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TECHNOLOGY USE AND RECORD MANAGEMENT PRACTICES AMONG RECORD OFFICERS IN OGUN STATE TERTIARY INSTITUTIONS.

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Abstract

This study investigates information technology and record management practices among record officers in tertiary institutions in Ogun State, Nigeria. Records management plays a critical role in ensuring effective information storage, conservation, and retrieval, which are essential for institutional growth, accountability, and efficient service delivery. Despite its importance, prior literature highlights a gap in awareness and understanding of modern record management practices among record officers, necessitating an inquiry into their level of readiness, perceived benefits, and challenges associated with adopting digital solutions.

The objectives of the study were to determine the availability and rate of use of information technologies, as well as to examine existing record management practices within tertiary institutions. Guided by a descriptive survey research design, the study population comprised 214 record officers, selected using a total enumeration method. Data were gathered through a structured questionnaire titled Information Technology Use and Record Management Practices Scale" administered with the support of four research assistants. Face and content validity of the instrument was carried out, and the reliability of the scale indicates .81. Results were analysed using frequency counts, percentages, mean, and standard deviation with SPSS 25.0.

Findings revealed that essential information technologies such as web portals, computers, and internet facilities were widely available and frequently used by record officers. The results further indicated that the level of technology utilisation was high ($\bar{x}$ = 2.13), and record management practices in the selected institutions were effective ($\bar{x}$ = 3.56).

The study concludes that the adoption of information technology significantly enhances record management efficiency, enabling timely document retrieval and improved organisational workflow. It recommends that university authorities provide comprehensive ICT training in database management, online examination handling, and management information systems, while ensuring that ICT infrastructure remains accessible for sustainable and improved record management practices.

Keywords: Information technology, record management, tertiary institutions, Ogun State, ICT adoption, record officers

Introduction

Records management is an organizational role involving the management of information during its lifespan, from production or reception through final disposal. The management of an organization's activity evidence and the risk it entails are the two goals of records management. Every firm has to maintain its records. In order to secure an organization's information and guarantee compliance with laws and regulations, records management is essential. Records serve as proof of the official business of organizations and are crucial for decision-making, accountability, and recreating historical operations of corporate entities.

Over the years, higher institutions in Nigeria have accelerated the adoption of information technology (IT) in the process of records creation, capturing and preservation of information. According to Touray (2021), Records are essential for decision-making as they enhance information access, productivity, data security, and regulatory compliance. They provide the necessary information for planning and control in organizations, including public service entities, making records and information inherently linked. Mukred, Yusof & Alotaibi, (2019) opined that a record is anything that serves as evidence of existence and may be utilised, independent of medium or features, to reproduce or demonstrate a state of existence. An organisation either creates or receives a record as a result of, or in accordance with, legal duties or in the course of conducting business. Records can be actual items, like paper copies of birth certificates, driver's licenses, and physical x-rays of the body, or digital information, such as electronic versions of office papers, data from application databases, online content, and electronic communications.

Every organisation needs records management procedures to help with the accomplishment of certain objectives stated by the founders of that organisation from the time the firm was conceived. In order to run public institutions effectively and efficiently, records management plays a strategic role. In reality, the practice plays a crucial role in the administration of the institutions because it provides documentation of the development and implementation of suitable service programs, enabling effective work monitoring (Touray, 2021). Controlling the growth and creation of records, lowering operating costs, enhancing productivity and efficiency, incorporating new records management technologies, ensuring regulatory compliance, lowering litigation risk, protecting sensitive data, assisting in better management decision-making, preserving corporate memory, and promoting professionalism in business operations are all reasons why organizations use records management. Therefore, every institution must priorities record preservation to preserve its ability to pass on its cultural legacy to current and future generations (Abdulkareem, Isah, & Issa, 2013).

