Journal DOI: 10.36713/epra1013 | SJIF Impact Factor (2025): 8.619 ISSN: 2347-4378
EPRA International Journal of Economics, Business and Management Studies (EBMS)
Volume: 12 | Issue: 11 | November 2025 -Peer-Reviewed Journal

IMPLEMENTATION OF RECORD MANAGEMENT PRACTICES AND THEIR IMPACT ON OPERATIONAL EFFICIENCY IN EASTERN SAMAR STATE UNIVERSITY (ESSU)-MAIN CAMPUS"

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Article DOI: https://doi.org/10.36713/epra25000
DOI No: 10.36713/epra25000

ABSTRACT
This study, titled "Implementation of Records Management Practices and Their Impact on Operational Efficiency in Eastern Samar State University (ESSU) – Main Campus," examined how records management practices influence the efficiency of administrative operations. Guided by ISO 15489-1:2016 and Republic Act No. 9470, it employed a descriptive-correlational design involving 46 administrative and clerical staff who answered a structured Likert-scale questionnaire. Descriptive statistics and Spearman's rho correlation were used to analyze the data. Findings showed a high level of records management implementation (mean = 4.01) and a very high level of operational efficiency (mean = 4.40). A strong positive and significant relationship ($\rho = 0.762$, $p = 0.000$) was found between the two variables, indicating that effective recordkeeping enhances institutional performance. The study recommends improving policy frameworks, conducting regular staff training, and adopting digital systems to strengthen efficiency, compliance, and service quality at ESSU–Main Campus.
KEYWORDS: *Records Management, Operational Efficiency, Administrative Operations*

INTRODUCTION

Effective records management is a crucial administrative function that guarantees institutional memory, accountability, transparency, and operational Efficiency. According to ISO 15489-1:2016, records management is the systematic oversight of the creation, receipt, maintenance, use, and disposal of records, including processes for capturing and preserving evidence and information regarding business activities (International Organization for Standardization, 2016). The proper execution of records management practices minimizes redundancy, enables timely information retrieval, and aids in informed decision-making (Findlay, 2018).

Organizations worldwide recognize the importance of effective records management in improving service delivery and overall organizational performance. Casadesús de Mingo and Cerrillo-i-Martínez (2018) highlighted that transparent and well-organized record systems are vital for promoting accountability and fighting corruption, especially in public institutions.

In the Philippines, records management is governed by Republic Act No. 9470, known as the National Archives of the Philippines Act of 2007. This legislation requires government agencies, including state universities and colleges (SUCs), to implement effective records management programs to ensure proper documentation and preservation of public records. Local studies reveal that colleges and universities implement practices differently. This inconsistency shows the need for a standardized approach to ensure fairness and equal opportunities for all students.

Purcia and Velarde (2022) found that universities that used digital recordkeeping and provided regular staff training improved data retrieval speeds and reduced administrative tasks. This shows that although Philippine universities recognize the importance of records management, there are still gaps in practice and policy that affect their Efficiency.

At Eastern Samar State University (ESSU) — Main Campus, the administrative offices handle a large volume of records every day. These include everything from student files and financial information to research

documentation and personnel records. However, there's a noticeable difference in how well records are managed across units, which can affect Efficiency and the quality of service provided to students and staff.

To effectively address this challenge, our research will assess current records management practices and their impact on operational Efficiency at ESSU. The information we collect will help us create better policies and improve staff training. By following standards such as RA 9470 and ISO 15489, we aim to enhance the services our administration provides to everyone at the university. This way, we can meet regulations and improve the quality of service for the entire university community.

Statement of the Problem

To assess the degree to which record management practices are implemented and evaluate their effect on the operational Efficiency of ESSU — Main Campus.

This research aims to address the following questions:

1. What is the level of implementation of records management practices?
2. What is the level of operational Efficiency?
3. Is there a significant relationship between record management practices and operational Efficiency?
4. What recommendations can be made to strengthen record management and improve operational Efficiency at ESSU — Main Campus?

