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EXTENT OF APPLICATION OF RECORDS MANAGEMENT PRACTICES IN ALUMNI RELATIONS OFFICES OF TERTIARY INSTITUTIONS IN SOUTH-EAST, NIGERIA

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ABSTRACT

The study examined the extent of records management practices in alumni relations offices of tertiary institutions in South-East, Nigeria. Three research questions with three corresponding hypotheses guided the study. The study adopted descriptive survey research design. The study was conducted in South-East, Nigeria. The population of this study comprised 83 staff in the alumni relations offices of public owned colleges of education, polytechnics and universities in Anambra, Enugu, Imo, Abia and Ebonyi States respectively. The entire population was studied without sampling, since the population is manageable. Hence, the sample size for the study is 83 staff. Structured questionnaire was used as instrument for data collection. The instrument was validated by three experts. The reliability was determined using Cronbach Alpha and the coefficients are 0.86, 0.81 and 0.79 showed that the instrument is reliable. Findings of the study show that there are significant differences in the extent of application of records transparency, accountability and integrity management practices in alumni relations offices based on types of institutions (Universities, Colleges of Education and Polytechnic). Therefore, the highest means obtained by Polytechnics implies that, Polytechnics are better than other institutions (Universities and Colleges). It is therefore recommended that Universities and Colleges of education should emphasize more on records management practices in their annual budgets.

Keywords: Tertiary Institutions and Records Management Practices

Introduction

Tertiary educational institutions are set up to prepare well cultured and informed individuals. They provide formal type of education with organized teaching and learning experiences in universities, colleges

of education and polytechnicss. Originally, a university is an advanced educational institution that enables students' achieve professional knowledge, skills and understanding of occupational jobs after graduation. In their own view, Daramola and Amos (2016) asserted that, a university is not only an ivory tower but it is now a part of the DNA strands of a triple helix, in conjunction with government, civil society and industry, forming the dynamic building block of a knowledge economy that produce the necessary know-how and technology of prosperous societies. Universities offer a four, five and six year programme for the Bachelor degrees in faculties ranging from education, arts and humanities, science and technology and entrepreneurship among others and they also run postgraduate degree programmes.

Colleges of education are one of the tertiary institutions in Nigeria. They are traditionally called teachers' training colleges and are categorized into conventional, technical and special types of Colleges of Education. They have the primary role of training teachers who will be awarded either the Nigerian Certificate of Education (NCE) or NCE Technical or NCE Special. In a nutshell, Onyesom (2013) stated that, colleges of education provide exposure and learning for prospective teachers at the level of the Nigerian Certificate of Education (NCE) in instructional methodology/pedagogy and theories of instruction and curriculum.. A polytechnic is set up to train technically oriented individuals capable of initiating and implementing the technological aspiration of a nation. According to Victor 2009 in Nebo (2012), polytechnics are tertiary institutions that provided a planned programme of courses that begins with an exploration of career options, support of basic academic and life skills, and achievement of higher academic standards, leadership, preparation for industry defined work and advanced continuing education. Suffice to say, therefore that, polytechnic prepares students for careers with practical learning experiences totally related to a specific career, occupation or vocation. However, for these institutions to function effectively sound management is germane.

Management of tertiary educational institutions can be viewed from two dimensions; the external and the internal levels (Chineze and Olele, 2011). At the external level, the federal government through the National Universities Commission (NUC), a statutory agency empowered to dictate and regulate the activities of the Nigerian Universities while the National Board for Technical Education (NBTE) and National Commission for Colleges of Education (NCCE) do the same for Polytechnics and Colleges of Education respectively. At the internal level, the internal academic activities of the universities, colleges of education and polytechnics are managed by their respective Senate, headed by the Vice-Chancellors, Provosts and Rectors with their Registrars as Secretaries. The fact that, tertiary institutions are

accountable to their owners, which may be Federal, State or private individuals, make it mandatory for them to operate an efficient record management system. This research work is interested in records accountability, transparency, integrity protection and availability management practices in Alumini relations offices of tertiary institutions in South East, Nigeria.