Information and Communication Technologies (ICTs) have greatly influenced how routines and operations are carried out in organizations. Ensuring that decision-making procedures are more transparent and processed electronically for easy retrieval. This digital visibility reduces the stress associated with information bottlenecks while enhancing trust in institutional governance (Guto, 2020). ICTs offer the

infrastructure for precise record creation, safe storage, and effective retrieval in the context of records management. Effective use of electronic systems strengthens accountability and service delivery by guaranteeing that official records are comprehensive, impenetrable, and available when needed. Adoption of ICT by records officers in higher institutions ensures compliance with institutional and regulatory standards while also increasing workflow efficiency (Otobo, Alegbeleye, 2021).

Despite the recognized benefits of ICT-enabled records management, evidence suggests uneven adoption and inconsistent practices among Nigerian tertiary institutions (Okere & Olorunfemi, 2021). Some registries have implemented digital record-keeping platforms, but many still rely heavily on manual filing systems, exposing records to risks of loss, duplication, and inefficiency. Furthermore, even where ICT tools are available, lack of technical skills, inadequate infrastructure, and weak policy enforcement often limit their effectiveness. This study, therefore, seeks to provide insights into the level of up-to-date assessment of ICT use and records management practices among records officers in Ogun State tertiary institutions. Its findings will guide institutional managers and policymakers in designing interventions such as training, infrastructural investment, and policy reforms that can improve accountability and operational efficiency.

Statement of the problem

Efficient record management is one of the bases of effective institutional administration, where vast amounts of records are daily generated, ranging from student data, financial transactions, research outputs, and personnel files to administrative documents in an accurate, timely, and secure form. These records and information support academic, administrative, and policy decisions. However, managing these records has remained a persistent challenge. The rapid growth and adoption of Information Technology (IT) have introduced modern tools and systems that could improve record management practices, offering opportunities for digitisation, accessibility, and long-term preservation. Despite these opportunities, evidence suggests that many tertiary institutions in Ogun State still contend with issues such as inadequate IT infrastructure, insufficient training of records officers, poor digitisation culture, and reliance on traditional paper-based systems. These challenges not only hinder efficiency but also increase the risks of data loss, mismanagement, duplication, and limited retrieval speed. Moreover, while record officers are expected to be the custodians of institutional memory, their capacity to leverage IT effectively for record management remains questionable. This gap raises concerns about the preparedness of these institutions to align with global best practices in information management and to meet the growing demands for transparency, accountability, and digital transformation. It is in light of the above that this study seeks to investigate Information Technology utilization and record management practices among record officers in Ogun State tertiary institutions

Objectives of the study

The main objective of this study is to investigate the information technologies use and record management practices by record officers in selected tertiary institutions in Ogun State. The specific objectives are to:

i. find out the information technologies available for use by record officers in selected tertiary institutions in Ogun State;
ii. determine the rate of use of information technologies by record officers in selected tertiary institutions in Ogun State;
iii. ascertain record management practices in selected tertiary institutions in Ogun State.

Research questions

1. What is the level of information technologies available for use by record officers in selected tertiary institutions in Ogun State?
2. What is the extent of use of information technologies by record officers in selected tertiary institutions in Ogun State?
3. What are the record management practices in selected tertiary institutions in Ogun State?

Literature review

Information technologies continue to evolve and influence how tertiary institutions manage their records, with increasing integration of cloud-based storage, database systems, and document management platforms. Beyond basic digitization, modern solutions now incorporate artificial intelligence (AI), optical character recognition (OCR), and automated workflow tools that streamline classification and retrieval. Research indicates that institutions adopting enterprise-wide content management and cloud infrastructures experience significant improvements in data reliability and retrieval efficiency (Asogwa, 2019). AI-driven systems further enhance metadata tagging and facilitate predictive analytics for institutional planning (Niu, 2020). Recent work continues to emphasize the role of secure digital repositories and blockchain frameworks in safeguarding academic and administrative records from tampering or unauthorized access (Essex & Haase, 2023).

Despite the availability of these technologies, uneven adoption persists across tertiary institutions, especially in low-resource settings. Many record officers report limited operational use of advanced IT systems due to gaps in digital literacy, irregular training, and insufficient technical support. Adeleke and Shorunke's (2021) multi-campus study found that hybrid systems, combining manual and electronic methods, remain dominant in many regions, with staff needing more proficiency in database management and electronic archiving (Adeleke & Shorunke, 2021). Power instability and inconsistent internet connectivity further restrict sustained digital adoption, slowing the migration from paper-based workflows

to automated systems (Ojo & Popoola, 2022). Even where systems exist, their use tends to be partial, underutilizing core features like automated indexing or digital preservation modules.

