic management of electronic records, and electronic document.

This document provides information relating to the all the modern ways of managing records in the organization and the impact of electronic ways of managing records to the organization. An important remark is that if an organization plans to develop a new recordkeeping system, it

must not be based on an existing but poor recordkeeping system that does not comply with accepted standards. These kinds of discrepancies will, if not taken into consideration, make the system development difficult. The step from manual handling of records to digital handling, which includes new routines, can be a big step to take, especially if the organization is unaware of this problem. Situations like this could then lead to a more extensive need of education than planned. In order to best serve citizens and get the most out of going paperless beyond the environmental benefits, government agencies should familiarize themselves with electronic file management best practices.

REFERENCES

- Abdullah, A. L., Mohammad Yusof, Z., & Mokhtar, U. A. (2020). Factors influencing the implementation of electronic records and information management: a case study in military service in Malaysia. *Records Management Journal*, 30(1), 81-99.
- Alsubaie, H., & Aqili, O. (2023). The Role of Medical Records Management in Activating Knowledge Management Applications in Saudi Arabia Hospitals. *International Journal*, 12(1).
- Aplekaeva, O. O., & Ganzhara, I. V. (2021). Opportunities for higher education in the field of records

- management. In *IN LINGUA VERITAS* (pp. 16-24).
- Hofman, D., & Katuu, S. (2023). Law and record keeping: A tale of four African countries. In *Managing Digital Records in Africa*. Taylor & Francis.
- Huda, M. (2022). Empowering professional and ethical balance in digital record management. *Organizational Cybersecurity Journal: Practice, Process and People*, 2(1), 60-73.
- Ike, C. O., Mbuba, F., & Nwot, F. (2021). Federal Government Housing Policy and Building Collapse in Anambra State: A Study of Awka Metropolis. Available at SSRN 3835073.
- Kajuju, F. (2022). *Diplomatic Records Management as a Determinant of Operational Efficiency at the Ministry of Foreign Affairs in Kenya* (Doctoral dissertation, KeMU).
- Marutha, N. S. (2021). Landscaping health-care system using functional records management activities. *Collection and Curation*, 40(1), 9-14.
- Masenya, T. M. (2020). Application of modern technologies in the management of records in public libraries. *Journal of the South African Society of Archivists*, 53, 65-79.
- Matlala, M. E., & Maphoto, A. R. (2022). Management of electronic records in the South African public sector. *ESARBICA Journal: Journal of the Eastern and Southern Africa Regional Branch of the International Council on Archives*, 41, 69-88.
- Mbuba, F. (2014). The Committee System: An Effective Tool for the Management of Private and Public Organizations. *Journal of Management and Corporate Governance*, 6(1).
- Mbuba, F. (2016a). Organizational Conflict and Business Growth: An Appraisal. *Coou Journal of Public Administration*, 1(2).
- Mbuba, F. (2018). Public Servants and Code of Conduct in Nigeria: A Study of Anambra State 2010-2015. *Journal of Social Sciences and Public Policy*, 10(3).
- Mbuba, F. (2021a). Federal character principle and the regulation of public employment in Nigeria: A critique. *Journal of Education and Leadership Development*, 13(1).
- Mbuba, F. (2021b). Communal Conflicts and Community Development. Available at SSRN 3835088.
- Mbuba, F. (2022a). The Bravo of Human Capital Development and Employee Productivity in the Ministry of Information, Awka. *International Journal of Academic Information Systems Research (IJAISR)*. 5(2). 82-92
- Mbuba, F. (2022b). Children's Right and Human Trafficking: Less Talk, More Action. *More Action* (August 10, 2022).
- Mbuba, F. N. (2016b). Public sector reforms and sustainable

- development in Nigeria. A critique. *Policy*, 8(1), 50-60.
- Mishra, D., Gunasekaran, A., Papadopoulos, T., & Childe, S. J. (2018). Big Data and supply chain management: a review and bibliometric analysis. *Annals of Operations Research*, 270, 313-336.
- Msoa, W. H., Chawinga, W. D., & Chipeta, G. (2023). Analysis of a Records Management Systems at the Northern Region Water Board in Malawi. *New Review of Information Networking*, 1-23.
- Mukred, M., Yusof, Z. M., Alotaibi, F. M., Asma'Mokhtar, U., & Fauzi, F. (2019). The key factors in adopting an electronic records management system (ERMS) in the educational sector: a UTAUT-based framework. *IEEE Access*, 7, 35963-35980.
- Netshakhuma, N. S. (2019). The role of archives and records management legislation after colonialism in Africa: Case of Southern Africa. *Records Management Journal*, 29(1/2), 210-223.
- Oswald, F. L., Behrend, T. S., Putka, D. J., & Sinar, E. (2020). Big data in industrial-organizational psychology and human resource management: Forward progress for organizational research and practice. *Annual Review of Organizational Psychology and Organizational Behavior*, 7, 505-533.
- Seymour, J. (2017). The modern records management program: an overview of electronic records management standards. *Bulletin of the Association for Information Science and Technology*, 43(2), 35-39.
- Tamayo, J. (2020). Development of Agriculture Office Farmers' Record Management System for the Municipality of Mangaldan. *Southeast Asian Journal of Science and Technology*, 5(1).
- Tonidandel, S., King, E. B., & Cortina, J. M. (2018). Big data methods: Leveraging modern data analytic techniques to build organizational science. *Organizational research methods*, 21(3), 525-547.
- Zhang, Y., Xu, S., Zhang, L., & Yang, M. (2021). Big data and human resource management research: An integrative review and new directions for future research. *Journal of Business Research*, 133, 34-50..

AUTHOR CONTRIBUTIONS

Conceptualization: Author 1

Methodology: Author 1

Investigation: Author 1

Writing – original draft preparation:
Author 1

Writing – review and editing:
Author 1

Visualization: Author 1

All authors have read and agreed to the published version of the manuscript.