One of the means of determining the accountability of organizations is through their level of transparency. Chinyemba (2011) opined that transparency is the act of operating in such a way that it is easy for others to see how actions are performed. Transparency is associated with openness and open communication. In the context of records management, Chaterera, Ngulube and Rodrigues (2014) averred that transparency refers to the ability of organization to ensure that their records keeping activities are understandable to all the personnel and members of the public. Transparency by design refers to the incorporation of transparency obligations into a record's lifecycle, from the moment it is created, to guarantee effective public access to public information, and to also provide a guarantee of records' integrity and their traceability to the original source (Bhebhe, 2015). One of the viable mechanisms of ascertaining whether an organization's record transparency management practices is free from bias is through the principle of integrity. According to Huberts (2014), integrity is seen as the quality of acting in accordance or harmony with relevant moral values, norms, and rules. Integrity is the practice of being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values (Rosenbloom, 2011). Integrity is the inner sense of wholeness deriving from qualities such as honesty and consistency of character. In the context of records management, integrity refers to the moral quality of the record keeping process, which is important for the legitimacy and credibility of an organization (Van Ryzin, 2011). Integrity in records management permits the creation of quality documentation, the tackling of decision taken over time, the provision of foundation for planning programs, activities and budgets, the simplification and standardization of record processes, the fulfillment of the right to rapid access to information and the preservation of records over time. Human rights are observed in the management of personnel records. Staff record should only be accessed by a selected few due to the sensitive nature of personnel records.

The wholeness of records integrity management practices is not completed without the principle of protection of records. Protection is any measure taken to guard a thing against damage and destruction. According to Allison (2017), protection can be provided to physical objects, including organisms, to systems, and to intangible things like civil and political rights. In the human sphere of activity, the concept of protection has been extended to non-living objects, including technological systems such

as computers, and to intangible things such as intellectual property, beliefs, and economic systems. In the context of records management, Chaterera (2012) opined that, protection refers to the need for a record keeping programme to provide a reasonable level of security to vital records such as private, confidential, top secret files as well as those records that are essential for the continuity of an organization business. Protection in records management practices also protects and restrict transfer of students' information to unauthorized persons and permits sharing information on a need to know basis within tertiary institutions. Care should be taken when making copies of students' documents containing confidential information to ensure that the copy is assured the same level of security as the original in accordance with the privacy policy of tertiary institutions. In essence, staff of alumni relations office must see to the protection and preservation of students' documents and information from all manageable threats within and outside tertiary institutions. Hence, the need to determine the extent of application of records management practices in alumni relations offices of tertiary institutions in South-East, Nigeria.

Research Questions

1. What are the mean ratings of staff of alumni relations offices on the extent of application of records transparency management practices of tertiary institutions in South-East, Nigeria?
2. What are the mean ratings of staff of alumni relations offices on the extent of application of records accountability management practices of tertiary institutions in South-East, Nigeria?
3. What are the mean ratings of staff of alumni relations offices on the extent of application of records integrity management practices of tertiary institutions in South-East, Nigeria?

Research Hypotheses

1. There is no significant difference in the mean ratings of respondents from alumni relations office of tertiary institutions in South East, Nigeria and the extent of application of records transparency management practices
2. There is no significant difference in the mean rating of alumni relations office and the extent of application of records accountability management practices in alumni relations offices based on type of institutions.
3. There is no significant difference in the mean ratings of respondents on the extent of application of records integrity management practices in alumni relations offices based on type of institution (universities, colleges of education and polytechnics).

Research Method

This study adopted descriptive survey research design. The study was conducted in South-East, Nigeria. The population of this