Scope and Delimitation

This research examines how record management practices affect the functioning of offices at Eastern Samar State University (ESSU) – Main Campus in Borongan City, Eastern Samar. It will study how records are created, organized, stored, retrieved, and disposed of, and how these processes influence the speed, accuracy, and overall Efficiency of office tasks.

Participants in the study will include administrative and clerical staff, as well as other employees who handle and maintain office records at the main campus. A survey will be used to gather data for the research.

The study will focus solely on the offices at ESSU's main campus and will not include any external campuses. It will specifically examine record management practices and operational Efficiency, without exploring other areas of office management such as finance, human resources, or IT systems.

The findings of this study will reflect the respondents' perceptions and practices at the time of the survey and within the context of ESSU-Main Campus. Therefore, any attempts to apply these findings to other institutions or campuses should be done with caution, considering the unique context of ESSU-Main Campus.

Significance of the Study

1. University Administrations. The results will assist university administrators in assessing the existing record management system utilized across various offices. It will offer evidence-based suggestions for developing or improving policies and procedures that enhance Efficiency, transparency, and accountability in office operations.
2. Administrative and Clerical Staff. For personnel directly engaged in filing, documentation, and record management, this research will underscore best practices and prevalent challenges faced in record management. It can act as a foundation for future capacity-building efforts, including training on record organization, digitization, and data security.
3. Students and Stakeholders. Students, along with external stakeholders, gain indirect benefits from faster, more precise office transactions, including requests for documents, certifications, and various services. An enhanced records system leads to greater satisfaction and trust in university services.
4. Future Researchers. This research may serve as a resource for subsequent studies focused on the Efficiency of records management within administrative or organizational frameworks in educational institutions. Additionally, it can provide direction for comparative analyses among ESSU branch campuses or other state universities and colleges (SUCs).

Definition of Terms

Records Management Practices refer to the systematic control of the creation, receipt, maintenance, use, and disposition of records, including processes for capturing and maintaining evidence of business activities (ISO 15489-1:2016). This study pertains to the policies, procedures, and activities implemented by ESSU – Main Campus offices for managing records, including creation, classification, storage, security, retrieval, and disposal.

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Records Creation and Maintenance involve generating, receiving, and preserving accurate and complete records to support organizational activities and accountability. This study examines how ESSU offices document transactions, manage files, and maintain both physical and electronic records to ensure reliability and accessibility.

Storage, Security, and Disposal encompass the safe preservation of records throughout their life cycle and their proper disposal when retention periods expire. This study concerns the methods and facilities used by ESSU offices to store documents, implement security measures, and dispose of obsolete records in accordance with institutional and legal requirements.

Policy and Governance refer to the framework of rules, roles, and responsibilities that guide the implementation of records management within an organization. In the context of ESSU, this term refers to the university's existing policies, administrative orders, and directives that establish accountability and procedural standards for the handling of records.

Training and Awareness represent the educational and developmental initiatives provided to employees to enhance their competence in records management. This study includes seminars, orientations, and workshops attended by ESSU staff to improve their understanding and application of proper records management procedures.

Operational Efficiency is the ability of an organization to deliver quality services and outputs with optimal use of resources, time, and effort. In this study, it refers to how effectively ESSU offices perform administrative tasks, measured through timeliness, Responsiveness, accuracy, resource utilization, and client satisfaction.

Timeliness and Responsiveness pertain to the promptness and adequacy of responses in delivering services and handling requests. This research measures how quickly ESSU offices process record-related tasks, such as document requests, communications, and data retrieval.
Accuracy and Quality of Work denote the correctness, completeness, and precision of outputs produced by staff. This study assesses the extent to which ESSU offices produce accurate, reliable, and error-free documents or reports through proper records management practices.
Resource Utilization refers to the efficient use of available materials, technology, and human resources in achieving organizational goals. This study evaluates how ESSU offices maximize their time, equipment, and workforce when performing records management activities.
Client Satisfaction reflects the perceived quality of services delivered to internal and external stakeholders. This study measures the satisfaction level of ESSU employees, students, and other stakeholders with the timeliness, accuracy, and reliability of services influenced by records management practices.