Moreover, institutional policies and governance frameworks greatly influence the extent of IT utilization by record officers. Studies show that universities with clearly defined information governance policies, covering data retention schedules, digital preservation guidelines, and IT security controls, exhibit higher and more consistent use of electronic records management systems (ERMS) (Chigwada & Mupa, 2023). Conversely, institutions lacking standardized procedures often struggle with data inconsistency, fragmented storage practices, and low accountability. Mabunda and Ngoepe (2025) argue that policy alignment must accompany technological integration to ensure sustainability and institutional buy-in (Mabunda & Ngoepe, 2025).

Training remains an essential determinant of effective IT adoption. Multiple studies highlight that record officers with regular professional development workshops are more likely to effectively use electronic systems for tasks such as scanning, indexing, metadata creation, and applying digital retention rules. Kwarteng et al. (2024) found that targeted IT training significantly increases system adoption rates and reduces errors in digital record handling, especially when training programs are tailored to specific job functions (Kwarteng et al., 2024). Lack of ongoing training, however, contributes to system abandonment, inconsistent metadata quality, and inefficient retrieval processes.

Another emerging theme concerns the integration of cybersecurity practices within records management. As institutions process increasingly sensitive information, including student data, research outputs, and administrative documents, robust security protocols are critical. Studies from 2022–2024 emphasize the risk of data breaches, unauthorized access, and ransomware attacks targeting universities, urging the adoption of encryption, multi-factor authentication, and secure access controls. Essex and Haase (2023) note that blockchain verification systems offer additional assurance regarding the authenticity of digital records, protecting them from alteration or loss (Essex & Haase, 2023).

Record management practices themselves are transforming towards greater automation and standardization. Institutions increasingly implement audit trails, digital retention schedules, user-role access systems, and automated document workflows, leading to faster processing and heightened transparency. The application of international standards such as ISO 15489 and ISO/TR 21946 drives consistency and compliance across digital environments. Shepherd (2021) highlights that adherence to such standards strengthens institutional accountability and improves the accuracy and accessibility of records across the academic lifecycle (Shepherd, 2021).

A critical challenge remains the preservation of digital records over time. Long-term digital preservation demands continuous migration of records to compatible formats, monitoring of file integrity, and maintenance of secure digital repositories. Studies between 2020 and 2024 underscore that many

institutions lack robust digital preservation strategies, leading to risks of data degradation or loss due to outdated formats, hardware failures, and inadequate backup management. Researchers argue that digital preservation must become a priority to maintain institutional memory and ensure continuity of historical and administrative records

Methodology

The study employed a descriptive survey research design. The Population of this study comprised two hundred and fourteen (214) record officers in institutions in Ogun State. The total enumeration method was used to select the sample size of two hundred and fourteen record officers in tertiary institutions in Ogun State. The entire population of officers in the institutions chosen was used as participants for the study. A questionnaire, which comprised adapted scales from the literature, was administered to collect data for the study with the help of four research assistants. The Research Questions were analyzed using frequency counts, percentages, mean, and standard deviation. This was also done with the aid of SPSS 25.0.

Table 1: Exam and record officers and the institution used for the study.

