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## RECORD MANAGEMENT AND SERVICES DELIVERY OF ENUGU ELECTRICITY DISTRIBUTION COMPANY (EEDC) AGUATA LOCAL GOVERNMENT AREA OFFICE, ANAMBRA STATE

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**RECORD MANAGEMENT AND SERVICES DELIVERY OF ENUGU ELECTRICITY  
DISTRIBUTION COMPANY (EEDC) AGUATA LOCAL GOVERNMENT AREA OFFICE,  
ANAMBRA STATE**

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## **ABSTRACT**

*This research work investigated the impact of record management on services delivery of Enugu Electricity Distribution Company (EEDC) Aguata local government area office, Anambra state. The study was carried out using descriptive survey research design. Five specific objectives, five research questions and five null hypotheses were formulated to guide the study, hypotheses was tested at 0.05 level of significance. Population of the study comprises 164 staff of Enugu Electricity Distribution Company (EEDC) Aguata local government area office, Anambra state, with sample size of 120 staff. Questionnaire was used as instrument of data collection. Data collected was analyzed using mean, percentage, standard deviation and t-test. Five problems were identified which include; poor record keeping method, inefficient management of generated record, lack of knowledge on how to maintain old record, lack of professional record manager, lack of weeding policy. Conceptual review was carried out on the concept of: Record management, Method of record keeping, Various generated record, Status of old record, Personnel in charge of the record storage, Record weeding policy, and Service delivery. The findings of the study revealed that there is significant impact of method of record keeping on service delivery of Enugu Electricity Distribution Company. Also, there is significant impact of record-weeding-policy on service delivery of Enugu Electricity Distribution Company. Based on the findings, recommendations were made as follows: that the management should buy and use more of electronics gadget for record keeping purpose. Also, that appropriate measure should be taking by the management to train record management staff on weeding activities.*

## **INTRODUCTION**

Record management is an important aspect of any organization, these include government and nongovernmental organization. Good record management shows how organized and efficient an organization is, record keeping play a significant role in linking the past and present dealing of an organization. It's a vehicle that carry the full details of organization past and present activities. Records management is the supervision and administration of digital or paper records, regardless of format. Records management activities include the creation, receipt, maintenance, use and disposal of records. In this context, a record is content that documents a business transaction. Documentation may exist in contracts, memos, paper files, electronic files, reports, emails, videos, instant message logs or database records. Paper records may be stored in physical boxes on-premises or at a storage facility. Digital records may be stored on storage media in-house or in the cloud (TechTarget, 2022). Enugu Electricity Distribution Company (EEDC) record management comprises the generation, collection, organization, packaging and storage of their important information in print and non-print format for reference, consultation, evaluation, and issuance purposes.

The primary goal of Enugu Electricity Distribution Company (EEDC) records management is to help them keep the significant document and make it accessible for both their business operations, customers use and compliance audits. Record management is very essential to every organized entity, it shows direction, it dictates how far and well an organization has gone, both positive and negative side of an organization. Do to crucial role the record management play, Enugu Electricity Distribution Company spend time and money to generate, collect, process, organized, document and keep safe every of their important information for record purpose. Igwoku (2008) opines that the process of record keeping give a framework for keeping, maintaining and providing for the disposition of records and what it contains. Mukred and Yusof (2015), view record management as the use of systematic and scientific control of recorded information that is required for the operation of an organization.

They further stated that the aim of record management is to achieve the best retrieval and exploitation of business records in the organization system and also to improve the efficiency of record making and keeping process. Record is means in which one can look into an organizational past, compared it with the present, and possible look into their future. Some organization have poor record management, and these affect the level of their service delivery. Enugu Electricity Distribution Company (EEDC) has witness different, change of name, method of operations, and managements aimed toward seeking for effect

service delivery. For these reasons, this research work seeks to investigate the impact of record management on services delivery of Enugu Electricity Distribution Company (EEDC) Aguata local government area office, Anambra state.

### **STATEMENT OF THE PROBLEM**

Record management help an organization to maintain and keep safe their important information, record management give an insight of the journey so far of an organization, the new entrants will know the old method used by their company through the age long kept record. The researcher observed through the personal information got from different literature, pages of newspaper and radio and television program, that their exist numerous challenges facing Enugu Electricity Distribution Company (EEDC), which include, poor record keeping method, inefficient management of generated record, lack of knowledge on how to maintain old record, lack of professional record manager, lack of weeding policy, all these constitute challenges facing Enugu Electricity Distribution Company (EEDC), and if not solve will have a serious negative impact on their service delivery. Based on the observed challenges by researcher, this study's concern therefore is to investigate the impact of record management on services delivery of Enugu Electricity Distribution Company (EEDC) Aguata local government area office, Anambra state.

