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Knowledge, Attitudes, and Practices of Records Management among Bank Professionals: A Basis for a Competency Training Program

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Abstract

This study was undertaken to determine the relationship of variables on records management practices. The population surveyed, through purposive sampling, consisted of 74 professionals from selected banks in Santa Rosa, Laguna, Philippines. Questionnaires were used to examine the relationships of the moderating variables used. These were age, gender, marital status, educational qualifications, and length of service. Descriptive statistics were used to measure the knowledge, attitudes, and practices of the respondents on records management. The statistical techniques applied to data were Pearson correlation analysis, two-tailed independent samples *t*-test, and analysis of variance. The respondents' level on knowledge was *high*, and they had a *positive* attitude towards the records management practices. A *high* level was attained on records management practices. Knowledge and attitudes had a significant positive effect on practices implemented concerning records management. Attitude had predictive ability on practices adopted in records management. Practices on records management were not influenced by age, marital status, educational qualifications, and length of service, but gender did influence management outcomes significantly.

Keywords: *Knowledge, attitude, practices, records management*

Introduction

One of the most striking changes that has impacted today's office professionals is the expanse of knowledge required for success. Office professionals must understand and be able to manage records and information from creation to preservation and disposition (Brereton, 2016; Franks, 2013).

Managing records involves more than collecting and keeping data and information. It also concerns the knowledge of what records must be kept, where they are to be stored, how they are to be managed, and who has the right of access. Records are created daily and organizations must ensure that these records can be used as evidence to support transactions to keep the business viable (Unegbu, 2013).

The significance of record keeping and management might be illustrated by reference to the higher education sector in Ghana. Lack of record management has caused damage to the country's entire education sector. Personnel in-charge of the maintenance of the registry system were ignorant of their responsibilities. It has caused the reliability and authenticity of the records in the system to be questionable (Seniwoliba, Mahama, & Abilla, 2017).

Such findings encouraged the researchers to conduct an investigation on the knowledge, attitude and practices of professionals in records management. The main purpose of this study was to determine the following: (a) knowledge, attitude and practices on record management among office professionals, (b) relationships among variables, (c) significant difference on records management practices considering respondent profiles, and (d) a proposed competency training program.

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Review of Literature

Records Management

In defining records management, the concept of records needs to be known. It is defined in terms of its physical format or in the information it contains (Tagbotor, Adzido, & Agbanu, 2015). In the book, *Record Management Handbook*, Penn, Pennix, and Coulson (2016) defined records management as "the management of any information captured in reproducible form that is required for conducting business."

Records play a major role in establishing the stages of development, implementation, monitoring, evaluation and renewal of an institution's programs which, overall, are crucial information that is involved in the survival of the institution. The premise of why records need management is the same as questioning why other resources require management. In institutions of higher learning, it is important to regard records as being at the heart of successful institutional operations (Seniwoliba, Mahama, & Abilla, 2017).

In state run organizations, the public relies heavily on records. In fact, record keeping helps maintain and uphold the operation of a democratic society by keeping the government accountable. Thus, record keeping is crucial to normal day to day business operations (Ondieki, 2017)

The International Organization for Standardization (2001) defined records management as the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the process for capturing and maintain evidence of and information about business activities and transactions of records.

Knowledge

Knowledge is the awareness of, or familiarity with, various objects, events, ideas, or ways of doing things (Henriques, 2013). According to a Corporate Storage Services document, as cited in Unegbu (2013), records management concerns record keeping, but it also involves knowledge on how records are to be managed.

In different parts of the world, records management varies in terms of the nature and extent depending on its purpose, setting and context of the services. The employees have to be knowledgeable and familiar with the requirements needed in managing records, such as the level of confidentiality, proper maintenance security, preservation of content, and other necessities that are to be considered (Seniwoliba, Mahama, & Abilla, 2017).

In the control of records management, staff development is an essential tool in building awareness and knowledge of records management and its significance in service delivery. The objective is for knowledge to generate effectiveness in an organization's day-to-day operation. Without control, records have the potential to raise operating costs and expose organizations to risk unnecessarily (DeBenedetti, 2018; Musumbe, 2016).