S/N	Name of University	Questionnaire Distributed	Questionnaire Retrieved	Percentage (%)
1	Federal University of Agriculture, Abeokuta	15	13	7.1
2	Olabisi Onabanjo University, Ago-Iwoye	20	17	9.3
3.	Tai Solarin University of Education, Ijagun	17	16	8.7
4	Christopher University, Mowe	7	7	3.8
5	Chrisland University, Abeokuta	5	4	2.2
6	Crescent University, Abeokuta	6	6	3.3
7	Mountain Top University, Makogi Oba	11	10	5.5
8	Covenant University, Faith City	14	12	6.6
9	Bells University of Technology, Ota	7	6	3.3
10	Crawford University, Igbesa	8	6	3.3
11	Babcock University, Ilishan	12	10	5.5
12	McPherson University, Seriki, Sotayo	10	8	4.4
13	Southwestern University, Nigeria, Okun Owa	5	4	2.2
14	Hallmark University, Ijebu Itele	5	4	2.2
15	Trinity university	3	3	1.6
16	National Open University of Nigeria	4	3	1.6
17	Federal Polytechnic, Ilaro	12	10	5.5
18	Moshood Abiola Polytechnic	8	6	3.3
19	Abraham Adesanya Polytechnic	4	3	1.6
20	D.S. Adegbenro I.C.T. Polytechnic, Itori	6	5	2.7
21	Adetokunbo university Sagamu	3	3	1.6
22	Allover Central Polytechnic, Otta	5	4	2.2
23	Gateway Polytechnic Saapade	3	3	1.6
24	Ogun State Institute of Technology, Igbesa	4	3	1.6
25	Tai Solarin College of Education, Omu	5	4	2.2

26	Federal College of Education, Osiele	9	8	4.4
27	Redeemer's College of Technology and Management, Mowe	6	5	2.7
	TOTAL	**214**	**183**	**85.5**

A total of two hundred and fourteen (214) copies of the questionnaire designed for this study were administered to the record officers in the selected universities in South-West, Nigeria. Out of 214 copies of the questionnaire administered, 183 copies were duly filled and returned, giving a response rate of 85.5%.

Results and Discussion of findings

The results and discussion of findings from the analysis of data gathered are presented below. It is presented in three parts. The first part reports the demographic variables of the respondents. The second part reports the answers to research questions, while the last part presents a discussion of findings.

Demographic information of the respondents

Table 2: Demographic Information of the Respondents

Gender	**Frequency**	**Percentage %**
Male	68	37.2
Female	115	62.8
Age		
<30 years	25	13.7
30-40 years	56	30.6
40-50 years	84	45.9
Above 50 years	18	9.8
Religion		
Muslim	81	44.3
Christian	102	55.7
Work experience		
< 5 years	37	20.2
5-10 years	82	44.8
Above 10 years	64	35.0
Educational Qualification		
NCE/OND	52	28.4
First Degree	93	50.8
Masters Degree	35	19.1
Ph.D	3	1.6

Table 2 showed that ,63(34.4%) of the respondents were Male while 91(62.8%) were Female. This implies that more than half of the record officers who took part in the research exercise were male. The table also revealed that the age group of the respondents that 25(13.7%) fall within the age <30 years, 56(30.6%) fall within the age 30-40 years, 84(45.9%) fall within the age 40-50 years, while 18(9.8%) fall within the age 50years & above. The table also showed that 81(44.3%) were Christian, while 102(55.7%) were Muslim. The table also revealed that the work experience of the respondents, 37(20.2%) had <5years, 82(44.8%)

had 5 years-10 years, while 64(35.0%) had 10years or above. The table revealed the qualification rate of the respondents 52(28.4%) were NCE/OND, 93(50.8%) were First Degree, 35(7.2%) were Masters Degree while 3(1.6%) were Ph.D.

Results

Research question one: What is the level of information technologies available for use by record officers in selected tertiary institutions in Ogun State?

Table 3: Level of Information Technologies available for use by record officers

S/n	Information technologies	Frequency	Percentage %
1	Web portals	153	83.6
2	Computer set	153	83.6
3	Internet facilities	147	80.3
4	Handset	146	79.8
5	Photo copiers	146	79.8
6	Local area networking	132	72.1
7	World Wide Web	123	67.2
8	Scanners	122	66.7
9	Interactive whiteboards	117	63.9
10	Tablets	107	58.5
11	Notebook	105	57.4
12	Laptops	104	56.8
13	Printers	103	56.3
14	Projectors screen	100	54.6
15	Video camera	99	54.1
16	Compact disk	98	53.6
17	Projectors	93	50.8
18	Computer software programs	69	37.7
19	Cloud computing	61	33.3
20	Bluetooth	30	16.4