### **OBJECTIVE OF THE STUDY**

The main objective of this study is to investigate the impact of record management on services delivery of Enugu Electricity Distribution Company (EEDC) Aguata local government area office, Anambra state. The specific objective include:

1. To find out the impact of method of record keeping on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.
2. To find out the impact of various generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.
3. To ascertain the impact of status of old generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

4. To find the impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

5. To detect the impact of record weeding policy on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

### **RESEARCH QUESTIONS**

1. What is the impact of method of record keeping on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?

2. What is impact of various generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?

3. What is the impact of status of old generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?

4. What is the impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?

5. What is the impact of record weeding policy on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?

### **HYPOTHESES**

The following hypotheses were formulated to guide the study:

1. There is no significant impact of method of record keeping on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

2. There is no significant impact of various generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

3. There is no significant impact of status of old generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

4. There is no significant impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

5. There is no significant impact of record-weeding-policy on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

## **LITERATURE REVIEW**

### **Concept of record management**

Lawson (2022) maintain that, Records management is the system used to control an organization's records from the creation of the record until the record is archived or destroyed.

A records' management process consists of identifying, classifying, and storing records, as well as coordinating internal and external access, and the process may also incorporate policies and practices on how to create and approve records, as well as the enforcement of those policies and practices. Every organization has document that contains information about a transaction, activity, or event related to the organization, known as organizational record. ARMA International (2013) maintain that Records management, also known as records and information management, is an organizational function devoted to the management of information in an organization throughout its life cycle, from the time of creation or receipt to its eventual disposition. This includes identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently preserving records.

Record management involved a set of activities that require management effort to put in place, to support this view, Government Records Service (2011) Refers, records management as the whole range of activities which an organization should perform to properly manage its records. The key activities include setting records management policy, assigning responsibilities, establishing and promulgating procedures and guidelines, as well as designing, implementing and administering record keeping systems. Government Records Service (2011) maintain that, Records management is important because it supports an organization to - make decisions based on evidence; meet operational, legal and regulatory requirements; be open and accountable; enhance operational efficiency and effectiveness; and maintain organization or collective memory.

Deltanet (2022) stated that the benefits of effective records management include; Helps you to do your job better by increasing the ease and efficiency of work, you can find the information you need quickly,

allowing you to get on with your work; Increases your accountability by providing evidence of what has happened in the past, offering up clear information that can be used if problems occur; Increases company efficiency by making sure that you're only keeping records you need; Gives you records you can rely on by giving you records of a high value if they're ever needed as evidence due to their standards in validity, accuracy, and relevance; Shows you're following legislation by complying to the expected standards

### **Method of record keeping**

Thakur M. (2022) in his work on record keeping maintains that steps to Record keeping Method include: Identifying the transactions, Recording in the journal, Classifying the nature of the transaction, Posting to ledger, Balancing of accounts, Preparing a financial statement, Interpreting the financial statements, Communicating it to stakeholders. This point to fact that record keeping is for proper accountability. Government of Western Australia (2021), in Record keeping systems maintains that, there are various manual (filing cabinets) and electronic (computer-aided and online) ways to record, store and retrieve information. Each association should decide on a record-keeping system that suits its particular needs, circumstances and resources (availability of space or computers). The system should be functional, accurate, reliable and user-friendly.

They stated that, Record-keeping systems need to consider the: nature of information to be stored and retrieved; security and access of files and information (particularly computer records); validity and reliability of the information collected and the system on which it is recorded; resources and training required; and length of time that the records should be kept (general legal requirement is seven years). Government of Western Australia (2021) maintain that, Electronic records include document files, databases, spreadsheets, electronic mail and internet documents. Electronic records need to be kept securely and at the same time, be easily accessible for retrieval. Associations will also need to have appropriate processes in place to ensure that the electronic records are backed up and recoverable in the event of a computer or system failure.

Mohammed, Tetteh, and Ahmed (2018) In their study Challenges Associated with Records Management, identified the following problems which are: lack of record manual; lack of filing guidelines; inadequate computer terminals; difficulty in record retrieval; lack of appreciation by management and staff of the

need for well-controlled records; inadequate manual classification; lack of security; lack of storage facilities; inadequate funds; weak legislative; weak organizational infrastructures; lack of basic skills and competences; corruption; absence of an archival institution; the problem of oral traditions; high staff turn-over; absence of an archival law; poor transport and communication network.

Method of record keeping as identified include, manual (filing cabinets) and electronic method which include document files, databases, spreadsheets, electronic mail and internet documents.

