

Approaches to Records Management for Community Services by Voluntary Social Clubs in Northern States, Nigeria

Abdulkarim Aliyu Bube

Department of Library and Information Science,
Ahmadu Bello University, Zaria
abdulkarimaliyubube@gmail.com

Zakari Mohammed

Department of Library and Information Science,
Ahmadu Bello University, Zaria
Zakmoh2000@yahoo.com

Tijjani Abubakar

Department of Library and Information Science,
Ahmadu Bello University, Zaria
tjlibs2002@yahoo.com

Habibu Mohammed

Department of Library and Information Science,
Ahmadu Bello University, Zaria
sokowochin@gmail.com

Abstract

This study focuses on approaches to records management for community services by voluntary social clubs in Northern States, Nigeria. Descriptive cross-sectional survey research design was adopted for this study. The population of this study comprise the members of Voluntary Social Clubs in Northern States of Nigeria totaling eighty four (84). The researcher used the entire members of the population of this study. The instrument for data collection was questionnaire. Descriptive statistics was used in analysing the data used to answer the research questions. Inferential statistics of Kruskal Wallis was used in analysing all the hypotheses formulated in this study. It was found out that majority of the respondents agreed that the types of records generated in the process of community service in Northern States, Nigeria, were posters. The procedures through which records were managed were through the use of computers as well as shelves and the procedures through which records were accessed were through the use of title of the records as well as folders of the records among others. It is concluded that records management was carried out through approaches for community services by Voluntary Social Clubs in Northern States, Nigeria. It is recommended that members of the Voluntary Social Clubs should consider procedures such as regulating the excessive temperature of the records storage place as well as the use of box as procedures through which records are managed.

Key words: Attainment, Community, Service, Management, Records, Responsibilities

Introduction

Records are maintained by Voluntary Social Clubs (VSCs), in the course of their activities. The activities include ceremonies, writing examinations, meetings, interviews, teachings to mention but few. The records generated by VSCs play major role in preserving the human cultural heritage. Such records are stored in information carriers which need to be maintained for future use. Information carriers include written papers, books, newspapers, journals, magazines, Compact Discs (CDs), Digital Versatile Discs (DVDs), flash drives, computer memories, handset memory and many others (Rouse, 2019). The information carriers (records) are usually preserved in order to elongate their life-span for future use.

Records maintenance by VSCs involves preservation of the records. This can be in the form of dusting of records, boxing of records, filing of records, keeping of records against threats such as water, insects, sunlight, chemicals, theft etc. (Cleardata, 2019). Records maintenance can also be in the form of conservation. This is done when the carriers of the content of the records start to get damaged while the content remains accessible. It can be in the form of stitching, gumming, binding, re-binding, particularly of paper based records. Records in the forms of electronic devices such as CDs, DVDs, computer memory, handsets memory, flash drives etc. are maintained through migration to other devices (print or electronic), emulation, digitisation, cloud preservation among others. This implies that records of the activities of VSCs are maintained in different ways regardless of the types or formats of the records in order to use them in the future when information need for such records arises.

Statement of the Problem

With the increase in the activities of the VSCs in the society and the records generated, distributed, used, maintained and disposed; to the best of knowledge of the researcher, studies on their records management in the designated areas are yet to be conducted. For example, previous researches on archival and records management, dwelled on the activities of formal organizations through which information and records are generated, distributed, used, maintained and disposed. Some of such researches were conducted by Tagbator, Adzido and Agbanu (2015); Abdullahi, Abiola and Abdulwahab (2016); Abdulrahim (2016); Hassan (2017); Umar (2017); Zayyana (2018), to mention but few. They focused on records management in formal organizations such as Universities, Local Government Secretariats, National Archives, Registries etc., ignoring the other types of vital and useful records generated by VSCs and their activities from which information and records are generated and accordingly utilised to the ultimate stage of disposition. Consequently, the impact of the VSCs on societal development may not be known by all especially outside their domain of operation. Hence, the need for this study. The study focuses on “Approaches to Records Management for Community Services by Voluntary Social Clubs in Northern States, Nigeria.”

Research Questions

The following research questions are answered in this study:

1. What type of records are generated for community services by the Voluntary Social Clubs in Northern States, Nigeria?
2. How are records of the Voluntary Social Clubs in Northern States, Nigeria managed for community services?



3. How are records of the Voluntary Social Clubs in Northern States, Nigeria accessed for community services?

Hypotheses

The following null hypotheses were tested:

1. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the type of records generated for community services.
2. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the procedures through which their records are managed for community services.
3. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the procedures through which records are accessed for community services.

Literature Review

This section presents the review of related literature. The review was carried out on the types of records generated, procedures through which records were managed and procedures through which records were accessed. It is presented as follows:

Types of Records Generated from the Activities of Individuals and Organisations in Society

Records are documents that are created, generated, or received by individual or a group in the course of daily activities such as meetings, travelling, supervision, buying and selling etc. The records that emerge as a result of such activities could include posters, minutes of the meeting, records of donations, photographs, receipts, approval letters, among others. Nirajan, Richard, Peter, Thomas and Andrew (2018) conducted a study on development of on-site poster to influence pedestrian jaywalking behavior. They found out among others that posters were the records generated for information dissemination to the pedestrians. They were used as tools to inform, enlighten, entertain, and educate, the public about particular issues such as religious, social, political, educational, health, among others.

