



RECORDS MANAGEMENT: A SYSTEM AND PROCEDURE OF CAMARINES SUR POLYTECHNIC COLLEGES, NABUA, CAMARINES SUR

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ABSTRACT

The main goal of the present study was to evaluate the records management system and procedure of Camarines Sur Polytechnic Colleges, Nabua, Camarines Sur with the end view of proposing a plan of action and operational manual that would enrich and develop the records management system and procedure of Camarines Sur Polytechnic Colleges. Significant relationships exist in records creation along the level of compliance and level of satisfaction showing very strong correlations. While on records maintenance and control along with the level of compliance and satisfaction shows strong correlations. Lastly, it shows that there is a moderate correlation between records disposition on the level of compliance and level of satisfaction. In summary, there was a significant relationship between the level of compliance and satisfaction with the records management system as perceived by the stakeholders. The stakeholder appraised the level of awareness as very aware of records maintenance and control, records creation, and records disposition. Likewise, stakeholders assessed the level of compliance as significantly Complied along records creation, records maintenance and control, and records disposition. The level of satisfaction of stakeholders of CSPC is well satisfied with its records creation, records maintenance and control, and records disposition. To improve the level of awareness to the maximum, the college may consider dissemination measures relative to Records Management such as records creation, records maintenance and control, and records disposition to all non-teaching personnel directly involved in Records. This may be inserted during In-House Training and Seminar of the College. The level of compliance on the records management system can still be uplifted to achieve excellent performance through guiding and determining the responsibilities of organizations for records and records policies, procedures, systems, and processes to equip the records manager and staff with the necessary knowledge and skills to enable them to function efficiently and effectively. Establish arrangements for monitoring compliance with records management policy and

supporting standards, policies, procedures, and guidelines. The level of satisfaction can be enhanced by equipping the office with the necessary equipment and allocating adequate resources including staff to support the records management function which can ensure a sound records management system. Likewise, develop a detailed specification and strategy for the development/purchase and implementation of an Electronic Records Management System and related technology. Submit the Action Plan for approval and proper implementation to enhance the records management system of Camarines Sur Polytechnic Colleges, Nabua, Camarines Sur to a maximum degree of satisfaction.

KEYWORDS: RECORD MANAGEMENT, SYSTEM, AND PROCEDURE

Introduction

With the event of technology, records management has taken a new turn. The Civil Service Commission of the Philippines has its Integrated Records Management Office which is the center for all physical and electronic records management systems. It formulates and implements policies, standards, and rules about the management of the organization's records such as personnel and examination records, particularly on the development, maintenance, security and control, retention and disposition, and transmission and preservation. Towards this end, all public records with enduring value, held by government offices, including but not limited to, all branches of government, constitutional offices, local government units, government-owned and controlled corporations, state universities and colleges, and other government offices, shall be transferred to a permanent government repository for proper management, control, and regulation of records disposition.

The Camarines Sur Polytechnic Colleges, Nabua, Camarines Sur recognizes that the efficient management of its records is

necessary to comply with its legal and regulatory obligations and to contribute to the effective overall management of the institution. At present, the college manifested its commitment to continuously raising the standards and providing quality service to its client on records management. At present, the school administrators believed that inefficiency and mishandling of records can only be solved through a scientific approach—the establishment of an integrated records management program so that there will be fewer but better records, better services, and sound decisions. Hence, the Policy Guidelines Governing Records Management of the College as approved by the Board of Trustees per Resolution No.10-658, mandates the adoption of a records management manual to ensure effective and efficient handling of records. It is, therefore, essential to tease out the nature or ontology of records management to fully understand its role in ensuring the accountability of an organization. The contribution of the records management system and procedure to good governance and accountability is not recognized by other professions and management. Thus, the researcher chooses to focus on assessing the strategies and effectiveness of the records management system and procedure.

Summary

The main goal of the present study was to evaluate the records management system and procedure of Camarines Sur Polytechnic Colleges, Nabua, Camarines Sur with the end view of proposing a plan of action and operational manual that would enrich and develop the records management system and procedure of Camarines Sur Polytechnic Colleges.

Specifically, it sought answers to the following queries: 1. What is the level of awareness on the records management system along with a. records creation, b. records maintenance and control and c. records disposition?; 2. What is the level of compliance on the records management system?; 3. What is the level of satisfaction of the stakeholders in the records management system?; 4. What are the problems encountered in the records management system of Camarines Sur Polytechnic College, Nabua, Camarines Sur?; 5. Is there a significant relationship between the level of compliance and level of satisfaction with the records management system of the College?; 6. What plan can be proposed to enrich the records management system of the College based on the findings of the study?; 7. What records management operations manual can be developed for the College?