The knowledge dimension of record management includes benefits, confidentiality, findability, and safety. The benefits in recordkeeping and management are simple processes that give a framework for the keeping, maintenance, and provision for the disposition of all records and anything cited on them. Records are there for the purpose of benefiting the staff of institutions in facilitating continuous and elevating services while preserving privacy. In turn, such frameworks are managed under a set of guidelines meant to educate the staff on decisions for professional record keeping (Seniwoliba, Mahama, & Abilla, 2017).

The Oxford Dictionary defines findability as the 'quality or fact of being findable.' Read and Ginn (2016) stated in their book *Records Management* that a record loses its value at the time when it is needed but cannot be located. The system an organization uses must make it possible for any person to be able to locate files quickly. It is crucial to have the ability to find the records, regardless of the form in which they may be.

Attitudes

Attitudes play a great role in records management. According to ISO 15489, every person involved in the business has a part in the recordkeeping system by ensuring that the records are created and captured. It is vital for every employee to recognize their responsibilities in this respect (Oliver & Foscarini, 2014).

Upholding accurate records and maintaining an up-to-date system for filing are both important jobs for administrative assistants. Each and every filing system that has been made requires an operator who will maintain the system with pride. The operator should also have a great amount of confidence that any file asked for can be retrieved as quickly as possible (Stroman, Wilson, & Wauson, 2014).

Bad record keeping and lack of policy guidelines in records management programs have led to inefficiency in administration and to the loss or unavailability of vital information needed for decision-making (Unegbu, 2013).

For more effective record management, managers of records and information should know how the organization works, which in turn would allow better chances of identification and provision of intellectual and physical control of the records created. To ensure that staff show a proper and effective compliance, management needs to be aware of the responsibilities of managing records and the systems used and the procedures adopted (Franks, 2013; Luthuli & Kalusopa, 2017).

Practices

Record management, though a vital part in any institution, is commonly underestimated until the time a needed record cannot be located. Record management is the practice of proper maintenance or records of organizations and institutions, from the time of the foundations of the creation of the institution, to the time deemed for their disposal. It is an essential component of office administration. An effective record management program allows the organization to render better customer service, provide legal defensibility, and leads to improved profitability (Betty, 2018; Unegbu, 2013).

The importance of records management is increasingly being recognized in organizations. It is therefore the responsibility of records managers to ensure that they gain the attention of decision-makers in their organizations (Tagbotor, Adzido, & Agbanu, 2015).

The American National Standards Institute cooperated with the International Organization for Standardization in creating ISO 15489. It is a set of standards for records management policies and procedures, and it guarantees the purpose of ensuring the applications of appropriate attention and protection to all records so that evidence and information they contain can be retrieved efficiently and effectively (Read & Ginn, 2016).

Creation. In the Philippines, the National Archives refers to the creation of records as the organization's way of transmitting ideas between two sources in a written form, the ability to control records and retain them in a record keeping system, and the making of records to provide evidence of administrative activities (Official Gazette, 2009).

Records should be created and collected to meet operational, policy, legal and financial purposes. Document accuracy and adequacy permits government functions, policies, procedures, decisions and transactions to serve as reliable evidence. The creation of records should be adequate but not excessive. They should be created or kept in the most suitable medium and format. In particular, records that are known to have permanent value should be created in a format that will permit such records to be preserved. Records are created to document actions and decisions as soon as possible in order to ensure that the reliability and completeness of records will not be adversely affected due to the passage of time (Government Records Service, 2018)

Use. The ultimate reason why records are created is that someone will require the information in the future. The prime objectives of records keeping is to appraise, arrange, describe, and preserve information so as to enhance future information use (Sundqvist, 2015).

Yeo (2005) indicated that studies of how records have been used have been mainly focused on how staff and employees access and look into records. There is a clear need to understand the users' needs when it comes to records. This is frequently not known. The diversity of needs requires careful study and considerable effort is required in order to satisfy interested users.