### **Various generated record**

According to Government of Western Australia (2021), Types of records to be kept include the following, an up-to-date register of all members; an up-to-date copy of the rules (often called the constitution); an up-to-date list of the names and addresses of people who are office holders under the rules of the association; accounting records that record and explain the financial transactions and position of the association; and every disclosure of interest made by a committee member to be recorded in the minutes of the meeting at which the disclosure was made. Other record include, Minutes Notice of meetings; (Copies of notices showing the date issued should be kept in case of a later dispute); Certificate of Incorporation; Financial records; Annual report; Employment records; Safety records; Insurance records; Service delivery records, Record of office holders, Rules of association; Custody and handover of records

Abdulrahman (2015) gives the following examples of records available in universities: correspondence; accounting documents; personnel files; payroll; minutes of meetings (senates, university council, meetings of faculty and departmental boards); students' registration; students' admissions and examination records; inventory of facilities; budgetary information; list of courses offered; timetables for lectures; speeches; legal documents; deeds; financial records; letters (appointment, confirmations, admissions, sick leave, queries)

The various record that can be generated by power holding company as identified and observed include, up-to-date list of the names and addresses of their staff, both old and new, up-to-date copy of the rules, accounting/financial records, customers bill payment record, minutes of the meeting, Annual report, Employment record, Safety records, Insurance records, Service delivery records, inventory of facilities, budgetary information, Record of office holders past and present administration, change of the names

and administration record, legal documents record, correspondent record letters: appointment, confirmations, admissions, sick leave, queries.

### **Status of old record**

Government of Western Australia (2021) in Storage management maintain that, The way in which records are stored will depend on: the purpose of the records; the type of records; how long records must be kept; and access needs. Physical records may be stored on-site at the association's place of business. If there is insufficient and appropriate space, records can be stored off-site by storage companies. It is essential documents are stored in safe, secure and appropriate facilities. It's safer to store record in the resources that will preserve if for long time. Old record is very important document for every organization.

Lawson (2022) stated that, record can be stored on paper or electronically via email, digital file, database, or spreadsheet. Records also can be photographs, audio files, or videos. He gave some examples of record classifications as: legal, financial, historical, and daily operations. An effective records management process contains at least five components: record creation, internal and external record distribution, record usage, record maintenance, and record archival and disposal.

Worldbank.org (2020) listed Core Records Management Resources to include, training materials, international standards, institutional websites, textbooks and manuals. The training materials include freely available content that may be adapted to suit ones own needs. And textbooks and manuals are the best sources of introductory information. And the national or state archival institution or government websites will direct one to samples of records management policies, procedures, and tools.

The resources to facilitate proper records management of old and current record include; paper and electronics resources, these resources include, email, digital file, database, or spreadsheet, photographs, audio files, or videos, training materials, international standards, institutional websites, textbooks and manuals.

### **Personnel in charge of the record storage**

Luyombya & Ndagire (2020) opines that Records management procedures remain unarticulated, as there are no directives to deal with managing records. Their study show that, appointed of manager

specialized in records management to guide an organization with records management procedures is usually not done. They stated that, the position of records management officer has not been filled by a trained records' manager. Luyombya & Ndagire suggested that university should appoint a records' manager with the specific responsibility of overseeing the adoption of a records' management procedures policy across the university. Ideally, the appointee should be a graduate with training in records management. This mean that all organization including power holding need a trained record manager to handle their record.

Deltanet international (2022) maintain that, Records management is needed in all areas of business, and the responsibility falls on everyone within the company to a certain level. Record proprietors determine which records will be created, gathered, and maintained. From there, they produce documents required for audit checks and other compliance procedures. This position could be one in its own right, or could fall to management. For larger organizations with multiple record filing systems, there may be more than one person taking responsibility. Record custodians maintain, secure, and care for records in accordance with company guidelines. This individual is the manager of a unit assigned to the role by the record proprietor. In some cases the record proprietor and record custodian may be the same person, and there could actually be more than one custodian.

### **Record weeding policy**

Auburn University Montgomery Library (2020) in Weeding and Retention Policies stated the following guidelines for Weeding: Lack of Circulation – For most areas, if a title has not circulated in ten years, it is a viable candidate for weeding; Poor physical condition – If an item is recommended for weeding because of poor physical condition, the access services record for the title should be examined to determine if the work should be replaced. If the title has circulated within the past three years, a replacement copy should be acquired; Uniqueness – Is this a title unique within the region? Is it available elsewhere, or is the information contained within the work easily available in another work or format; Multiple copies – Multiple copies, outdated and superseded Reference works should be weeded. On multiple copies, copies older than five years that have circulated less than twice should be reduced to a single copy of the work; Currency – Has the title been superseded by a newer edition with more ? information, and does the library have a copy of that newer edition?

On not to be weeded they stated: Classic works – Works which are recognized classics within their respective fields, or works by respected authors in specific subject areas should NOT be recommended for weeding unless the poor physical condition rules apply; Works clearly containing research value. This is primarily true for the areas in the humanities and social sciences; Balance – Where titles being selected for weeding offer a differing perspective to the remainder of the collection, care should be taken to ensure that differing viewpoints remain available to the university community; Rare items – Those items that are notable works, having excellent illustrations, and which are no longer generally available, and which had a high purchase cost, should not be weeded.

