

# Information Governance and Readiness to E-Records Management: Inputs to Data Administration Plan

Shiel-Lynette B. Perez, CpE, MBA & Dr. Hadge Encio

Lyceum of the Philippines University – Batangas  
sbperez@lpubatangas.edu.ph

Asia Pacific Journal of  
Management and  
Sustainable Development  
Vol. 11 No. 2, pp. 1-7  
September 2023  
ISSN: 2782-9332 (Print)

**Abstract** – *Due to globalization and change that was brought by the necessity of innovation, majority of organizational services have moved to providing pertinent information in electronic formats. This study aimed to determine the information governance and readiness to e-records management in one Private University in Batangas. Specifically, it seeks to determine the information governance in view of data and information responsibilities, data and information quality, and data and information use; evaluate the readiness to e-records management in terms of: availability of policy, strategies adopted, and resources available; test the significant relationship of information governance and readiness to e-records management; and to propose a plan of action that will improve the data efficiency of the University.*

*This study is descriptive in nature and was participated by 174 administrative personnel of a selected university in Batangas City. It made use of modified questionnaire as its primary data gathering instrument, and had an excellent remark of a 0.955 Cronbach's Alpha. The needed data were encoded, tallied and interpreted using different statistical tools such as frequency distribution, ranking, weighted mean and other appropriate statistical tools, and were further analyzed and interpreted through SPSS version 28. Results revealed that there has been a strong sense of information governance in the university. However, they were only ready towards E-records management. Moreover, there is a high relationship information governance and E-records management. Various recommendations were posted including a plan of action that will promote data efficiency.*

**Keywords** – *Data Efficiency, Electronic Records Management, Information Governance*

Cite this article as: Perez, S.B. (2023). Information Governance and Readiness to E-Records Management: Inputs to Data Administration Plan. *Asia Pacific Journal of Management and Sustainable Development*, 11(2), 1-7

## INTRODUCTION

Due to globalization and change that was brought by the necessity of innovation, majority of organizational services have moved to providing pertinent information in electronic formats. Ready to use digital file cabinets, index fields to retrieve documents,

and other rapid indexing features are just among the needed processes that would involve schools in the electronic records management; thus, information governance is also greatly needed to improve operational efficiency in order to increase the value of one of their assets, which is the information that they are processing.

A lot of paperwork has long been part of the education industry. These educational institutions maintain a variety of paper-based records, such as personnel files, financial papers, student records, education compliance documents, and numerous forms, which make the management procedures ineffective. For these educational institutions, maintaining the security and accessibility of these private data is of utmost importance. If not preserved appropriately, electronic documents may pose a security risk [1].

Any organization must perform information governance and records management functions. Without them, firms run the danger of paying penalties and facing legal action for failing to abide by privacy and labor law standards. The administration of information resources is known as information governance. It makes ensuring that information assets are used safely, effectively, and efficiently by a business. It also offers security against illegal access to data and systems in terms of information security. IG is the framework which enables the organization; the school and employees to comply with legal and statutory requirements. Navalta, et al. [2] greatly argued that all educational institutions, regardless of whether maintained or otherwise are 'data controllers' in their own right and therefore responsible for their own information governance compliance, which includes data protection and transparency.

Electronic Records management and information governance are essential to the information cycle of an educational system as a whole due to their basic roles in the process of effective information generation and gathering. Since school records serve as documentation, they are a crucial tool for accountability [3]. The ability of records like cash books and stock books to show income, expenses, and stock levels at a school helps to ensure accountability. The cash and stock books can then be made available to auditors so they can examine the

school system's utilization of its facilities and resources.

Furthermore, this change entailed managing and valuing electronic documents instead of monitoring and controlling predominantly paper-based filing that was managed and assessed at significant points throughout a records management lifecycle. Being a part of the administrative group who also needs to be ready with E-records management, the researcher contends to have these variables studied. Connecting these two important functions of the organization, IG and electronic records management readiness, would ensure that their assets are used effectively and securely. If not fully ready and implemented properly, this study would help the educational institutions to revisit their strategies that would give rise to data efficiency.

### OBJECTIVES OF THE STUDY

The study aimed to determine the information governance and readiness to e-records management in one private university in Batangas. Specifically, it sought to determine the information governance in view of data and information responsibilities, data and information quality, and data and information use; evaluate the readiness to e-records management in terms of: availability of policy, strategies adopted, and resources available; test the significant relationship of information governance and readiness to e-records management; and to propose a plan of action that will improve the data efficiency of the university.

### MATERIALS AND METHODS

#### Research Design

The researcher used the descriptive quantitative design. The phenomena of a research study, whether quantitative, qualitative, or other combined methods can be provided comprehensively using descriptive research [5]. The design must be analyzed and organized to verify that the results are accurate and reliable. This method was used to gather data to test hypotheses or answer questions regarding the current status of the study. Therefore, using this design, the administrative personnel's information governance and readiness to e-records management can be described and interpreted to analyze the data quickly.