Findings

From the statistical treatment of the data with the corresponding analysis and interpretation thereto, the following findings have surfaced: 1. On the level of awareness, the highest rating is on records maintenance and control

(4.21); followed by records disposition (4.03); and records creation (4.14), all with the verbal equivalent of very aware. 2. On the level of compliance, records creation obtained the highest rating of 4.14; second was on records maintenance and control with 4.13; and records disposition with 3.92, their verbal interpretations were significantly complied. 3. On the level of satisfaction, records creation gained the highest rating of 4.15; followed by records maintenance and control (4.06); and records disposition (3.98), all with the verbal equivalent of well satisfied. 4. On the problems encountered, considered as rarely encountered were Information about the accuracy and standard disposition programs/retention schedule of records, 2.49; office machine and equipment needed in office operation, 2.87; integrated program in the creation of necessary record or copies thereof including report forms and issuance to the absolute minimum in the most economical way consistent with efficiency and its responsibility, 2.74; Centralized receiving and releasing unit of all communication for proper recording and routing procedure, 2.69; and, space to control and regulate the disposal of valueless records of the college, 2.68, while the rest were treated as not encountered problems. 5. Significant relationships exist on records creation along the level of compliance and level of satisfaction showing very strong correlations. While on records maintenance and control along with the level of compliance and satisfaction shows strong correlations. Lastly, it shows that there is a moderate correlation between records disposition on the level of compliance and level of satisfaction. In summary, there was a significant relationship between the level of compliance and satisfaction with the records management system as perceived by the

stakeholders. 6. The records management action plan and an operational manual can be developed based on the findings of the study.

Conclusions

In light of the findings, the following conclusions were drawn: 1. The stakeholder appraised the level of awareness as very aware of records maintenance and control, records creation, and records disposition. 2. Likewise, stakeholders assessed the level of compliance as significantly Complied along records creation, records maintenance and control, and records disposition. 3. The level of satisfaction of stakeholders of CSPC is well satisfied with its records creation, records maintenance and control, and records disposition. 4. On the problems encountered, the majority of the respondents agreed that the indicators mentioned show to be rarely encountered, while several were treated as not encountered problems. 5. Significant correlation exists between records creation, records maintenance, and control, and records disposition along with the level of compliance and satisfaction. 6. The records management action plan and Records Management Operational Manual to enrich the records management system and procedure of the College.

Recommendations

In light of the findings and conclusions, the following recommendations were formulated: 1. To improve the level of awareness to the maximum, the college may consider dissemination measures relative to Records Management such as records creation, records maintenance and control, and records disposition to all non-teaching personnel directly involved in Records. This may be inserted during In-House Training and Seminar of the College. 2. The level of

compliance on the records management system can still be uplifted to achieve excellent performance through guiding and determining the responsibilities of organizations for records and records policies, procedures, systems, and processes to equip the records manager and staff with the necessary knowledge and skills to enable them to function efficiently and effectively. Establish arrangements for monitoring compliance with records management policy and supporting standards, policies, procedures, and guidelines. 3. The level of satisfaction can be enhanced by equipping the office with the necessary equipment, and allocating adequate resources including staff to support the records management function which can ensure a sound records management system. Likewise, develop a detailed specification and strategy for the development/purchase and implementation of an Electronic Records Management System and related technology. 4. Prioritize the problems relative to records management and consistently adopt corresponding solutions to address the problems encountered. 5. Establish transfer arrangements for records selected for permanent preservation and secure disposal arrangements for records being destroyed. 6. Submit the Action Plan for approval and proper implementation to enhance the records management system of Camarines Sur Polytechnic Colleges (CSPC), Nabua, Camarines Sur to a maximum degree of satisfaction. 7. Support and commitment of the staff from the upper management level down to the rank and file be encouraged towards the implementation of the records management program in the College. 8. The Records Management Office must ensure that staff that is directly involved in the system and procedure are trained to a high

based on the current standard. The records office should continue with professional growth and development through attending relevant training and seminars about their profession for upgrading knowledge, skills, and attitudes and keeping abreast with the trend of the times. 9. The Enriched Records Management Operational Manual to ensure its sound performance in handling records and documents. 10. The records management plan based from the findings of the study will enrich the records management system of Camarines Sur Polytechnic College.