Maintenance. In the Oxford Dictionary, the term maintenance is spoken of as the process of preserving or keeping something in good condition. Maintenance has the objective of preserving the condition of records so that they may be of use and function as needed though their life cycle. Maintenance is an important part to ensure functionality, eco-efficiency, and in extending the life time of records. Thus, the term 'life cycle maintenance' is used to stress the role of life cycle management (Takata et al., 2004)

Disposition. Disposal has been termed and defined as destruction of public documents or information in public documents. This involves destroying information entirely, but also includes the partial loss of information via transfers through alternative media. Proper disposal practices are there to insure there is proper space saving with no chance of losing vital information. Thus, before destroying or disposing of any information, the importance of such documents or information must be established (Tersmenden, 2018).

Erasing, deleting, and destroying are the different ways to dispose of records from their holding medium. Destruction is recorded in a digital format to account for its disposal. Meanwhile, electronic records are reviewed by authorized employees to ensure which documents are to be sent for storage in the form of microfilms, tapes, disks, and other storage devices (Rajan, 2013).

Theoretical Framework

Records Continuum. The records continuum provides a way of making sense of the complexity of record keeping in our digital environment. The four dimensions (creation, use, maintenance and disposition) and the four axes (record keeping containers, evidentiality, transactionality, and identity) can be used as a practical tool to identify the stage of development an organization has reached in terms of managing its information as evidence for accountability (Oliver & Foscarini, 2014).

The concept of the records continuum is a consistent and coherent process through the lifecycle of records. It implies that the four actions continue or recur through-out the records' lifecycle. According to the Standards Association of Australia, the records continuum is "a consistent and coherent regime of management processes from the time of the creation of records, through to the preservation and use of records as archives" (Seniwoliba et al., 2017).

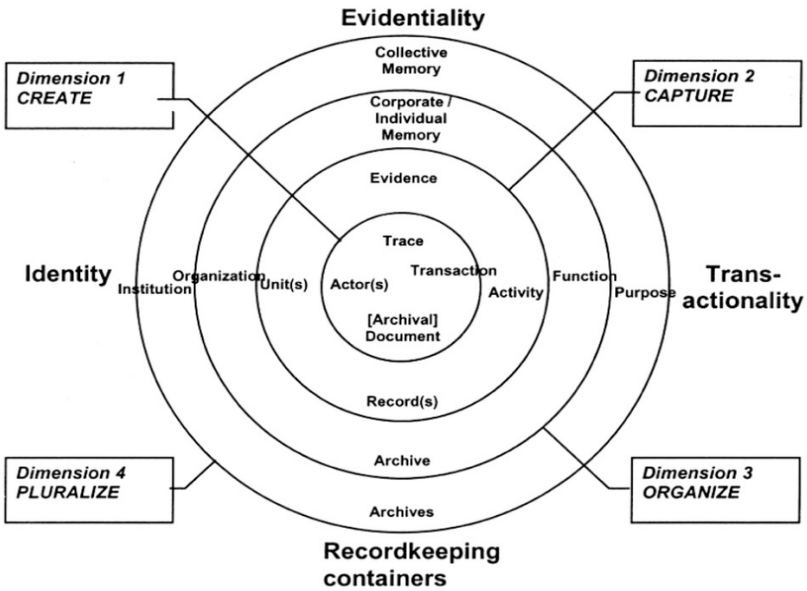

Figure 1. Records Continuum Model

The records continuum model was formulated by an Australian archivist named Frank Upward. He based his formulation on four principles which are: (a) "The concept of record inclusive of records of continuing value (archives) stresses their use for transactional, evidentiary, and memory purposes and unifies approaches to archives/recordkeeping, whether records are kept for a split second or a millennium; (b) "There is a focus on records as logical rather than physical entities, regardless of whether they are in paper or electronic form; (c) "Institutionalization of the recordkeeping profession's role requires a particular emphasis on the need to integrate recordkeeping in business and societal processes"; and lastly (d) "Archival science is the foundation for organizing knowledge about recordkeeping. Such knowledge is revisable but can be structured and explored in terms of the operation of principles for action in the past, the present and the future." The model gives importance to the overlapping characteristics of recordkeeping. Unlike the records lifecycle, which deemphasizes the time-bound stages, the records continuum merges the recordkeeping and archiving processes into the time space dimensions (Franks, 2013).