In another study, Awak (2015) investigated the relevance of shorthand skills to secretarial duties in automated offices in North-East Geo-political Zone of Nigeria. It was reported from other findings that minutes of the meeting were records generated by the secretaries in the offices in the studied area. The meeting can be before, during or after the event. Zayyana (2018) studied records creation and maintenance for proper administration in Islamic Schools in Zaria City, Kaduna State and discovered receipts as financial records generated in the course of payment of school fees, buying of teaching and learning materials such as textbooks, markers, cleaners, among others. On their part, Alinane, Augustine, Chimwaza and Adamson (2015) carried out a research titled: Invitation cards during pregnancy enhance male partner involvement in prevention of mother to child transmission (PMTCT) of human immunodeficiency virus (HIV) in Blantyre, Malawi: A randomized controlled open label trial. They reported other types of records generated in the society. The records were called invitation cards. The cards were generated and used to in order to request for the presence of male partner to the medication process etc. Kathleen (2019) studied invitations as request-for-service mitigators in academic discourse and discovered among others that invitations cards were used as requests asking people to carry out an action. This means that invitations cards are used beyond inviting people to a particular programme or event. Umar (2017) assessed medical records maintenance in Katsina State General Hospitals and found out among



others that diagnosis cards were the records generated in the hospital by the doctors in the course of interacting with patients. The records contain information about the name, age, gender, sickness among others of patients. The records generated were being kept for future use.

In summary, from the literature reviewed in this section, different findings about types of records generated in the society are presented. From these findings, it is clear that there were different types of records generated in different organisations which included minutes of the meeting, posters, video, calendar etc. The differences in the types of records generated was due to the fact that, the organisations studied by the previous researchers had different responsibilities, some engaged in teaching, health care service etc. Also, from the review, it is clear that previous studies on records management, in which types of records generated were parts, focused on organisations such as Universities, Secondary School, among others, other than Voluntary Social Clubs. This shows that the types of records generated by Voluntary Social Clubs were not investigated. As such, the researcher intends to study the types of records generated by Voluntary Social Clubs in Northern States, Nigeria, among other objectives.

Procedures through which Records are Managed by Individuals and Organisations in the Society

Records maintenance is very important in human life. It plays major role in preserving the information about human cultural heritage. The information can be that of wedding or naming ceremony, writing examination, meetings, teaching to mention but few. This information is stored in information carriers, also called records, which need to be maintained for future use. The records can be in the forms of papers, books, newspapers, journals, magazines, Compact Discs (CDs), Digital Versatile Discs (DVDs), flash, computer memories, handset memory and many others. Records are preserved in order to elongate their life span. Records are maintained by individuals as owners or by public institutions like schools, hospitals, companies, etc. A study conducted by [Molepo](#) and Cloete (2017) on proposal for improving records management practices of traditional institutions in Ga Molepo, South Africa, revealed among others that records were stored in handset memory for future use. Handset memory can be used to store records of different formats. They can be in the forms of texts, audio, visual, audio-visual, photographs etc. Aduku (2016) studied the protection and utilization of records in selected local government areas in Nigeria and found out among others that: records are kept in separate centre called archiving; regulating the living and non-living elements that cause damage to records; stitching; gumming; use of sacks and boxes and cleaning and regular dusting.

Regular dusting of the records is a way of maintaining them in the storage centres. Dust is an enemy to records. This is because it serves as a hiding place for micro-organisms. The organisms, if settled on the dust that is already on the records, eat the part of the records thereby reduce the quality of the carrier. Whenever, water or any other liquid settles on records and dust settles on it, the water could stick on the records destroy the intellectual content or physical carrier. This can be on both paper and electronic records. The study carried out by Zayyana (2018) on assessment of records creation and maintenance for proper administration in Islamic Schools in Zaria City, Kaduna State, revealed among others that computers were used in storing the records in form of computer folders. Computer folders are storage spaces in electronic environment where records are kept for future use. The research of Umar (2017) on the assessment of medical records maintenance in Katsina State General Hospitals, found out among others that physical folders were used in storing records. Physical folders are enclosed devices used to insert the records for patrons. Also, a research conducted by Abdullahi *et al.* (2016) on the assessment of records management practice in selected Local Government Councils in Ogun State, Nigeria, revealed among others



that records were stored on shelves in order to maintain them. This means that there are different ways of maintaining records depending on the records and the individuals or organisations that own them.

In summary, from the literature reviewed in this section, it is clear that there were different ways of maintaining records. They included the use of handset memory, regular dusting, regulating the excessive temperature of the records storage place, the use of computers, storage of the records in physical folders, shelves, cupboards to mention but few. However, the literature reviewed, focused on organisations such as local governments, traditional institutions, hospitals, universities, secondary school, among others, other than Voluntary Social Clubs. This implies that the ways records are maintained by Voluntary Social Clubs, were not investigated. Therefore, this study stands to investigate the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria, are maintained, among other objectives.