OBJECTIVES

This study aims to evaluate the implementation of records management practices and determine their impact on the operational efficiency of Eastern Samar State University (ESSU) – Main Campus. It seeks to describe the extent of records management practices across key dimensions, including policy and governance, records creation and maintenance, storage, security and disposal, and training and awareness. The study further aims to determine the level of operational efficiency of administrative offices in terms of timeliness, accuracy, responsiveness, resource utilization, and client satisfaction. In addition, it intends to examine the relationship between records management practices and operational efficiency through the use of Spearman's rho correlation analysis. Lastly, the study aims to generate recommendations that will enhance the institution's records management system and improve administrative performance and service quality.

METHODOLOGY

Research Design

This study will employ a descriptive-correlational research design. The descriptive element aims to evaluate the effectiveness of records management practices and the operational Efficiency of Eastern Samar State University (ESSU) – Main Campus. It will detail the procedures for creating, maintaining, storing, and disposing of records, as well as assessing the Efficiency of office operations.

Conversely, the correlational component will examine the relationship between the enforcement of records management practices and operational Efficiency. Through statistical analysis, the research will determine whether a higher degree of records management implementation correlates with improved operational Efficiency in the university's administrative offices.

The descriptive-correlational design is well-suited for this study, as it allows for the collection of quantitative data that depict current conditions and for the investigation of potential relationships between variables without altering them. Data will be gathered through a structured survey questionnaire featuring a Likert scale to assess respondents' perceptions and evaluations.

This design will provide a clear and factual depiction of the effectiveness of records management practices and their influence on the operational Efficiency of ESSU – Main Campus.

Locale of the Study
This study will be conducted at the Eastern Samar State University (ESSU) – Main Campus, located in Borongan City, Eastern Samar, Philippines.

Respondents of the Study
The participants in this research will include both permanent and contractual administrative staff at Eastern Samar State University (ESSU) – Main Campus. These individuals are directly involved in the creation, management, maintenance, retrieval, and oversight of official records within their respective departments. They possess the most comprehensive understanding of current records management practices and their impact on operational Efficiency, as well as oversight of official records within their respective departments. These individuals possess the most comprehensive understanding of the current records management practices and their impact on operational Efficiency.

Sampling Procedure
This research will use a stratified random sampling method to ensure representation of all administrative offices at Eastern Samar State University (ESSU) – Main Campus. With 106 administrative staff members categorized by office, we applied Slovin's (1960) formula to determine a sample size of 52 respondents, with a 10% margin of error to account for time constraints and work-from-home conditions. This proportional allocation of samples across offices ensures balanced representation and enhances the study's validity.

Inclusion and Exclusion Criteria
To ensure the study collects relevant and reliable data, specific inclusion and exclusion criteria were established to select participants.

The inclusion criteria specified that participants must be either permanent or contractual administrative employees of Eastern Samar State University (ESSU) – Main Campus. Additionally, they should be actively involved in tasks related to record handling, documentation, or filing, as these roles align directly with the study's focus. Respondents were also required to have at least 1 year of experience in their current position to ensure they have adequate familiarity with the institution's existing records management practices and procedures.

On the other hand, the exclusion criteria excluded individuals whose roles did not align with the study's scope. This will include faculty members who are not engaged in administrative or records-related functions, as well as staff members currently on leave or those with less than one year of service. Furthermore, non-administrative personnel, such as custodial, security, and maintenance staff, were excluded since their responsibilities do not directly pertain to records management tasks.

These criteria ensured that the selected participants were knowledgeable and experienced enough to provide valuable insights into the implementation of records management practices within the university's administrative offices.

Research Instrument
The research will use a structured questionnaire developed by the researcher, consisting of four sections aimed at quantitatively assessing the application of record management practices and their effect on operational Efficiency within the administrative offices of ESSU — Main Campus. Before the final data collection, the instrument will undergo expert validation and reliability testing to ensure the accuracy and credibility of the findings.