Data Privacy Act of 2012

The Republic Act of 10173 (2011), also known as the Data Privacy Act of 2012, seeks to minimize data privacy in the Philippines. This Act states that "although the free flow of information promotes innovation and growth, it is essential that personal data in the government and private sector's information and communication systems are to be secured and protected at all times" (Palabrica, 2012).

The Implementing Rules and Regulations of Republic Act No. 10173, took effect in the year 2016. This law was passed hopefully to protect the fundamental human right of privacy while ensuring there was a free flow of information. This Act has raised the definition of what data privacy should be, such as the protection of information and balancing the free flow of information by controlling and integrating its responsible use by any organization.

Methodology

The respondents of this descriptive-correlational study were 60 professionals chosen purposively from 11 banks in Sta. Rosa, Laguna, whose jobs involved the creation, use, maintenance and disposition of records in their offices. Out of 77 respondents, 37 (48.1%) belonged to the group 21–30 years old, 24 (31.2%) belonged to the group 31–40 years old, 16 (20.7%) belonged to the group 40 years old and above. The majority of the respondents were female (54 or 70.1%), had taken vocational courses (73 or 94.8%), married (51.9%) and single (45.5%) and had worked for up to five years (44.2%), 6–15 years (41.6%), and 16 years and above (14.3%).

The self-constructed survey-type used in this study was divided into four parts. The first part dealt with the respondents' demographic profile such as their age, educational qualifications, marital status, and length of service. The second part consisted of 15 items that measured the respondents' knowledge about record management based on four dimensions. The response options were 'true' or 'false.' The knowledge scores were converted to intervals as follows: 1–3 (*Very low*); 4–6 (*Low*), 7–9 (*Average*), 10–12 (*High*), 13–15 (*Very High*). The third part consisted of 10 items that measured the attitudes of professionals on records management. The scale utilized a four-point Likert scale of *Strongly Disagree* (1), *Disagree* (2), *Agree* (3), and *Strongly Agree* (4). These numbers corresponded to a verbal interpretation of *Highly Negative, Negative, Positive,* and *Highly Positive,* respectively. The last part measured the practice on records management. It consists of parts with four subcategories such as creation, use, maintenance, and disposal. The response choices were 'never,' 'rarely,' 'sometimes,' 'oftentimes' and 'always,' interpreted as *Very low, Low, Average, High, Very High,* respectively.

Descriptive statistics, such as frequency, percentage, mean, and standard deviation were used to describe the demographic profile of the respondents. Pearson correlation, *t*-test and ANOVA were also used in the study.

Results

Knowledge on Records Management

Table 1 shows that the respondents were highly knowledgeable in records management (mean = 12.07, *SD* = 2.34) with a total score of 15. Most of the respondents (98.4%) answered item 4 correctly, which means that they clearly knew that records have an important impact in the efficiency and economical operations of all organizations. Ninety-seven percent (97%) answered item 1 correctly which implies that the respondents believe that the assurance of privacy of their company is achieved through managing records. Item 8 was correctly answered by ninety-six (96%) of the population, which shows that most of the respondents are aware of the use of data security when it comes to the prevention of cases where data could possibly leak. On item 14, only 52.2% answered it correctly by believing the Republic Act #10173 is only for the government sector, while a large number believed the opposite.