Procedures through which Records are Accessed by Individuals and Organisations in the Society

Access to records is necessary before utilizing their contents. It is an act of coming in contact with the records through physical or virtual means. Records that are in paper based are accessed physically. These records can be seen, touched, carried, read and interpreted, while records that are in online environment are accessed virtually. These records are electronic. There are some records that are electronic, but cannot be accessed virtually. These include records stored in compact discs (CDs), digital versatile discs (DVDs) etc. There are many ways of accessing records by the people in the society. These depend on the organization, environment, records creator among others. Scholars conducted studies on records access. For example, Abswaidi, Anael and Khamisi (2017) investigated analysis of factors influencing information access among rural communities in Tanzania. The finding of this study indicated among others that users accessed electronic records in the form of text message sent by individual or group to them through mobile phone.

A study conducted by Asokan and Dhanavandan (2017) titled: Awareness and usage of online public access catalogue (OPAC) by students and faculty members: A case study, revealed from other findings that title of the records was used in accessing them. Title of the records is used to access them. This is a situation whereby an individual who stores the records uses the title as access point. When such records are to be accessed, the same titles used in storing them are used for their retrieval. This is because the title indicates the records that are to be accessed by the individual looking for them. The title is written on the carrier or storage device of the records. From the research conducted by Umar (2017) titled: Assessment of medical records maintenance in Katsina State General Hospitals, it was revealed among others that files and folders were used in accessing the records in General Hospital in Katsina State. These contained other records created in the course of medical activities, which included diagnosis, referral, admission among others. In records centres, some records are kept in special file or folder depending on their nature. This includes the size, content, format, among others. For example, an individual or group may decide to keep all photographs in a given folder. If such photographs are to be accessed, the folder will be used to access them. Also, when an individual or group decides to keep all letters in a given file, if such letters are to be accessed, the file where they are kept will be used. In another study, Dzifa, Reindolf and Prosper (2015) investigated [analysis of records management and organizational performance](#). It was found out among others that the institution's records management is shifting from manual to electronic system of managing records by using computers and internet. This allows the users to complete and submit the information on time.



However, from the literature reviewed in this section, different findings about procedures of accessing records are presented. From these findings, it can be seen that there were different procedures of accessing records used in different organisations. These included the use of author's name, subject of the records, file, folder, uniform resource locator, to mention but few. Also, from the review, it is clear that previous studies on records management, in which procedures of accessing the records were parts, focused on organisations and settings such as universities, secondary school, general hospital, rural community, etc., other than Voluntary Social Clubs. This implies that the procedures through which records are accessed by Voluntary Social Clubs, were not studied. Therefore, this study stands to investigate the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria, are accessed, among other objectives.

Research Methodology

Descriptive cross-sectional survey research design was adopted for this study. This is because the data was collected from states in Northern Nigeria, which cut across three zones. The zones are North-West, North-East and North-Central. It is descriptive because the research focuses on finding out the method of records management of the Voluntary Social Clubs categorically. On the cross-sectional part, Aamir (2015) said that cross-sectional design allows the researcher to collect data across sections of the population in a single study within short period of time. It is also survey because it allows the researcher to get insight into the thoughts and opinions of the respondents under study. The population of this study comprises the heads of Voluntary Social Clubs from the Northern States of Nigeria. Their total number was eighty four (84). This was obtained from the Nigerian Network of Non-governmental Organisations in 2020. The researcher used the entire members of the population of this study. This is because the population was small. The instrument for data collection was questionnaire. The data used to answer the research questions was analysed descriptively using frequency and percentage. On the hypotheses part, the data was analysed using Kruskal Wallis H Test.

Data Presentation and Analysis

This section presents the data collected and analysed. The data is presented in tables in line with the research questions of this study. The tables are as follows:

Table 1: Type of Records Generated for Community Services by the Voluntary Social Clubs in Northern States, Nigeria

S/N	Types of Records Generated	Responses of Voluntary Social Clubs in Northern Nigeria															Total	
		North West States					North East States					North Central States						
		SA	A	RA	NA	U	SA	A	RA	NA	U	SA	A	RA	NA	U	F	%
1.	Posters	18	5	3	1	0	6	4	2	0	1	15	8	0	2	2	67	94.4
2.	Minutes	8	11	2	2	1	3	4	3	0	2	11	10	2	2	2	63	88.7
3.	Receipts	10	9	0	2	2	6	2	3	1	1	13	7	3	1	2	62	87.3
4.	Invitation cards	12	3	4	3	0	5	4	1	1	1	9	13	3	2	0	61	85.9
5.	Diagnosis cards	2	11	6	1	2	2	0	2	3	5	3	4	8	8	4	61	85.9
6.	Calendars	15	7	2	0	0	2	5	4	0	2	6	11	4	3	3	64	90.1
7.	Photographs	18	9	0	0	1	9	0	3	0	2	15	6	1	0	1	65	91.5
8.	List of programmes of events	14	9	0	0	1	3	4	1	0	3	18	7	1	1	1	63	88.7
9.	Notice to the general public	12	6	3	0	0	5	2	2	1	1	14	7	4	2	0	59	83.1
10.	Videos	17	6	2	0	0	4	7	0	2	0	13	6	4	4	0	65	91.5
11.	Audios	16	5	3	0	1	2	7	2	2	0	8	10	5	3	0	64	90.1
12.	Certificates	8	12	1	3	1	4	4	3	0	0	12	8	4	3	1	64	90.1
13.	Letters	12	9	2	0	0	6	5	0	0	0	14	12	0	0	1	61	85.9