Larson (2008), maintain that weeding is a vital process for an active collection because it ensures the collection stays current, relevant, and in good condition. Weeding should be done on a continuous, ongoing basis. Government of Western Australia (2021), opines that, in tracking documents, Associations may consider developing a simple policy for identifying documents. It is very easy for there to be suddenly two or more versions of a document and no one is sure which is the most accurate. The policy could require all official documents, minutes, reports, records, forms and orientation documents must: be clearly titled; show authorization; show date of authorization; show date of review; title original copies as 'Original Copy'; and title any non-original document as 'Copy'. Destroying and archiving records. Some records may be destroyed after their legal retention period has expired (in most cases this period is seven years).

Government of Western Australia (2021), maintain that, Records should not be destroyed unless the association is absolutely certain that this can be done both safely and legally. An association should have a policy on storing and destroying records and no records should be destroyed without the appropriate authorization. Igbokwe-ibeto (2013) main that, People always look for loopholes in policies and the systems when they want to commit fraud. Among other root causes of corruption is the lack of good records keeping practices and failure by government to initiate measures that could ensure that information and records are well managed

### **Service delivery**

Service delivery means reaching out to citizens to provide information, giving access to citizens to receive feedback, providing means for beneficiaries to have their cases managed, making payments to beneficiaries for income support, among others (Lawinsider, n.d)

**METHODOLOGY**

The study adopted descriptive survey design. The population of the study comprised of 164 staff of Enugu Electricity Distribution Company (EEDC), this is according to information from the head of personnel management department Enugu Electricity Distribution Company. A sample size of 120 staff comprises male and female was adopted using Tara Yamane method of calculating a reliable sample size. The researcher used questionnaire as instrument for data collection and the data collected was analysed using descriptive statistics such as frequency count, simple percentage and t-test. The result of the study is presented below.

**ANALYSIS OF RESEARCH QUESTIONS**

**TABLE 1: ANALYSIS OF DEMOGRAPHY**

S/N	Sex	Population/ Sample size	Total returned %
1	Male	96	100%
2	Female	24	100%
	<b>Total</b>	<b>120</b>	<b>100%</b>

The table above show that all questionnaires administered were successfully filled by the respondents and returned completely. Thus representing a total of 100% return rate. The mean score is used to analyze response on questions used in this research. 2.5 was chosen as the criterion means since (4) is the highest score expected. This is because the questions were tagged as follows, strongly agree = 4, agree = 3, disagree = 2, strongly disagree = 1.

$$\frac{4+3+2+1}{4} = 2.50$$

Value from 2.5 above – Accepted & Value below 2.5 – Rejected

**Research Question 1:**

What is the impact of method of record keeping on service delivery of Enugu Electricity Distribution Company (EEDC) Aguata local government area office, Anambra state.

**Table 2: Method of record keeping**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	Enugu Electricity Distribution Company uses manual method such as recording on book material for their record keeping.	49	47	24		120	3.2	80	0.75	Accepted
2	Enugu Electricity Distribution Company uses electronics means for record keeping, such as internet software, and CD-ROM, to keep up-to-date record.	49	71			120	3.4	85	0.49	Accepted
<b>Cumulated</b>							<b>3.3</b>	<b>82.5</b>	<b>0.62</b>	<b>Accepted</b>

**Table 3. Service delivery of Enugu Electricity Distribution Company (EEDC)**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	The use of manual recording method such as recording on book material enhances effective service delivery of Enugu Electricity Distribution Company.		97	23		120	2.8	70	0.40	Accepted
2	Inadequate use of computer recording, affect the effective service delivery of Enugu Electricity Distribution Company.	25	23	24	48	120	2.2	55	1.17	Rejected
<b>Cumulated</b>							<b>2.5</b>	<b>62.5</b>	<b>0.79</b>	<b>Accepted</b>

Method of record keeping: item one has mean score of 3.2, standard deviation of 0.75, and 80%, this shows that the respondents accepted that Enugu Electricity Distribution Company uses manual method such as recording on book material for their record keeping. Also respondents accepted that Enugu

Electricity Distribution Company uses electronics means for record keeping, such as internet software, and CD-ROM, to keep up-to-date record.

Impact on service delivery: item one has mean score of 2.8, standard deviation of 0.40, and 70%, it shows that the respondents accepted that the use of manual recording method such as recording on book material enhances effective service delivery of Enugu Electricity Distribution Company. Respondents rejected the point that inadequate use of computer recording, affect the effective service delivery of Enugu Electricity Distribution company, this is clearly shown by its mean score of 2.2 which is below 2.5 criterion set standard.

Generally in research question one: What is the impact of method of record keeping on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state? It is shows that method of record keeping has accumulated means score of 3.3 which is above 2.5 criterion mean, likewise service delivery of Enugu Electricity Distribution Company, has total mean score of 2.5 with the range of 2.5 criterion mean accepted standard. The result from the independent and dependent variable were above the criterion mean set standard which show that there is impact of method of record management on services delivery of Enugu Electricity Distribution Company (EEDC) Aguata local government area office, Anambra state.