study comprised 83 staff in the alumni relations offices of public owned colleges of education, polytechnics and universities in Anambra, Enugu, Imo, Abia and Ebonyi States respectively. The entire population was studied without sampling, since the population is manageable. Hence, the sample size for the study is 83 staff. The instrument for data collection is a structured questionnaire titled "Extent of Application of Records Management Practices Questionnaire (EARMPQ), developed by the researcher after the review of related literature. The instrument was validated by three experts. Two expert in Technology and Vocational Education and one in Measurement and Evaluation, all from Faculty of Education, Nnamdi Azikiwe University, Awka. In establishing the reliability for the instrument, copies of the instrument were administered to 20 staff in the alumni relations offices of public owned colleges of education, polytechnics and universities in Delta State who were not part of the research population. Data collected were analyzed using Cronbach's alpha formula to determine the internal consistency and co-efficient of 0.86, 0.81 and 0.79 for clusters A to C respectively .Cronbach co-efficient obtained show that the instrument is reliable. Copies of the questionnaire were administered to the respondents in their institutions with the help of one research assistant in the alumni relations offices of each institution in Anambra, Enugu and Imo States. Required numbers of copies for each institution was given to the research assistant who distributed the questionnaire to staff in the alumni relations offices and followed them up with telephone calls and text messages. The distribution and collection of copies of the questionnaire lasted for two weeks. Mean and standard deviation was used to answer the research questions and determine the homogeneity of the respondents' views. Analysis of Variance (ANOVA) was used to test the null hypotheses at 0.05 level of significance. Null hypothesis is accepted where the p-value is equal to or greater than the alpha level of 0.05 ($p > 0.05$), at an appropriate degree of freedom; otherwise, the null hypothesis will be rejected.

Presentation of Results

Research Question 1: What are the mean ratings of staff of alumni relations offices on the extent of application of records transparency management practices of tertiary institutions in South-East, Nigeria?

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Table 1: Mean ratings of staff of alumni relations offices on the extent of application of records transparency management practices based on types of institution

Institution Types	N	Mean	SD	Remark
University	47	17.96	4.82	
College of Education	26	17.31	5.19	
Polytechnic	10	21.60	1.96	Highest rating
Total	83	18.19	4.83	

sities highest records transparency management practices compared to those from Universities with mean of 17.96 and that of Colleges of Education with mean of 17.31. The highest mean rating obtained by Polytechnics is suggestive that they have a better records

Research Question 2: What are the mean ratings of staff of alumni relations offices on the extent of application of records accountability management practices of tertiary institutions in South-East, Nigeria?

Table 2: Mean ratings of staff of alumni relations offices on the extent of application of records accountability management practices based on types of institution

Institution Types	N	Mean	SD	Remark
University	47	17.87	5.86	
College of Education	26	16.54	581	
Polytechnic	10	22.80	2.20	Highest rating
Total	83	18.05	5.80	

ties rating of 22.80 for Polytechnics have the highest records accountability management practices compared to those from Universities with mean of 17.87 and that of Colleges of Education with mean of 16.54. The highest mean rating obtained by Polytechnics is suggestive that they have a better records and Colleges of Education.

Research Question 3: What are the mean ratings of staff of alumni relations offices on the extent of application of records integrity management practices of tertiary institutions in South-East, Nigeria?

Table 3: Mean ratings of staff of alumni relations offices on the extent of application of records integrity management practices based on types of institution

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Institution Types	N	Mean	SD	Remark
University	47	22.36	6.63	
College of Education	26	21.62	6.96	
Polytechnic	10	26.10	2.64	Highest rating
Total	83	22.58	6.48	

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records integrity management practices compared to those from Universities with mean of 22.36 and that of Colleges of Education with mean of 21.62. The highest mean rating obtained by Polytechnics is suggestive that they have a better records integrity management practices than Universities and Colleges of Education.

Null Hypothesis 1: There will be no significant difference in the mean ratings of respondents from alumni relations office of tertiary institutions in South East, Nigeria and the extent of application of records transparency management practices

Table 4: ANOVA on the mean ratings of staff of alumni relations on the extent of application of records transparency management practice based on the type of institutions

Source of variance	SS	MS	df	F	Sig-2Tailed
Between	139.062	69.531	2	3.129	-0.049
Groups Within	1777.853	22.223	80		
Groups	1916916		82		

The results in table 4 show that, alpha level is 0.05 level of significance, 2df numerator and 80df denominator, the calculated F3.129 with P-value 0.049 which is less than 0.05. The second null hypothesis is therefore rejected. Consequently, there is significant difference in the mean ratings of respondents on the extent of application of records transparency management practices in alumni relations offices based on type of institutions (Universities, Colleges of Education and Polytechnic

Null Hypothesis 2: There will be no significant difference in the mean ratings of respondents on the extent of application of records accountability management practices in alumni relations offices based on type of institutions (Universities, Colleges of Education and Polytechnics).