Key: SA=Strongly Agree, A=Agree, RA=Rarely Agree, NA=Not Agree and U=Undecided



Table 1 presents the types of records generated for community services by the Voluntary Social Clubs in Northern States, Nigeria. From the table, it can be seen that the highest response is 67 (94.4%) representing posters as the types of records being generated by the Voluntary Social Clubs for their community services activities in the Northern States, Nigeria. The total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with posters as the types of records being generated is 56, which is above the bench mark of 35.5 used as the 50% from the total number of 71, while the remaining 15 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed that the types of records being generated by the voluntary social clubs for their community services activities in the Northern States, Nigeria, were posters. This finding is in line with that of Nirajan *et al.* (2018) who conducted a study on 'development of on-site poster to influence pedestrian jaywalking behavior. They found out that posters were the records generated for information dissemination to the pedestrians. Also, posters are used by people other than walkers. This is because, it is pasted in offices, shops, houses among others. This implies that posters are records that are used as tools to inform, enlighten, entertain, and educate, the public about a particular issue. The issue can be religious, social, political, educational, health, among others.

The least response is 59(83.1%) indicating the responses of the respondents on notice to the general public as the types of records being generated by the Voluntary Social Clubs in the Northern States, Nigeria for their community services. The total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with notice to the general public as the types of records generated is 43 from the total number of 71, while the remaining 28 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents agreed that the types of records being generated by the voluntary social clubs for their community services activities in the Northern States, Nigeria, were notice to the general public.

Table 2: Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Managed for Community Services

S/N	Procedures through which Records are Managed	Responses of Voluntary Social Clubs in Northern Nigeria															Total	
		North West States					North East States					North Central States						
		SA	A	RA	NA	U	SA	A	RA	NA	U	SA	A	RA	NA	U	F	%
1.	The use of handset memory	9	10	3	3	0	6	3	2	3	0	11	7	7	1	0	65	91.5
2.	Regular dusting of the records	7	9	6	3	0	2	4	7	1	0	3	13	5	4	1	65	91.5
3.	Regulating the excessive temperature of the records storage place	5	10	3	4	2	0	3	5	1	3	1	4	10	7	2	60	84.5
4.	The use of computers	18	7	2	0	0	10	4	0	0	0	18	5	3	2	0	69	97.2
5.	The use of physical folders	18	5	2	0	0	9	3	1	0	0	15	12	0	0	1	66	92.9
6.	The use of shelves	14	12	2	0	0	10	2	1	0	0	15	10	2	1	0	69	97.2
7.	The use of cupboards	14	7	4	1	0	10	1	2	0	0	12	9	4	2	0	66	92.9
8.	The use of files	21	5	0	0	0	10	2	1	0	0	19	9	0	0	0	67	94.4
9.	The use of drawers	14	11	1	0	0	11	1	2	0	0	13	13	1	0	0	67	94.4
10.	The use of cabinets	14	8	2	1	0	10	2	1	0	1	18	10	0	0	0	67	94.4
11.	The use of online storage	11	8	4	1	1	6	2	5	1	0	12	8	5	3	0	67	94.4
12.	The use of compact discs, CDs	9	8	3	5	0	4	5	1	1	2	7	9	8	2	2	66	92.9
13.	The use of digital versatile discs, DVDs	7	9	3	4	2	2	6	3	1	2	6	9	7	3	2	66	92.9
14.	Stitching of the records	6	9	6	4	0	2	3	4	1	3	3	3	10	8	3	65	91.5
15.	Gumming of the records	5	8	9	4	0	1	4	3	2	2	1	3	3	16	2	63	88.7
16.	The use of sack	1	10	8	2	2	0	5	3	5	0	0	0	4	19	4	63	88.7
17.	The use of box	7	8	4	2	1	2	5	3	2	0	5	1	8	11	1	60	84.5
18.	The use of carton	3	10	4	2	3	1	4	5	2	0	2	6	9	10	0	61	85.9
19.	Keeping records back up	13	6	2	1	1	5	5	1	1	1	11	7	5	4	1	64	90.1
20.	Protection of the records from liquid	9	9	5	0	0	7	2	3	0	1	13	5	7	2	0	63	88.7



21.	Protection of the records from rodents, insects and arachnids	11	8	3	3	0	7	4	1	0	0	13	8	5	2	0	65	91.5
22.	Protection of the records from stealing	12	10	4	0	0	9	2	0	0	0	14	8	2	2	1	64	90.1
23.	Arrangement of records by alphabetical method	11	10	4	2	0	6	2	2	0	2	8	12	5	2	1	67	94.4
24.	Arrangement of records by subject method	9	13	3	0	1	5	5	2	0	1	8	11	6	3	0	67	94.4
25.	Arrangement of records by chronological method	9	8	7	0	1	4	4	4	0	0	5	11	8	3	0	64	90.1
26.	Arrangement of records by geographical method	8	9	5	2	1	1	5	4	0	2	3	3	8	10	3	64	90.1
27.	Arrangement of records based on the creating body	6	12	5	3	0	2	6	2	0	2	5	4	9	5	3	64	90.1
28.	Arrangement of records by numerical method	6	9	6	1	0	3	4	3	0	2	6	11	7	4	0	62	87.3
29.	Arrangement of records by alphanumerical method	9	8	4	2	0	3	4	3	0	2	4	10	6	8	0	63	88.7
30.	Restriction of unauthorised access	10	9	6	0	0	6	4	2	0	1	17	7	1	1	1	65	91.5
31.	Archiving of the records	17	8	3	0	0	6	3	3	0	0	11	10	2	2	1	66	92.9
32.	Burning of the records	5	4	4	9	2	0	4	3	4	1	3	1	5	14	3	62	87.3