Table 3 shows that the information technologies available for use by record officers in selected tertiary institution in Ogun State are web portals 153(83.6%), computer set 153(83.6%), internet facilities 147(80.3%), handset 146(79.8%), photo copiers 146(79.8%), local area networking 132(72.1%), world wide web 123(67.2%), scanners 122(66.7%), interactive whiteboards 117(63.9%), tablets 107(58.5%), notebook 105(57.4%), laptops 10456.8%), printers 103(56.3%), projectors screen 100(54.6%), video camera 99(54.1%), compact disk 98(53.6%) and projectors 93(50.8%). This implies that the information technologies available for use by record officers in selected tertiary institutions in Ogun State are web portals, computer sets and internet facilities.

Research question Two: What is the extent of use of information technologies by record officers in selected tertiary institutions in Ogun State?

Table 4: Extent of use of information technologies utilised by record officers

S/n	Information technologies	Highly utilized	Utilized	Not utilized	$\bar{x}$	SD
1	Computer set	123(67.2%)	42(23.0%)	18(9.8%)	2.57	0.67
2	Laptops	98(53.6%)	65(35.5%)	20(10.9%)	2.43	0.68
3	Internet facilities	100(54.6%)	57(31.1%)	26(14.2%)	2.40	0.73
4	Projectors	87(47.5%)	65(35.5%)	31(16.9%)	2.31	0.74
5	Scanners	87(47.5%)	66(36.1%)	30(16.4%)	2.31	0.74
6	Photo copiers	81(44.3%)	72(39.3%)	30(16.4%)	2.28	0.73
7	Compact disk	77(42.1%)	75(41.0%)	31(16.9%)	2.25	0.73
8	Tablets	84(45.9%)	58(31.7%)	41(22.4%)	2.24	0.79
9	Handset	83(45.4%)	59(32.2%)	41(22.4%)	2.23	0.79
10	Printers	81(44.3%)	59(32.2%)	43(23.5%)	2.21	0.80
11	World Wide Web	72(39.3%)	68(37.2%)	43(23.5%)	2.16	0.78
12	Web portals	75(41.0%)	61(33.3%)	47(25.7%)	2.15	0.80
13	Video camera	66(36.1%)	57(31.1%)	60(32.8%)	2.03	0.83
14	Local area networking	69(37.7%)	48(26.2%)	66(36.1%)	2.02	0.86
15	Computer software programs	61(33.3%)	52(28.4%)	70(38.3%)	1.95	0.85
16	Projectors screen	52(28.4%)	67(36.6%)	64(35.0%)	1.93	0.80
17	Notebook	57(31.1%)	56(30.6%)	70(38.3%)	1.93	0.83
18	Cloud computing	48(26.2%)	61(33.3%)	74(40.4%)	1.86	0.81
19	Interactive whiteboards	47(25.7%)	56(30.6%)	80(43.7%)	1.82	0.82
20	Bluetooth	21(11.5%)	44(24.0%)	118(64.5%)	1.47	0.69
		Overall mean = 2.13				

Criterion: $\bar{x}$ =2.0 or >2.0 is accepted

Table 4 shows that the level of information technologies utilised by record officers in selected tertiary institutions in Ogun State was generally high ($\bar{x}$ = 2.13). Fourteen indicators out of the twenty indicators of information technologies utilised showed high mean scores. The highest being ($\bar{x}$ = 2.57) and the lowest being ($\bar{x}$ = 1.47). This implies that the level of information technologies utilised by record officers in selected tertiary institutions in Ogun State is high.

Research question Three: What are the record management practices in selected tertiary institutions in Ogun State?