Table 5: ANOVA on the mean ratings of staff of alumni relations on the extent of application of records accountability management practice based on the type of institutions

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Source of variance	SS	MS	df	F	Sig-2Tailed
Between	286.512	143.256	2	4.645	0.012
Groups Within	2467.296	30.841	80		
Groups	2753.807		82		

The results in table 5 show that, alpha level is 0.05 level of significance, 2df numerator and 80df denominator, the calculated F4.645 with P-value 0.012 which is less than 0.05. The second null hypothesis is therefore rejected. Consequently, there is significant difference in the mean ratings of respondents on the extent of application of records accountability management practices in alumni relations offices based on type of institutions (Universities, Colleges of Education and Polytechnics).

Null Hypothesis 3: There is no significant difference in the mean ratings of respondents on the extent of application of records integrity management practices in alumni relations offices based on type of institutions (Universities, Colleges of Education and Polytechnics).

Table 6: ANOVA on the mean ratings of staff of alumni relations on the extent of application of records integrity management practice based on the type of institutions

Source of variance	SS	MS	df	F	Sig-2Tailed
Between	150.336	75.169	2	1.826	0.168
Groups Within	3293.905	41.174	80		
Groups	3444.241		82		

The results in table 6 show that, alpha level is 0.05 level of significance, 2df numerator and 80df denominator, the calculated F1.862 with P-value 0.168 which is greater than 0.05. The second null hypothesis is therefore retained. Consequently, there is no significant difference in the mean ratings of respondents on the extent of application of records integrity management practices in alumni relations offices based on type of institutions (Universities, Colleges of Education and Polytechnics).

Discussion of Findings

The study revealed that the highest mean rating obtained by Polytechnics is suggestive that they have a better records transparency management practices than Universities and Colleges of Education. The results showed that there is significant difference in the extent of application of records transparency

management practices in alumni relations offices based on types of institutions (Universities, Colleges of Education and Polytechnic). Therefore, the highest mean obtained by Polytechnics implies that, Polytechnics are better than other institutions (Universities and Colleges of education) in terms of records transparency management practices in alumni relations offices. The result of this study is in disparity with Adulfatal (2016) that examined the extent to which the records transparency management systems of higher educational institutions in Anambra State and concluded that the records transparency management systems adopted in universities in Anambra State is better than colleges of education and polytechnics.

The study also revealed that the highest mean rating obtained by Polytechnics is suggestive that they have a better records accountability management practices than Universities and Colleges of Education. The results showed that there is significant difference in the extent of application of records accountability management practices in alumni relations offices based on types of institutions (Universities, Colleges of Education and Polytechnic). Therefore, the highest mean obtained by Polytechnics implies that, Polytechnics are better than other institutions (Universities and Colleges) in terms of records accountability management practices in alumni relations offices. The result of this study disagreed with Adu (2014), which failed to determine the status of records accountability management practices in alumni relations offices of tertiary institutions in Anambra State.

The study revealed that the highest mean rating obtained by Polytechnics is suggestive that they have a better records integrity management practices than Universities and Colleges of Education. The results showed that there is no significant difference in the extent of application of records integrity management practices in alumni relations offices based on types of institutions (Universities, Colleges of Education and Polytechnic). Therefore, the highest mean obtained by Polytechnics implies that, Polytechnics are better than other institutions (Universities and Colleges of Education) in terms of records integrity management practices in alumni relations offices. The result of this study disagreed with Njeru, Chege and Ng'eno (2018) which failed to determine the status of records integrity management practices. Also, Njeru's study was carried out in Parliamentary Service Commission in Kenya and the current study was conducted in public tertiary institutions in Anambra State.

Conclusion

The revealed that Polytechnics are better in terms of records management practices in alumni relations offices than Universities and Colleges of education. It is therefore concluded that Universities and Colleges of education should beef up their records management practices in alumni relations offices for them not to be left behind.

Recommendations

From the above conclusions, the following recommendations were arrived at to address issues identified records management practices particularly in Universities and Colleges of education in South-Eastern Nigeria.

1. Proper records management practices enhance service delivery in organizations. Therefore. Universities and Colleges of education should emphasize more on records management practices in their annual budgets.
2. Seminars should be organized for workers in alumni relations offices in Universities and Colleges of education to improve their records management practices.

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