Table 1. Knowledge on Records Management

	Items Considered in the Questionnaire	**Correct answers (%)**
4	Records have an important aspect for the efficient and economic operations of all organizations	98.7
1	Managed records give assurance of privacy for the institution	97.0
8	Data security comes into action to prevent cases such as leaking of valuable information	96.0
2	Valuing information requires the determination of what is private, confidential, or restricted	94.7
5	Computer crime awareness is important for the organization to avoid huge amount of damage	94.7
12	Records management is a great asset to the organization when maintained in a systematic fashion	93.4
10	Records are used as references for making important decisions	92.0
15	Record management is the supervision and administration of digital or paper records regardless of form	90.7
3	A lost record will not cost the organization as it still can be replaced	82.2
9	An envelope or folder is only used if the record contains sensitive information	74.7
7	Cross referencing is not a necessary step in filing records	72.2
11	Indexing is done only when the record being filed is highly valuable	67.1
13	Discussion of sensitive information among the staff will cause no damage to the organization as long as it is kept as a secret	62.2
6	Organizing records alphabetically is the only way to manage records	61.8
14	The Republic Act # 10173 is an act protecting individual information and communication systems in the government sector only	52.2
Grand Mean of Knowledge	**Mean = 12.07, *SD* = 2.34**	**Verbal Interpretation** *High*

Attitudes Regarding Records Management

Table 2 shows the possession of a *positive* attitude regarding records management (Mean = 3.21). The respondents strongly agreed (mean = 3.60) that they felt that their work would be easier when records were managed properly. In addition, respondents (mean = 3.56) *strongly agreed* that a records management system was of great importance in the workplace. In item 1, the respondents *agreed* (mean = 3.46) that they felt that records management was given importance in their workplace. The rest of all items are presented in Table 2.

Table 2. Attitudes Regarding Records Management

	Items Considered in the Questionnaire	Mean	*SD*	Scaled Response	Verbal Interpretation
9	I feel that proper record management can make office work easy	3.60	0.79	Strongly Agree	Highly Positive
8	It is important to have a record management system in the workplace	3.56	0.86	Strongly Agree	Highly Positive
1	I feel that records management is not important in our workplace	3.46	0.96	Agree	Positive
2	I feel that we are very efficient in managing records	3.33	0.74	Agree	Positive
7	I feel that I can manage my records properly	3.32	0.70	Agree	Positive
10	The thought of losing important records frightens me	3.27	0.90	Agree	Positive
6	I feel that it's important to give customers the records that they need	2.97	0.97	Agree	Positive
3	I feel responsible whenever a record gets lost	2.92	0.95	Agree	Positive
4	I am confident to find any file even if it is not organized	2.89	0.96	Agree	Positive
5	There is no possibility of losing any records in my office as long as I remember its creation	2.62	0.95	Agree	Positive
	Grand Mean of Attitude	**3.21**	**0.46**	**Agree**	**Positive**

Legend: 3.50–4.00 = Strongly Agree (*Highly Positive),* 2.50–3.49 = Agree (*Positive),* 1.50–2.49 = Disagree (*Negative),* 1.00–1.49 = Strongly Disagree (*Highly Negative)*

Practices on Records Management

Practice is the way a person is able to apply or use an idea, thought or the things learned. Records management was measured in terms of creation, use, maintenance, and disposal. Table 3 (following page) shows observations for the dimension of *creation* which had an over-all mean of 3.83, which shows that the respondents oftentimes practice the creation of management records. This means that they were *highly* practiced in this function.

The first *highly* practiced item among others was, "Whenever I make a record, I always proofread the whole document before I print it." It returned a mean of 4.28. On the other hand, the item "I entrust someone else to manage our records in the office" was sometimes practiced by the respondents in a borderline satisfactory manner (mean = 2.69).

Use is an important part of a records life cycle. Detailed data are not shown on account of the high values obtained. The results of the respondents' answers to practices related to use on records management returned a mean of 3.94 (*SD* = 0.69), which was interpreted as *highly* practiced. The single question that received an average response was "I track records by writing the names of those who accessed it."

Maintenance is the act of preserving certain things. The over-all results for this section were interpreted as *high*, (mean = 4.18, *SD* = 0.718), which indicates that the respondents maintain their records in a good manner. This also shows that their company practiced good maintenance when keeping their records.