Key: SA=Strongly Agree, A=Agree, RA=Rarely Agree, NA=Not Agree and U=Undecided



Table 2 presents the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are managed for community services. From the table, it can be seen that the highest response is 69(97.2%) representing the use of computers as well as shelves as procedures through which records are being managed. On the part of computers, the total number of the respondents, who indicated strongly agree and agreed, which all represent agreement from the three zones with the use of computers is 62, which is above the Bench Mark of 35.5 used as the 50% from the total number of 71, while the remaining 9 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed with the use of computers as procedures through which records are being managed in the process of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding is in line with that of Zayyana (2018) who conducted a study on assessment of records creation and maintenance for proper administration in Islamic Schools in Zaria City, Kaduna State. From the study, it was discovered among others that computers were being used in storing the records of the schools studied. The records of the schools were accessed using the identity given to them through the computer icons as graphical representation of the files and folders stored. This implies that computers are important devices used in managing the records. This might be because of the accuracy, speed, storage capacity among other features of the computers. The computers are used by members of the Voluntary Social Clubs in the Northern States, Nigeria for their records management in the process of community Service they render.

On the part of the use of shelves, the total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with the use of shelves is 63 from the total number of 71, which is above the Bench Mark of 35.5 used as the 50% from the total number of 71, while the remaining 8 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents also agreed with the use of shelves as procedures through which records are being managed in the process of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding agreed with that of Abdullahi *et al.* (2016) who revealed among others that records were stored on shelves in order to maintain them. This implies that shelves are widely used tools for storing records of the Voluntary Social Clubs in the Northern States, Nigeria.

The least response is 60(84.5%) representing regulating the excessive temperature of the records storage place as well as the use of box as the procedures through which records are being managed by the Voluntary Social Clubs in the Northern States, Nigeria for their Community Service. On the part of regulating the excessive temperature of the records storage place, the total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with regulating the excessive temperature of the records storage place is 23 from the total number of 71, while the remaining 48 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents did not agree that the procedure through which records are being managed by the Voluntary Social Clubs in the Northern States, Nigeria for their community services was through regulating the excessive temperature of the records storage place.

On the part of the use of box, the total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with the use of box is 28 from the total number of 71, while the remaining 43 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents did not agree that the procedure through which records are being managed by the Voluntary Social Clubs in the Northern States, Nigeria for their community services was through the use of box.

Table 3: Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Accessed for Community Services

S/N	Procedures through which Records are Accessed	Responses of Voluntary Social Clubs in Northern Nigeria															Total	
		North West States					North East States					North Central States						
		SA	A	RA	NA	U	SA	A	RA	NA	U	SA	A	RA	NA	U	F	%
1.	Through the use of mobile phone	12	10	1	0	0	5	5	3	0	1	10	9	5	3	0	64	90.1
2.	Through the use of subject of the records	10	14	2	0	0	5	6	1	1	0	8	14	3	2	0	66	92.9
3.	Through the use of uniform resource locator	6	10	5	3	0	2	5	3	0	3	5	8	5	7	1	63	88.7
4.	Through the use of electronic mail	10	14	0	0	1	4	6	2	0	1	10	14	3	1	0	66	92.9
5.	Through the use of author's name	9	9	5	2	1	3	4	1	2	3	6	15	3	3	0	66	92.9
6.	Through the use of date of the creation or generation of the records	12	8	7	1	0	5	4	1	1	2	8	11	7	1	0	68	95.8
7.	Through the use of social media platforms	13	10	3	0	1	5	3	2	2	2	6	15	2	4	0	68	95.8
8.	Through the use of title of the records	12	12	3	0	0	5	5	3	1	0	9	12	7	0	0	69	97.2
9.	Through the use of file of the records	15	9	3	0	0	6	6	1	0	0	8	16	3	0	0	67	94.4
10.	Through the use of folder of the records	15	12	0	0	0	4	7	3	0	0	12	14	1	1	0	69	97.2
11.	Through the use of icon of computer	14	10	1	0	1	4	4	2	1	2	9	12	4	1	1	66	92.9
12.	Through the use of alphabetical method	14	8	4	0	1	4	4	4	0	0	3	15	6	2	1	66	92.9



13.	Through the use of numerical method	9	9	4	3	1	2	7	4	0	0	4	14	8	1	1	67	94.4
14.	Through the use of alphanumerical method	11	8	2	2	2	1	6	3	1	1	3	13	6	3	3	65	91.5



Table 3 presents the procedures through which records of the Voluntary Social Clubs in Northern States, Nigeria are accessed for community services. From the table, it can be seen that the highest response is 69 (97.2%) representing the procedures through which records are being accessed as through the use of title of the records as well as the folder of the records. On the part of through the use of the title of the records, the total number of the respondents, who indicated strongly agree and agreed, which all represent agreement from the three zones with 'through the use of title of the records' as procedure through which records are being accessed is 55, which is above the bench mark of 35.5 used as the 50% from the total number of 71, while the remaining 16 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed with 'through the use of title of the records' as procedures through which records are being accessed for the purpose of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding is in line with that of Asokan and Dhanavandan (2017), who found out that the title of the records was used in accessing such records. This implies that the Voluntary Social Clubs in the Northern States, Nigeria, accessed their records in a definite order.