Measurements of Variables
This section outlines the methods for measuring, quantifying, and interpreting the study's key variables — Record Management Practices (independent variable) and Operational Efficiency (dependent variable) — through

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descriptive statistical techniques. The research employs a quantitative methodology, using a structured Likert-scale survey as the primary data collection tool.

Data Collection Procedure

The data collection process commenced with obtaining the research adviser's approval. This was followed by coordination with the HRMO to identify the respondents. The researcher will personally distribute the questionnaires to the selected administrative personnel, ensuring that participation is voluntary and confidentiality is maintained. The collected questionnaires will be examined for completeness, and valid responses will be encoded and analyzed using descriptive statistics in Microsoft Excel, among other tools.

Data Analysis

The gathered data will undergo descriptive statistical analysis, including frequency, percentage, mean, standard deviation, and ranking, to assess the degree of implementation of record management practices and the level of operational Efficiency. The outcomes will be structured in alignment with the study's defined objectives and research questions. Graphs and tables will be used to present the results in a clear, logical manner.

Ethical Considerations

During the data collection phase, the researcher will follow ethical research standards. Participants will receive an informed consent form that outlines the purpose of the study, the procedures involved, the voluntary nature of participation, and guarantees of confidentiality. The questionnaire will not ask for any identifying information to ensure anonymity. Data will be stored securely and will not be shared with unauthorized individuals. The final report will show only combined data, keeping information private and clear.

PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

The results are organized according to the study's research problems. Descriptive statistics, including median, interquartile range (IQR), frequency, and percentage, were used to describe respondents' perceptions. The Spearman's rho (ρ) correlation was used to determine the significant relationship between records management practices and operational Efficiency.

Table 1: Implementation of Record Management Practices

Indicator	Weighted Mean	Verbal Interpretation	Rank	Median	IQR	Level Category	f	%
1. Policy and Governance	3.84	High	3	4.02	0.445	High	3	75%
2. Records Creation and Maintenance	4.28	Very High	1	4.02	0.445	Very High	1	25%
3. Storage, Security, and Disposal	4.19	High	2	4.02	0.445	High	3	75%
4. Training and Awareness	3.74	High	4	4.02	0.445	High	3	75%
Average	4.01	High	—	4.02	0.445	—	—	—

Table 1. The overall weighted mean score of 4.01 indicates a strong implementation of records management practices. Records Creation and Maintenance received the highest score at 4.28, classified as "Very High," while Training and Awareness received the lowest score at 3.74, categorized as "High." A median score of 4.02 and an interquartile range (IQR) of 0.445 reveal that participants provided consistent responses. This suggests that ESSU–Main Campus is effectively implementing records management policies, although there is room for improvement in its training and awareness initiatives.

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Table 2: Level of Operational Efficiency

Indicator	Weighted Mean	Verbal Interpretation	Rank	Median	IQR	Level Category	f	%
1. Timeliness and Responsiveness	4.34	Very High	4	4.37	0.125	Very High	4	100%
2. Accuracy and Quality of Work	4.33	Very High	3	4.37	0.125	Very High	4	100%
3. Resource Utilization	4.52	Very High	1	4.37	0.125	Very High	4	100%
4. Client and Staff Satisfaction	4.40	Very High	2	4.37	0.125	Very High	4	100%
Average	4.40	Very High	—	4.37	0.125	—	—	—

Table 2. Shows an overall weighted mean of 4.40, indicating a very high level of implementation of records management practices. Among the various indicators, Resource Utilization received the highest score of 4.52, followed closely by Client Satisfaction at 4.40, Accuracy and Quality of Work at 4.33, and Timeliness and Responsiveness at 4.34. All of these scores are categorized as "Very High."

The median value of 4.37, along with an interquartile range (IQR) of 0.125, suggests that participants provided consistent responses, reflecting a strong consensus on the high level of operational Efficiency. This indicates that the ESSU–Main Campus effectively implements organized and systematic records management procedures, leading to efficient and reliable documentation processes.