**Research Question 2:**

What is the impact of various generated record on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

**Table 4: Various generated record**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	Enugu Electricity Distribution Company keep proper record of the name and address of their old/current staff, financial records, customers transactions and constitution.	49	71			120	3.4	85	0.49	Accepted

2	The various generated record of the Enugu Electricity Distribution Company are properly keep and accessible.	48	72		120	3.4	85	0.49	Accepted
<b>Cumulated</b>						<b>3.4</b>	<b>85</b>	<b>0.49</b>	<b>Accepted</b>

**Table 5. Impact on service delivery of Enugu Electricity Distribution Company (EEDC)**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	The proper documented record of old and current staff, customers transactions, and constitution, of Enugu Electricity Distribution Company help in effective service delivery	25	95			120	3.2	80	0.40	Accepted
2	The accessibility nature of various generated record of the company both manually and electronically help in effective service delivery	73	47			120	3.6	90	0.49	Accepted
<b>Cumulated</b>						<b>3.4</b>	<b>85</b>	<b>0.45</b>	<b>Accepted</b>	

Various generated record: Item one has mean score of 3.4 and 85%, it shows that the respondents accepted that Enugu Electricity Distribution Company keep proper record of the name and address of their old/current staff, financial records, customers transactions and constitution. Respondents accepted that the various generated record of the Enugu Electricity Distribution Company are properly keep and accessible, this is plainly shown by its mean score of 3.4 and 85% respectively.

Impact on service delivery: Responses highly accepted that the proper documented record of old and current staff, customers transactions, and constitution, of Enugu Electricity Distribution Company help in effective service delivery, this is revealed by its mean score of 3.6 and 90%. From the respondents responses the accessibility nature of various generated record of the company both manually and electronically help in effective service delivery, this is proved by its mean score of 3.4, and 85%.

Generally in research question two, what is impact of various generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?. It shows that Various generated record has cumulated means score of 3.4 which is above 2.5 criterion mean score, likewise, impact on service delivery has cumulated mean score of 3.4 above the criterion mean score of 2.5. The result from the two variable being independent and dependent variable were above the criterion mean score, point to the fact that there is impact of various generated record on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

### Research Question 3:

What is the impact of status of old generated record on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

**Table 6: Status of old generated record**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	Old record of Enugu Electricity Distribution Company from the inception to present are properly kept in both paper format and electronics format.	49	71			120	3.4	85	0.49	Accepted

2	Old record of Enugu Electricity Distribution Company are adequately secure with special security, and serve for reference purposes.	47	73			120	3.4	85	0.49	Accepted
<b>Cumulated</b>							<b>3.4</b>	<b>85</b>	<b>0.49</b>	<b>Accepted</b>

**Table 7. Impact on service delivery of Enugu Electricity Distribution Company (EEDC)**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	The keeping of the old record help in viewing the EEDC past performance, and serve as a guide for future plan, and in return improve the services' delivery of the company.	25	95			120	3.2	80	0.40	Accepted
2	The adequate security offer to old record of Enugu Electricity Distribution Company help the company to consult the information content when	23	97			120	3.2	80	0.40	Accepted

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necessary, and it helps in positive service delivery

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**Cumulated**

**3.2 80 0.40 Accepted**

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Status of old generated record: item one has mean score of 3.4, it shows that respondents accepted that old record of Enugu Electricity Distribution Company from the inception to present are properly kept in both paper format and electronics format. Likewise, respondents from their responses accepted that old record of Enugu Electricity Distribution Company are adequately secure with special security, and serve for reference purposes, this is revealed by mean score of 3.4 and 85%.

Impact on service delivery: Respondents accepted that keeping of the old record help in viewing the EEDC past performance, and serve as a guide for future plan, and in return improve the services delivery of the company, this is clearly shown by its mean score of 3.2 and 80%. The respondents responses with mean score of 3.2 and 80% indicate their acceptance on the point that the adequate security offer to old record of Enugu Electricity Distribution Company help the company to consult the information content when necessary, and it helps in positive service delivery.

Generally in research question three: What is the impact of status of old generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state. It shows that status of old generated record has cumulative mean score of 3.4 and 85% which is above 2.5 criterion means score, and the impact of service delivery has cumulative mean score of 3.2 and 80% above the 2.5 criterion set standard. The result from the two variable were above 2.5 criterion mean, this point to the fact that there is impact of status of old generated record on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

**Research Question 4:**

Who is the personnel in charge of the record storage and its impact on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

**Table 8: Personnel in charge of the record storage**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	There is lack of professional record keeping staff, those managing are without educational background in record keeping and information management.			49	73	120	1.4	35	0.49	Rejected
2	There is no recognized staff employed purposely for the post of record keeping		48		72	120	1.8	45	0.87	Rejected
<b>Cumulated</b>							<b>1.6</b>	<b>40</b>	<b>0.68</b>	<b>Rejected</b>