Table 3. Practices Related to Creation

	Items Considered in the Questionnaire	Mean	*SD*	Sealed Response	Verbal Interpretation
1	Whenever I make a record, I always proofread the whole document before I print it	4.28	0.89	Oftentimes	High
2	I immediately document officially approved decisions	4.25	0.91	Oftentimes	High
4	I routinely collect the records to ensure it has fulfilled its purpose	4.00	0.80	Oftentimes	High
5	I backup my documents right after I finish making them	3.88	0.98	Oftentimes	High
3	I entrust someone else to manage our records in the office	2.69	1.13	Sometimes	Average
	Grand Mean of Creation	**3.83**	**0.64**	**Oftentimes**	**High**

Legend: 4.50–5.00 = Always (*Very High)* , 3.50–4.49 Oftentimes (*High),* 2.50–3.49 = Sometimes (*Average)* 1.50–2.49 = Rarely (*Low),* 1.00–1.49 = Never (*Very Low)*

Disposal of records helps the company maintain proper storage of old records and new records. The respondents surveyed in this study disposed of records at the appropriate time by following a retention schedule in their workplace. Disposal of records management returned a mean of 3.89 (*SD* = 0.749). Respondents oftentimes evaluated records to know which were to be disposed of and make sure government guidelines were followed. Disposal could involve storing records in digital form in case they were needed in the future.

Relationship of Knowledge, Attitudes and Practices on Records Management

Analysis indicated that knowledge and attitude showed a positive relationship with the Pearson correlation giving a value of .383 (p = .001). This means that as professionals learn more about records management their approach to it will also become better.

Table 4. Relationship between Knowledge, Attitudes and Practices of Records Management

		K	A	P	C	U	M	D
Knowledge	*r*	1	.38**	.35**	.29*	.28*	.38**	.25*
	Sig. (2-tailed)		.001	.002	.012	.017	.001	.029
	N	76	76	75	75	75	75	75
Attitudes	*r*	.38**	1	.49**	.37**	.39**	.52**	.42**
	Sig. (2-tailed)	.001		.000	.001	.001	.000	.000
	N	76	76	75	75	75	75	75
Practices	*r*	.35**	.49**	1	.84**	.88**	.87**	.85**
	Sig. (2-tailed)	.002	.000		.000	.000	.000	.000
	N	75	75	76	76	76	76	76

Legend: K – Knowledge A-Attitude P-Practices C-Creation U-Use M-Maintenance D-Disposal

*** Correlation is significant at the .01 level (2-tailed).*
** Correlation is significant at the .05 level (2-tailed).*

The relationship between knowledge and practices was significant at the 1% level. This implies that if professionals are more knowledgeable about the theories and methods of records management, the level of their practice will increase in a way that will make them more efficient in the office.

Attitude and practices on records management were also significantly (p = .000) related to each other that implies that as professionals show a more positive approach to the practice of records management, there will be an increase in productivity in their office.

Difference in Practices of Records Management

Comparison of the practice on records management by age showed no significant difference ($F(2,73) = 0.18$, $p = 0.837$). However, the record management practices were significantly different between male and female, with females returning superior outcomes ($t = -2.58$, $p = .012$). No significant differences were noted in the practice of records management when marital status, educational background, and length of services were compared ($p > .05$).

Predictors of Practices Related to Records Management

Predictors refer to factors that significantly contribute to records management practices. Only the variable *attitude* was considered to significantly predict practices of professionals related to records management. Table 5 summarizes the results of the regression model for the predictors of practice on records management.

Table 5. Predictors of Practice on Records Management

Predictors	Unstandardized Coefficients		Standardized Coefficients	*R*	R^2	R^2 Change	*T*	Sig.
	B	Std. Error	Beta					
(Constant)	1.83	.44	-	-	-	-	4.14	.000
Attitude	0.66	.14	.49	.49[a]	.24	.24	4.84	.000

The results of the linear regression model were significant, attitudes significantly predict practices (p = .000). The results imply that 24.3% (R^2 Change = .24) of the variance of the attitudes contributes to the practice of records management. This means that positive attitude will lead an increase of acceptable practices in records management.