Table 3. Significant Relationship Between Records Management Practices and Operational Efficiency

Variables	Spearman's rho (ρ)	p-value	Interpretation
Records Management Practices and Operational Efficiency	**0.762**	**0.000**	**Significant**

Table 3. Illustrates the examination of the significant relationship between records management practices and operational Efficiency within university offices. The calculated Spearman's rho correlation coefficient ($\rho = 0.762$) indicates a strong positive correlation between these two variables. This suggests that as records management practices are implemented, operational Efficiency is likely to increase. The p-value of 0.000, which is below the 0.05 significance threshold, indicates that the relationship between the two variables is statistically significant.
This finding demonstrates that effective records management—consisting of systematic filing, secure storage, and appropriate disposal—plays a crucial role in enhancing the timeliness, accuracy, and overall Efficiency of office operations. Therefore, improving records management systems could further strengthen the university's operational performance.

Limitations
While the findings provide valuable insights, the study has some limitations:
1. The data is limited to participants from the ESSU Main Campus and may not fully represent other campuses or external offices.
2. The reliance on self-reported Likert-scale responses may introduce subjective bias.
3. The study's correlational design means that causation cannot be established.

SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

Summary
This research, titled "Implementation of Records Management Practices and Their Impact on Operational Efficiency in Eastern Samar State University (ESSU) – Main Campus," was designed to evaluate the extent of records management implementation and its correlation with operational Efficiency.
In particular, it aimed to address the following questions:

1. What is the level of implementation of records management practices in ESSU–Main Campus?
2. What is the level of operational Efficiency among offices in ESSU–Main Campus?

3. Is there a significant relationship between records management practices and operational Efficiency?

The research used a descriptive-correlational design to gather data from participants across various university offices. Of the 52 distributed survey questionnaires, 46 were retrieved. A Likert-scale questionnaire assessed records management practices and operational Efficiency.

The analysis revealed that records management practices were rated highly implemented (median = 4), while operational Efficiency was rated even higher (median = 4.5). The Spearman's rho correlation coefficient (ρ = 0.762, p = 0.000) indicated a strong positive and statistically significant relationship between records management practices and operational Efficiency, underscoring the importance of effective records management in enhancing performance.

CONCLUSIONS

The study highlights effective records management at Eastern Samar State University (ESSU) – Main Campus. The university emphasizes thorough documentation, systematic filing, and efficient retrieval, demonstrating strong organizational discipline.

These practices ensure that essential records are maintained and easily accessed, facilitating an organized administrative system. As a result, staff can work efficiently with quick access to critical information.

The findings reveal a strong link between effective records management and operational Efficiency, indicating that better recordkeeping enhances workflows, reduces redundancy, and improves accountability.

Aligned with the principles of ISO 15489:2016, the study emphasizes the importance of adopting international standards in local educational institutions to achieve operational excellence.

In summary, effective information management is crucial for achieving the university's goals, supporting better decision-making, and enabling efficient service delivery.

Recommendations

This study provides recommendations to enhance records management and operational Efficiency at Eastern Samar State University (ESSU) – Main Campus.

To promote accountability and transparency, the ESSU administration should improve its records management system, focusing on electronic records and secure document archiving, especially as technology evolves.

Regular staff training involved in records management is crucial to standardize procedures and keep them informed about best practices and regulatory requirements, fostering consistency across all offices.

Developing a comprehensive records policy manual aligned with ISO 15489:2016 and National Archives of the Philippines guidelines will strengthen Governance and ensure compliance with standards. Implementing digital recordkeeping systems will improve accessibility and streamline operations.

Future researchers should consider similar studies at other ESSU campuses or state universities to validate findings, using mixed-method approaches for deeper insights.

By adopting these recommendations, ESSU – Main Campus can enhance Efficiency, accountability, and service quality. Effective records management is essential for Governance and institutional advancement. Let's work together for this positive change!

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