On the part of 'through the use of the folder of the records,' the total number of the respondents, who indicated strongly agree and agreed, which all represent agreement from the three zones with 'through the use of folder of the records' as procedure through which records are being accessed is 64. This is above the bench mark of 35.5 used as the 50% from the total number of 71, while the remaining 7 respondents indicated rarely agreed, not agreed and undecided. This means that majority of the respondents agreed with 'through the use of folder of the records' as procedures through which records are being accessed in the process of community service by members of the Voluntary Social Clubs in the Northern States, Nigeria. This finding agreed with that of Umar (2017), who found out that folders were used in accessing records. This implies that the Voluntary Social Clubs in the Northern States, Nigeria, accessed their records in a definite order.

The least response is 63(88.7%) indicating the responses of the respondents on 'through the use of uniform resource locator' as procedure through which records are being accessed by the Voluntary Social Clubs in the Northern States, Nigeria for their community services. The total number of the respondents, who indicated strongly agree and agree, which all represent agreement from the three zones with 'through the use of uniform resource locator' as procedure through which records are accessed is 36 from the total number of 71, while the remaining 35 respondents indicated rarely agree, not agree and undecided. This means that majority of the respondents agreed that the procedure through which records are being accessed by the Voluntary Social Clubs in the Northern States, Nigeria for their community services was 'through the use of uniform resource locator.'

Hypotheses of the Study

Three null hypotheses were formulated and tested in the study. All the hypotheses were tested using Kruskal Wallis H Test. The following are the hypotheses in this study:

Null Hypothesis One

HO₁: *There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the type of records generated for community services*

Table 4(a): Difference among Voluntary Social Clubs on the Type of Records Generated for Community Services in Northern States, Nigeria

VAR00005		N	Mean Rank
1.00	2.00	29	38.03
VAR00004		14	29.29
3.00		28	37.25
Total		71	

Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

VAR00005 is independent variable which represents 1.00 as data from North West, 2.00 from North East and 3.00 from North Central States.

From Table 4(a), it was discovered that 38.03 was the highest mean rank of the responses of the respondents in relation to null hypothesis one. Also, 29.29 was found to be the lowest mean rank of the respondents. The degree of freedom is 2. Thus, it can be deduced that the responses of the respondents from each of the groups vary in terms of number.

Table 4(b): Test Statistics for Difference among Voluntary Social Clubs on the Type of Records Generated for Community Services in Northern States, Nigeria

	VAR00004
Chi-Square	1.870
Df	2
Asymp. Sig.	.393

Key: Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones

Table 4(b) showed that 0.393 was obtained as P value. The degree of freedom was 2 and 1.870 was the calculated Kruskal Wallis represented by chi-square. The null hypothesis one is retained because 0.393 obtained is greater than α (0.05). It is concluded that there is no significant difference in the type of records being generated by the Voluntary Social Clubs in the Northern States, Nigeria for their community services activities. This finding aligns with that of Kaddu, Francis and Moreen (2023) who reported that similar records were being generated by different bodies. This can be as a result of similarities in their activities such as supervision, meetings, approval among others. This implies that the different Voluntary Social Clubs in the Northern States, Nigeria generates similar types of records in the process of their community services. This can be as a result of the similarities in their community services such as advocacy, education, healthcare among others.

Null Hypothesis Two



HO₂: *There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the procedures through which their records are managed for community services.*

Table 5(a): Difference among Voluntary Social Clubs on the Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Managed for Community Services

VAR00005	N	Mean Rank
1.00	29	37.76
VAR00004 2.00	14	37.71
3.00	28	33.32
Total	71	

Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

VAR00005 is independent variable which represents 1.00 as data from North West, 2.00 from North East and 3.00 from the North Central States.

From Table 5(a), it was discovered that 37.76 is the highest mean rank of the responses of the respondents in relation to null hypothesis two. Also, 33.32 is found to be the lowest mean rank of the respondents. The degree of freedom is 2. Thus, it can be deduced that the responses of the respondents from each of the groups vary in terms of number.

Table 5(b): Test Statistics for Difference among Voluntary Social Clubs on the Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Managed for Community Services

	VAR00004
Chi-Square	0.779
Df	2
Asymp. Sig.	0.677

Key: Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

Table 5(b) showed that 0.677 was obtained as P value. The degree of freedom was 2 and 0.779 is the calculated Kruskal Wallis represented by chi-square. The null hypothesis two is retained because 0.677 obtained is greater than α (0.05). It is therefore, concluded that there is no significant difference among the Voluntary Social Clubs in the Northern States, Nigeria in the procedures through which they manage their records for their community services. This finding agrees with that of Emmanuel and Momohjimoh (2022) who revealed the similarity in managing records by more or less similar organisations. The organisations the authors studied were tertiary institutions. This is because of their similarities in activities such as teaching, learning, supervision etc. This implies that the different Voluntary Social Clubs in the Northern States, Nigeria have similar procedures through which they managed their records in the process of community services. This can be as a result of the similarities in their community services.