Table 5: Record management practices in selected tertiary institutions in Ogun State

S/N	Statement	SA	A	D	SD	$\bar{x}$	SD
	Records Management Policy					**3.42**	**0.66**
1	My institution has a record management policy manual	79 (43.2%)	78 (42.6%)	25 (13.7%)	1 (.5%)	3.28	0.72
2	Record management practices are carried out as written in the manual	112 (61.2%)	64 (35.0%)	6 (3.3%)	1 (.5%)	3.57	0.59
	Records Creation					**3.40**	**0.71**
3	There are rules guiding the creation of records in my institution	99 (54.1%)	66 (36.1%)	16 (8.7%)	2 (1.1%)	3.43	0.70
4	Records are created as events occur in the institution	100 (54.6%)	59 (32.2%)	22 (12.0%)	2 (1.1%)	3.40	0.74
5	Records are created as information is received in the institution	98 (53.6%)	68 (37.2%)	16 (8.7%)	1 (.5%)	3.44	0.68

6	Records creation is supervised in my institution	86 (47.0%)	75 (41.0%)	19 (10.4%)	3 (1.6%)	3.33	0.73
	Records Classification					**3.54**	**0.62**
7	Records are classified alphabetically by the topic name or subject matter (a, b, c).	93 (50.8%)	66 (36.1%)	22 (12.0%)	2 (1.1%)	3.37	0.74
8	Records are classified numerically by assigning numbers (1,2,3)	107 (58.5%)	57 (31.1%)	18 (9.8%)	1 (.5%)	3.48	0.69
9	Records are classified alpha-Numerically using letters and numbers (a1, b2, c3)	103 (56.3%)	67 (36.6%)	11 (6.0%)	2 (1.1%)	3.48	0.66
10	Records are classified chronologically by using the dates records are created (020118)	153 (83.6%)	30 (16.4%)	-	-	3.84	0.37
	Retention Scheduling					**3.61**	**0.47**
11	Retention schedule is available in the institution	123 (67.2%)	60 (32.8%)	-	-	3.67	0.47
12	The institution updates its retention schedule	73 (39.9%)	104 (56.8%)	6 (3.3%)	-	3.37	0.55
13	The institution appraises its records	147 (80.3%)	36 (19.7%)	-	-	3.80	0.40
	Records Storage					**3.37**	**0.52**
14	Institution records are stored in cupboards	110 (60.1%)	73 (39.9%)	-	-	3.60	0.49
15	Institution records are stored in file cabinets	105 (57.4%)	78 (42.6%)	-	-	3.57	0.50
16	Institution records are stored in a fire-resistant safe	6 (3.3%)	147 (80.3%)	30 (16.4%)	-	1.87	0.42
17	Institution records are stored in computers and computing devices	123 (67.2%)	48 (26.2%)	12 (6.6%)	-	3.61	0.61
18	Institution records are stored in metal cabinets	117 (63.9%)	60 (32.8%)	6 (3.3%)	-	3.61	0.55
19	Institution records are stored in a designated records room with a burglary alarm	129 (70.5%)	48 (26.2%)	6 (3.3%)	-	3.67	0.54
20	Some records are stored in vaults based on their value	123 (67.2%)	54 (29.5%)	6 (3.3%)	-	3.64	0.55
	Records Preservation					**3.83**	**1.22**
21	Electronic records are stored in the cloud (i.e Google Drive) for preservation	69 (37.7%)	33 (18.0%)	51 (27.9%)	30 (16.4%)	2.77	1.13
22	Valuable records are converted to digital form for preservation	122 (66.7%)	37 (20.2%)	24 (13.1%)	-	3.54	0.72
23	Access to vital school records is restricted	111 (60.7%)	66 (36.1%)	6 (3.3%)	-	3.57	0.56
24	Some institutional records in paper form are duplicated for preservation	134 (73.2%)	37 (20.2%)	12 (6.6%)	-	3.67	0.60
25	The record centre is fumigated periodically for preservation.	140 (76.5%)	43 (23.5%)	-	-	3.77	0.43
	Disposition: Institution records are disposed of					**3.73**	**0.43**

26	After appraisal of the records	146 (79.8%)	37 (20.2%)	-	-	3.80	0.40
27	By Shredding	117 (63.9%)	66 (36.1%)	-	-	3.64	0.48
28	By Disposal in trash bins	122 (66.7%)	61 (33.3%)	-	-	3.67	0.47
29	By burning	153 (83.6%)	30 (16.4%)	-	-	3.84	0.37
30	By transfer to the Archives	132 (72.1%)	51 (27.9%)	-	-	3.72	0.45

Overall Mean = 3.56

Key: Strongly Agree (SA), Agree (A), Strongly Disagree (SD) and Disagree (D).