**Table 9. Impact on service delivery of Enugu Electricity Distribution Company (EEDC)**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	Lack of professional record keeping staff, affect effective service delivery	24	48	25	23	120	2.6	65	1.02	Accepted
2	Unrecognized nature of record keeping unit in Enugu Electricity Distribution Company affect service delivery		72	48		120	2.6	65	0.49	Accepted
<b>Cumulated</b>							<b>2.6</b>	<b>65</b>	<b>0.76</b>	<b>Accepted</b>

Personnel in charge of the record storage: Respondent rejected the point that there is lack of professional record keeping staff, those managing are without educational background in record keeping and information management, this is clearly shown by its mean score of 1.4 below the standard set, and 35%. Likewise in item two, respondents rejected the point that there is no recognized staff employed purposely for the post of record keeping, this is shown by its mean score of 1.8 and 45% respectively.

Impact on service delivery: item one has mean score of 2.6 and 65 %, this shows that respondents accepted that lack of professional record keeping staff affect effective service delivery. Respondents also accepted that unrecognized nature of record keeping unit in Enugu Electricity Distribution Company affect service delivery, this shown by its mean score of 2.6 and 65% respectively.

Generally in research question four: What is the impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state? From the respondents responses, It shows that Personnel in charge of the record storage has cumulative mean score of 1.6 and 40%, which is far below 2.5 criterion mean score, meaning rejected and this point to fact that there is availability of professional record keeping staff. On that of impact of service delivery, it has cumulative mean score of 2.6 above 2.5 criterion mean, this point to the fact that there is impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

**Research Question 5:**

What is the record weeding policy and its impact on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

**Table 10: Record weeding policy**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	60	Std. D.	Rmks
1	There is no weeding policy currently use by Enugu Electricity Distribution Company in weeding or		47	73		120	2.4		0.49	Rejected

throwing away their old documented record.

2	Weeding policy was used sometimes in the past, but not effectively use at present	24	96	120	2.2	55	0.40	Rejected
<b>Cumulated</b>					<b>2.3</b>	<b>57.5</b>	<b>0.45</b>	<b>Rejected</b>

**Table 11. Impact on service delivery of Enugu Electricity Distribution Company (EEDC)**

S/N	Predictor Variable	SA	A	D	SD	Tot	$\bar{X}$	%	Std. D.	Rmks
1	The lack of weeding policy, has made the company to destroying some important documents of the company, and this has affected service delivery		73	47		120	2.6	65	0.49	Accepted
2	Ineffective use of weeding policy, effect service delivery of Enugu Electricity Distribution Company	25	47	48		120	2.8	70	0.75	Accepted
<b>Cumulated</b>					<b>2.7</b>	<b>67.5</b>	<b>0.62</b>	<b>Accepted</b>		

Record weeding policy: Item has mean score of 2.4 below 2.5 criterion mean score, it shows that respondents rejected the point that there is no weeding policy currently use by Enugu Electricity Distribution Company in weeding or throwing away their old documented record, meaning that there is existing weeding policy use by the company. Item two has mean score of 2.2 below the 2.5 criterion mean, this shows that the respondents also rejected the point that Weeding policy was used sometimes

in the past, but not effectively use at present. This is an indication that weeding policy is currently in use by their company.

Impact on service delivery: item one has mean score of 2.6 above 2.5 criterion mean score, this shows that the respondents accepted that, lack of weeding policy, has made the company to destroying some important documents of the company, and this has affected service delivery, this point to fact that the company weeding policy was not effectively use in the past compared with that of recent time. Respondents accepted that ineffective use of weeding policy, effect service delivery of Enugu Electricity Distribution Company, this is shown by its mean score of 2.8.

Generally in research question five: What is the impact of record weeding policy on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state? It shows that Record weeding policy has cumulative mean score of 2.3 below 2.5 criterion mean score. Also, the impact of service delivery has cumulative mean score of 2.7, above the 2.5 criterion mean score. The result shows otherwise, indicating that there is weeding policy currently in use by the Enugu Electricity Distribution Company. On the hands the responses of the respondents show that there is impact of weeding policy on service delivery.