Null Hypothesis Three

HO₃: *There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on the procedures through which records are accessed for community services.*

Table 6(a): Difference among Voluntary Social Clubs on the Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are accessed for Community Services

VAR00005	N	Mean Rank
1.00	29	40.53
VAR00004 2.00	14	31.00
3.00	28	33.80
Total	71	

Key: VAR0000 4 is dependent variable representing the summation of all the data from the three Geo-political zones.

VAR00005 is independent variable which represents 1.00 as data from North West, 2.00 from North East and 3.00 from North Central States.

From Table 6(a), it was discovered that 40.53 is the highest mean rank of the responses of the respondents in relation to null hypothesis three. Also, 31.00 is found to be the lowest mean rank of the respondents. The degree of freedom is 2. From this Table, it can be deduced that the responses of the respondents from each of the groups vary in terms of number.

Table 6(b): Test Statistics for Difference among Voluntary Social Clubs on the Procedures through which Records of the Voluntary Social Clubs in Northern States, Nigeria are Accessed for Community Services

	VAR00004
Chi-Square	2.543
Df	2
Asymp. Sig.	.280

Table 6(b) showed that 0.280 was obtained as P value. The degree of freedom was 2 and 2.543 is the calculated Kruskal Wallis represented by chi-square. The null hypothesis three is retained because 0.280 obtained is greater than α (0.05). It is concluded that there is no significant difference among the Voluntary Social Clubs in the Northern States, Nigeria on the procedures to access their records for their community services. This finding relates with that of Umar (2017), who found out that ‘folders’ were used in accessing the records of organisations. The author studied different organisations and found out that they accessed their records using ‘folders.’ This implies that the different Voluntary Social Clubs access their records in the similar way because of the similarities in their tools used to store their records. The tools can be computer, folders, files among others.



Findings of the Study

Based on the data analysed in this study, the following are the findings of this study:

1. Majority of the respondents agreed that the type of record mostly generated in the process of community service by Voluntary Social Clubs for community service in Northern States, Nigeria, were posters.
2. Majority of the respondents agreed that the procedures through which records were mostly managed were through the use of computers and shelves by Voluntary Social Clubs for community service in Northern States, Nigeria.
3. Majority of the respondents agreed that the procedures through which records were mostly accessed were through the use of title of the records and folders of the records by Voluntary Social Clubs for community service in Northern States, Nigeria.
4. There is no significant difference in the type of records generated by the Voluntary Social Clubs in Northern States, Nigeria for their community services activities.
5. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria in the procedures through which they manage their records for their community services.
6. There is no significant difference among the Voluntary Social Clubs in Northern States, Nigeria on their procedures to access their records for their community services.

Conclusion

It is concluded that records management was carried out through approaches for community services by Voluntary Social Clubs in Northern States, Nigeria. This is because the services could not be provided without information, contained in the records managed. This is known from the findings of this study, which previous researches did not reveal because they neglected the records management practice of Voluntary Social Clubs in Northern State, Nigeria as seen in the literature. This is even with the contributions of Voluntary Social Clubs in carrying out community services such as education, health care, advocacy, support to less privileged, poverty alleviation among others in Northern States, Nigeria.

Recommendations of the Study

The following recommendations are provided in line with the research questions used:

1. Members of the Voluntary Social Clubs should consider notice to the general public as the types of records generated in the process of community service by Voluntary Social Clubs for community service in Northern States, Nigeria, posters. This is because they are sources of information, which can be used for making reference.
2. Members of the Voluntary Social Clubs should consider procedures such as regulating the excessive temperature of the records storage place as well as the use of box as procedures through which records are managed by Voluntary Social Clubs in Northern States, Nigeria for their Community Service. They should also consider the use of box as procedure of managing the records if tools such as computers, shelves, drawers etc., are not available.
3. Members of the Voluntary Social Clubs should consider procedure such as through the use of uniform resource locator in accessing their records. This is because records that are in online environment can easily be accessed using uniform resource locator.