Discussion

This study aimed to assess the respondent's knowledge, attitude, and practices on records management. Findings showed that many of the respondents had *high* knowledge on records management. Attitude towards records management was *positive.* The practices on records management were also revealed to be *positive.* Responsibilities of employees in records management involved maintenance of existing files, but also designing and installing a records system. Factors such as findability, confidentiality, and safety are to be considered in the making of an effective records system. The results also revealed that gender was a moderating variable affecting the practices on records management. Age, marital status, educational qualifications, and length of service did not affect professionals' practices on records management.

It has been observed that practices involving poor management could likely lead to the loss of all corporate memory, which are records that document the development of functions and provide data for research. Improper approaches to record keeping will result in the records being misplaced or destroyed in an untimely manner. Although some materials may be left, their value as evidence may still mean nothing (Tagbotor, Adzido, & Agbanu, 2015).

The findings of this study showed that knowledge was significantly related with practices on records management. Corporate records management concerns not only record keeping, but also knowledge on how records are to be managed. An employee's outlook on records and records management are manifested in certain attitudes and behaviors, such as usage in records management systems, preparation in applying the record management policy, voluntarily practicing records management procedures, readiness in setting up personal systems to support personalized work-

related information needs, and willing participation in record management training programs (Oliver & Foscarini, 2014; Read & Ginn, 2016).

Perhaps not surprisingly, attitude and practices were significantly related in the present study. It was found that 24.3% of variance in records management could be attributed to the attitudes held, indicating that much more work is required to identify other influential contributors to variance.

According to Arena Solutions (2019), the major element of quality management, compliance, and regulatory practices and employee safety is the training of records management. Records management is not often given notice, however, without the proper training record management automation; manufacturers are prone to compliance challenges and unnecessary administrative costs. Based on our results it also seems evident that educational records management programs would be most beneficial if they were run with an emphasis on enhancing knowledge, particularly attitudes towards the practices of records management. The competency training program might include a review on the definition of records, their importance, and the reasons why they should be managed efficiently. The provision of case reports dealing with the consequences of poor corporate management practices needs to be passed on to all those involved in record keeping.

In our fast-changing world, there is a need for all companies to train employees in advanced operating procedures as they incorporate new technologies, meet new challenges, and encompass new practices. Whether the company is required to comply with the FDA, ISO or any other standards, training ideally should be done.

Conclusions

Effective records management retains documentation on the development of functions in organizations and facilitates future research. The misplacing of records needs to be carefully guarded against and records should be destroyed only after careful consideration. Training is surely necessary to ensure a thorough understanding of, and compliance with, new methods of data storage and changing procedures within an organization.

This study identified the factors that affect the practices on records management among banking professionals in the Sta. Rosa, Laguna region. While the respondents' level on knowledge was high and they had a positive attitude towards the practices on records management, there was room for improvement. Knowledge and attitudes affected the practices on records management among the professionals that worked in the selected organizations. An increase in knowledge and a positive attitude could lead to an improvement in the practices on managing records.

Gender also made a significant difference in the practices on records management of the professionals studied. According to the findings, females received a higher score in comparison with the male population in terms of exemplary records management. Since attitude best predicts the practices of records management among professionals, a positive attitude such as being responsible, being confident in their work, and being aware of and open-minded to the changes that take place in their office is beneficial. The primary indication arising from the study is the need for educational records management programs with an emphasis on enhancing knowledge of and attitudes toward the practices relevant to records management.

Recommendations

1. Office professionals should update their current knowledge regarding records keeping and filing systems and keep abreast with current trends, especially in the fast-changing world transitioning to the digital age.
2. Seminars/workshops should be made available for the instructors of record management.
3. Ensure that records management topics are integrated into the course syllabi of Office Management programs.
4. Research might be conducted to evaluate an organization's records management system to determine what factors are most likely to make the operation more efficient and economical.

5. Investigations might be conducted to identify other variables affecting current practices on records management. The aim should be to improve efficiency and at the same time support data privacy acts.

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