### TEST OF RESEARCH HYPOTHESES

**Hypothesis Ho1:** There is no significant impact of method of record keeping on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

**Table 12: T-test on Enugu Electricity Distribution Company staff response toward What is the impact of method of record keeping on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state?**

Subject	Sample size n	Mean x	Std. Dev.	Deg. Of freedom	t- crit.	T-cal.	P- value	Sig. Level	Decision
RM	120	3.3	0.62	238	1.96	8.7266	0.0001	0.05	significant
SD	120	2.5	0.79						

Table 12 shows that the calculated t-value of 8.7266 is higher than the tabulated t-critical value of 1.96 at significance level of 0.05, therefore the null hypothesis is rejected. This implies that there is significant impact of method of record keeping on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

**Hypothesis Ho2:** There is no significant impact of various generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

**Table 13: T-test on Enugu Electricity Distribution Company staff response toward What is the impact of various generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?**

Subject	Sample size n	Mean x	Std. Dev.	Deg. Of freedom	t-crit.	T-cal.	P-value	Sig. Level	Decision
RM	120	3.4	0.49	238	1.96	0.0000	1.0000	0.05	Not significant
SD	120	3.4	0.45						

Table 13 shows that the calculated t-value of 0.0000 is lower than the tabulated t-critical value of 1.96 at significance level of 0.05, therefore the null hypothesis is accepted. This implies that there is no significant impact of various generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

**Hypothesis Ho3:** There is no significant impact of status of old generated record on service delivery of Enugu Electricity Distribution Company (EEDC), Aguata local government area office, Anambra state.

**Table 14: T-test on Enugu Electricity Distribution Company staff response toward What is the impact of status of old generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?**

Subject	Sample size n	Mean x	Std. Dev.	Deg. Of freedom	t- crit.	T-cal.	P- value	Sig. Level	Decision
RM	120	3.4	0.49	238	1.96	3.4637	0.0006	0.05	significant
SD	120	3.2	0.40						

Table 14 shows that the calculated t-value of 3.4637 is higher than the tabulated t-critical value of 1.96 at significance level of 0.05, therefore the null hypothesis is rejected. This implies that there is significant impact of status of old generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

**Hypothesis Ho4:** There is no significant impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

**Table 15: T-test on Enugu Electricity Distribution Company staff response toward What is the impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?**

Subject	Sample size n	Mean x	Std. Dev.	Deg. Of freedom	t- crit.	T-cal.	P- value	Sig. Level	Decision
RM	120	1.6	0.68	238	1.96	10.7417	0.0001	0.05	significant
SD	120	2.6	0.76						

Table 15 shows that the calculated t-value of 10.7417 is higher than the tabulated t-critical value of 1.96 at significance level of 0.05, therefore the null hypothesis is rejected. This implies that there is significant impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

**Hypothesis Ho5:** There is no significant impact of record-weeding-policy on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

**Table 16: T-test on Enugu Electricity Distribution Company staff response toward What is the impact of record-weeding-policy on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state?**

<b>Subject</b>	<b>Sample size n</b>	<b>Mean x</b>	<b>Std. Dev.</b>	<b>Deg. Of freedom</b>	<b>t- crit.</b>	<b>T-cal.</b>	<b>P- value</b>	<b>Sig. Level</b>	<b>Decision</b>
RM	120	2.3	0.45	238	1.96	5.7196	0.0001	0.05	significant
SD	120	2.7	0.62						

Table 16 shows that the calculated t-value of 5.7196 is higher than the tabulated t-critical value of 1.96 at significance level of 0.05, therefore the null hypothesis is rejected. This implies that there is significant impact of record-weeding-policy on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.

## **DISCUSSION OF FINDINGS**

### **Impact of method of record keeping on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.**

In research question one the researcher found out from the respondents' responses, that there is impact of method of record management on services delivery of Enugu Electricity Distribution Company. The result of hypothesis one indicates that there is significant impact of method of record keeping on service delivery of Enugu Electricity Distribution Company. The result of research question one revealed that, Enugu Electricity Distribution Company uses manual method such as recording on book material for their record keeping, also uses electronics means for record keeping, such as internet software, and CD-ROM, to keep up-to-date record. And the use of manual recording method such as recording on book material enhances effective service delivery of Enugu Electricity Distribution Company.

In line with this research work, Government of Western Australia (2021) maintain that, Electronic records include document files, databases, spreadsheets, electronic mail and internet documents. Electronic records need to be kept securely and at the same time, be easily accessible for retrieval. The electronic

method has dominated the record keeping and management activities, with a lot of advantages, like space saving, durability, time saving, accessibility.

**Impact of various generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.**

Researcher found out in research question two, that there is impact of various generated record on service delivery of Enugu Electricity Distribution Company. The result of hypothesis two indicates that there is no significant impact of various generated record on service delivery of Enugu Electricity Distribution Company. The result of research question two revealed that Electricity Distribution Company keep proper record of the name and address of their old/current staff, financial records, customers transactions and constitution, and the proper documented record of old and current staff, customers transactions, and constitution, of Enugu Electricity Distribution Company help in effective service delivery.

Inline with this study, Abdulrahman (2015) in his study gives the following examples of records available in universities: correspondence; accounting documents; personnel files; payroll; minutes of meetings. Similarly, Government of Western Australia (2021), outline the types of records to be kept for effective services, which include the following, an up-to-date register of all members; an up-to-date copy of the rules (often called the constitution); an up-to-date list of the names and addresses of people who are office holders under the rules of the association; accounting records that record and explain the financial transactions and position of the association; and every disclosure of interest made by a committee member to be recorded in the minutes of the meeting at which the disclosure was made.