References

- Aamir, O. (2015). Selecting the appropriate study design for your research: Descriptive study designs. *Journal of Health Specialties*, 3(3), 153-156. Retrieved from http://applications.emro.who.int/imemrf/J_Health_Spec/J_Health_Spec_2015_3_3_153_156.pdf. Accessed on 24/4/2020.
- Abdullahi, A. B., Abiola, A. A. & Abdulwahab, O. I. (2016). An assessment of records management practice in selected Local Government Councils in Ogun State, Nigeria. *Journal of Information Science Theory and Practice*, 4(1), 49-64. Doi: 10.1633/JISTaP.2016.4.1.4. Accessed on 24/5/2019.
- Abdulrahim, A. (2016). *Preservation and conservation of records in the National Archives and National Museum, Kaduna* (Master's thesis, Ahmadu Bello University, Zaria). Retrieved from <http://kubanni.abu.edu.ng/jspui/handle/123456789/10214>. Accessed on 24/5/2019.
- Abswaidi, R., Anael, S. & Khamisi, K. (2017). Analysis of factors influencing information access among rural communities in Tanzania. *Journal of Agricultural Extension and Rural Development*, 9(9), 196-201. Doi: 10.5897/JAERD2017.0890. Accessed on 30/6/2019.
- Aduku, S. B. (2016). Protection and utilization of records in selected local government areas in Nigeria. *Journal of the Nigerian Library Association*, 49(1 and 2), 45-52.
- Alinane, L. N., Augustine, T. C. Chimwaza, A. F. & Adamson, S. M. (2015). Invitation cards during pregnancy enhance male partner involvement in prevention of mother to child transmission (PMTCT) of human immunodeficiency virus (HIV) in Blantyre, Malawi: A randomized controlled open label trial. *PLoS ONE*, 10(3), Doi: 10.1371/journal.pone.0119273. Accessed on 3/9/2019.
- Asokan, L. & Dhanavandan, S. (2017). Awareness and usage of online public access catalogue (OPAC) by students and faculty members: A case study. *Journal of Emerging Trends in Computing and Information Sciences*, 6(4), 227-231. Retrieved from http://www.cisjournal.org/journalofcomputing/archive/vol6no4/vol6no4_5.pdf. Accessed on 5/9/2019.
- Awak, R. S. (2015). *Relevance of shorthand skills to secretarial duties in automated offices in North-East Geo-political Zone of Nigeria* (Doctoral dissertation, Ahmadu Bello University, Zaria). Retrieved from <http://kubanni.abu.edu.ng/jspui/bitstream/123456789/8161/1/relevance%20of%20shorthand%20skills%20to%20secretarial%20duties%20in%20automated%20offices%20in%20north%20east%20geo-political%20zone%20of%20nigeria.pdf>. Accessed on 2/9/2019.
- Cleardata. (2019). Maintenance records management. Retrieved from <https://www.cleardatagroup.co.uk/maintenance-records-management/>. Accessed on 24/5/2019.
- Dzifa, P. T., Reindolf, Y. N. A. & Prosper, G. A. (2015). *Analysis of records management and organizational performance*. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 5(2), 1-16. Retrieved from <https://ideas.repec.org/a/hur/ijaraf/v5y2015i2p1-16.html>. Accessed on 2/6/2019.



- Emmanuel, A. O. & Momohjimoh, K. O. (2022). An assessment of students' records management system and preservation as a determinant for the effective retrieval and dissemination of information in tertiary institutions in Kogi State, Nigeria. *Library Philosophy and Practice (e-journal)*, 1-14. Retrieved from <https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=14596&context=libphilprac>. Accessed on 7/6/2023.
- Hassan, U. (2017). *Assessment of the provision, utilization and maintenance of records in public secondary schools in Kaduna Metropolis, Kaduna State, Nigeria* (Master's thesis, Ahmadu Bello University, Zaria). Retrieved from <http://kubanni.abu.edu.ng/jspui/handle/123456789/10438>. Accessed on 24/5/2019.
- Kaddu, S., Francis, S. & Moreen, M. K. (2023). Records management practices in Uganda's public pension office. *University of Dar es Salaam Library Journal*, 17(2), 17-31. Doi:10.4314/udslj.v17i2.3. Accessed on 7/5/2023.
- Kathleen, B. (2019). Invitations as request-for-service mitigators in academic discourse. *Journal of Pragmatics*, 139, 64-78. Doi: 10.1016/j.pragma.2018.10.005. Accessed on 13/3/2020.
- Molepo, M. & Cloete, L. (2017). Proposal for improving records management practices of traditional institutions in Ga Molepo, South Africa. *Mousaion* 35(1), 1-23. Doi: 10.25159/0027-2639/2054. Accessed on 7/9/2019.
- Nigerian Network of Non-governmental Organisations. (2020) List of non-governmental organisations in Nigeria. Retrieved from <https://nnngo.org/about-us/>. Accessed on 25/4/2020.
- Nirajan, S., Richard, T., Peter, S., Thomas, D. & Andrew, B. (2018). Development of on-site poster to influence pedestrian jaywalking behavior. *Proceedings of Australasian Transport Research Forum*, 1-9. Retrieved from https://www.atrf.info/papers/2018/files/ATRF2018_paper_24.pdf. Accessed on 2/9/2019.
- Rouse, M. (2019). Records management. Retrieved from <https://searchcompliance.techtarget.com/definition/records-management>. Accessed on 23/5/2019.
- Tagbotor, D. P., Adzido, R. Y. N. & Agbanu, P. G. (2015). *Analysis of records management and organizational performance*. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 5(2), 1-16. Retrieved from <https://ideas.repec.org/a/hur/ijaraf/v5y2015i2p1-16.html>. Accessed on 24/5/2019.
- Umar, M. D. (2017). *Assessment of medical records maintenance in Katsina State General Hospitals* (Master's thesis, Ahmadu Bello University, Zaria). Retrieved from <http://kubanni.abu.edu.ng/jspui/handle/123456789/10237>. Accessed on 24/5/2019.
- Zayyana, H. M. (2018). *Assessment of records creation and maintenance for proper administration in Islamic Schools in Zaria City, Kaduna State* (Master's thesis, Ahmadu Bello University, Zaria). Retrieved from <http://kubanni.abu.edu.ng/jspui/handle/123456789/11408>. Accessed on 3/9/2019.