Criterion: $\bar{x}$ =2.5 or >2.5 is accepted

Table 5 showed that the record management of the selected tertiary institution in Ogun State was high ($\bar{x}$ = 3.56). Record management practice was divided into seven dimensions, namely: records management policy, records creation, records classification, retention scheduling, records storage, records preservation and disposition. The group mean for each record management practice dimension was also calculated. The results revealed that records management policy ($\bar{x}$ = 3.42), records creation ($\bar{x}$ = 3.40), records classification ($\bar{x}$ = 3.54), retention scheduling ($\bar{x}$ = 3.61), records storage ($\bar{x}$ = 3.37), records preservation ($\bar{x}$ = 3.83) and disposition ($\bar{x}$ = 3.73) were generally high. This implies that the record management of the selected tertiary institution in Ogun State is high.

Discussion of the findings

The finding showed that the information technologies available for use by record officers in selected tertiary institutions in Ogun State are web portals, computer sets and internet facilities. This implies that computer sets, laptops, internet facilities, projectors, scanners and photocopiers were available for use by record officers. These findings are consistent with Akuegbu (2005), who reported that a variety of telecommunications tools and facilities, such as computers, mobile phones, iPods, satellites, and the internet, are utilised to disseminate and share information between individuals and organisations. Electronic mail, sometimes known as email, is the most crucial service to sign up for. The fundamental property of ICT is its capacity to handle, alter, and convey data or information at our convenience at inconceivable speeds and precision.

The finding showed that the level of information technologies utilized by record officers in selected tertiary institutions in Ogun State is high. This finding is consistent with Dzifa (2015) reported that institutions are switching from the manual system of handling records to the electronic system through the use of computers and the internet. The results also showed the difficulties in recording personnel in Ogun state, including unstable power supply, poor storage facilities, security concerns, etc. This is in line with Popoola's (2013) remarks, who concurred that there are problems with record-keeping at tertiary institutions that, if not

resolved, will make it challenging for institutions to fulfil their objectives. In support of this, Mwangi (2017) noted that maintaining records was a significant difficulty.

The finding showed that the record management of the selected tertiary institution in Ogun State is high. This finding is in line with the findings of Adu (2014) reported that records management procedures in tertiary institutions are essential, especially for registry employees, and when kept up to date, will help the institution accomplish its goals and objectives. To preserve the integrity of records, Asuquo and Kalu (2015) noted that it is essential that they be gathered, used, and preserved systematically. If registration personnel are knowledgeable about current worldwide technical developments, this can be feasible. To create professional and high-quality papers, registry workers must possess records management skills (Bake, 2015). Any system's registration department, which is in charge of establishing and maintaining student records (both manual and computerised), is essential. The record officer is responsible for carrying out crucial tasks, including admitting new students, verifying results, keeping archive reports, creating and dispersing transcripts, preserving course forms, preparing graduate academic records, providing certificates, informing or announcing outcomes, and so on.

Conclusion

The study's findings indicated that information technology usage enhances information management and enables quick retrieval of documents and information using electronic search tools. It is also feasible to handle employee resources more skillfully in a well-run organisation. Officers working across the organisation will perform a large portion of the daily filing and retrieval work as part of their regular duties, freeing up time for other employees to take part more actively in activities like evaluation and retention.

Recommendations

Sequel to the findings of this study, the following recommendations were made:

1. University management should provide comprehensive IT training and retraining opportunities on various aspects of ICT such as such as database management, typing, printing, online examination management, management information systems, and internet usage
2. The selected tertiary institution in Ogun State should establish a records management policy to improve the management of records within the institution.
3. Record officers in the surveyed tertiary institutions should arrange training programs on records management for their fellow record officers.
4. Provision of adequate information technology facilities that would ensure that records are properly stored, preserved, and disposed of to achieve best practices in records management for effective institution administration
5. Provision of adequate space, funds, and the use of information technology for storage and retrieval of records in the institutions would facilitate faster access to and use of available data.

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