**Impact of status of old generated record on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.**

Researcher found out in research question three, that there is impact of status of old generated record on service delivery of Enugu Electricity Distribution company. The result of hypothesis three indicates that there is significant impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company. The result of research question three revealed that old record of Enugu Electricity Distribution Company from the inception to present are properly kept in both paper format

and electronics format. And keeping of the old record help in viewing the EEDC past performance, and serve as a guide for future plan, and in return improve the services delivery of the company.

Inline with this study, Lawson (2022) stated that, record can be stored on paper or electronically via email, digital file, database, or spreadsheet. Likewise, Worldbank.org (2020) listed Core Records Management Resources to include, training materials, international standards, institutional websites, textbooks and manuals. The training materials include freely available content that may be adapted to suit ones own needs. And textbooks and manuals are the best sources of introductory information. These shows that paper form and electronics play vital roles in keeping old generated record, also help in effective services.

#### **Impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.**

In research question four, from the researcher findings, the respondents' rejected responses indicates that there is availability of professional record keeping staff in Enugu Electricity Distribution Company. The researcher also found out from responses of the respondents that there is impact of personnel in charge of the record storage on service delivery of the EEDC, Aguata local government area office, Anambra state. The result of hypothesis three shows that there is significant impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company. The result of research question four revealed that respondent rejected the point that there is lack of professional record keeping staff in their company, indicating that professionals are available, on the other hand the respondents accepted that lack of professional record keeping staff affect effective service delivery.

In line with this study, Deltanet international (2022) maintain that, Records management is needed in all areas of business. The EEDC have make sure that there is no gap in the area of record management by employing the services of professional in the field of record management for an effective service delivery.

#### **Impact of record-weeding-policy on service delivery of Enugu Electricity Distribution Company, Aguata local government area office, Anambra state.**

In research question five, from the researcher findings, the respondents' rejected responses indicates that there existing weeding policy use by the company. The researcher also found out from responses of the

respondents that there is impact of weeding policy on service delivery. The result of hypothesis five indicates that there is significant impact of record-weeding-policy on service delivery of Enugu Electricity Distribution Company. The result of research question four revealed that respondent rejected the point that there is no weeding policy currently use by Enugu Electricity Distribution Company in weeding or throwing away their old documented record, this indicate that there is existing weeding policy use by the company, on the other hand the respondents accepted that ineffective use of weeding policy, effect service delivery of Enugu Electricity Distribution Company.

Inline with this study, Government of Western Australia (2021), maintain that, Records should not be destroyed unless the association is absolutely certain that this can be done both safely and legally. An association should have a policy on storing and destroying records and no records should be destroyed without the appropriate authorization. The study shows that the Enugu Electricity Distribution Company has existing weeding policy, and this have positive effect on their service delivery. Larson (2008), maintain that weeding is a vital process for an active collection because it ensures the collection stays current, relevant, and in good condition. Weeding should be done on a continuous, ongoing basis. Therefore, for effective services delivery to take place, there must be active weeding policy, that will ensure that outdated and irrelevant resources are being removed to allow the available one to be current, relevant, and in good conditions.

## **CONCLUSION AND RECOMMENDATIONS**

Record is means in which one can look into an organizational past, compared it with the present, and possible look into their future. Good record management shows how organized and efficient an organization is, record keeping play a significant role in linking the past and present dealing of an organization. It's a vehicle that carry the full details of organization past and present activities. Enugu Electricity Distribution Company (EEDC) record management comprises the generation, collection, organization, packaging and storage of their important information in print and non-print format for reference, consultation, evaluation, and issuance purposes. The primary goal of Enugu Electricity Distribution Company (EEDC) records management is to help them keep the significant document and make it accessible for both their business operations, customers use and compliance audits. Therefore, the researcher wish to recommend as follows that: Since the study revealed that there is significant impact of method of record keeping on service delivery of Enugu Electricity Distribution Company. It is therefore

recommended that the management should buy and use more of electronics gadget for record keeping purposes. Since the study revealed that there is no significant impact of various generated record on service delivery of Enugu Electricity Distribution Company, it is therefore recommended that more effort should be focus on method of record keeping. Since the study revealed that there is significant impact of status of old generated record on service delivery of Enugu Electricity Distribution Company, it is therefore recommended that record management staff of the company should intensify more effort in handling of all generated record, both old and new. Since the study revealed that there is significant impact of personnel in charge of the record storage on service delivery of Enugu Electricity Distribution Company, it is therefore recommended that the company should always retain those with educational qualification in record keeping and library and information science to always manage their record. Since the study revealed that there is significant impact of record-weeding-policy on service delivery of Enugu Electricity Distribution Company, it therefore recommended that appropriate measure should be taking by the management to train record management staff on weeding activities.

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