#### Respondents of the Study

The study was participated by selected administrative personnel of a certain university in Batangas City. A 174-sample size was computed from a population 314 respondents. This was computed through a 95% confidence level, 50% response distribution, and 5% margin of error. The mentioned participants are really exposed to data process of the university, making

them fit for the study.

### Instrument

The instrument has two parts which included the information governance and readiness to e-records management.

For information governance, the indicators were adopted and modified from "Towards a Systematic Information Governance Maturity Assessment" [5]. The researcher used a 4-point Likert-type scale ranging from strongly agree to strongly disagree.

In addition, it also used the Assessment of the Electronic Records Management Readiness developed [6]. Using a 4-point Likert-type scale, the respondents answered questions ranging from extremely ready to not at all ready.

Based on the reliability test, there has been an excellent consistency on the instrument, exhibiting a 0.955 Cronbach's Alpha value. This was validated by the excellent remarks from Information Governance (0.936) and Readiness to E-Records Management (0.960). This guaranteed that the instrument at hand passed reliability index test.

**Table 1. Reliability Results**

Variables	No. of Items	$\alpha$ value	Interpretation
<b>Information Governance</b>			
Data and Information Responsibilities	5	0.911	Excellent
Data and Information Quality	6	0.897	Good
Data and Information Use	5	0.937	Excellent
Overall	16	0.951	Excellent
<b>Readiness on E-records Management</b>			
Availability of Policy	5	0.805	Good
Strategies Adopted	6	0.931	Excellent
Resources	5	0.928	Excellent
Overall	16	0.960	Excellent

Legend: > 0.9 =Excellent; >0.8=Good; >0.7=Acceptable; >0.6=Questionable; >0.5=Poor; <0.5 = Unacceptable

### Data Collection

After the proposal and approval of the topic and instrument, the researcher proceeded to the selected university. For the first visit, the researcher requested for the total number of administrative personnel who participated in the study and sought for permission in conducting such research. Further, the researcher, after taking the consent of the administrative personnel, facilitated the answering of the questionnaire. After obtaining the information, the data were further analyzed for the researcher to gather sufficient data and information from related research, books, articles from the library, other educational institutions, and the internet.

**Data Analysis**

Weighted mean and rank were used to determine the information governance in view of data and information responsibilities, data and information quality, and data and information use; and to evaluate the readiness to e-records management in terms of availability of policy, strategies adopted, and resources available. The result of Shapiro-Wilk Test showed that p-values of all variables were less than 0.05 which means that the data set was not normally distributed. Therefore, Spearman rho was used to test the significant relationship as part of the non-parametric tests. All analyzes were performed using SPSS version 28.

**Ethical Considerations**

Before gathering the data, the researchers ensured that the following principles related to ethical considerations were to execute the study appropriately. Then, researchers attained full consent from the participants before the study. The researchers arranged respect for the dignity of research participants by protecting the confidentiality and anonymity of individuals who participated in the research. The researchers also made sure that any deception misleading information about the objective of the research was given full attention to avoid confusion within the study. Lastly, any communication concerning the research study was done with honesty and complete transparency to avoid biases.

**RESULTS AND DISCUSSION**

**Table 2. Information Governance**

Key Result Areas	Weighted Mean	Verbal Interpretation	Rank
Data and Information Responsibilities	3.62	Strongly Agree	1
Data and Information Quality	3.58	Strongly Agree	3
Data and Information Use	3.59	Strongly Agree	2
<b>Grand Composite Mean</b>	<b>3.60</b>	<b>Strongly Agree</b>	

*Legend: 3.50 – 4.00 = Strongly Agree; 2.50 – 3.49 Agree; 1.50 – 2.49 = Disagree; 1.00 – 1.49 = Strongly Agree*

As stated by Jagals & Karger [7], data responsibility is described as corporate-wide procedures that outline decision-making authority and obligations that are in line with organizational objectives in order to promote desirable data-related activities. Data governance generally emphasizes the fact that various interpretations are subject to a broad understanding of data governance by focusing on the assignment of roles, decision-making rights, and responsibilities. It concentrates on particular

spheres of data governance, such data quality, data security, or data protection.

Further, Data and information use got the second ranking, having a weighted mean of 3.59, still verbally interpreted as strongly agree.

Generally, the administrative personnel would determine the best use of the data that they process because it is a part of their daily operations at work. They are aware that the main components are the straightforward data and statistics they gather while conducting business. They understand that it serves as the foundation for all reporting and is therefore essential in business.

However, data and information quality got the lowest rank with a weighted mean of 3.58, but still verbally interpreted as strongly agree.

In the study of Fu and Easton (2017), as cited by Ramasamy and Chowdhury [8], data quality is defined as data that is fit for use by data consumers. Data quality can be obtained by periodically reviewing the process and procedures; if change is required, it should be pursued.

There is proof that the quality of data and information can be used to forecast organizational results. In a knowledge-based, data-intensive economy, the value of high-quality data and information is widely recognized. Data quality and information quality are often used in the same sentence. However, there is a propensity to use data quality to describe non-technical problems. The idea of thinking of data as a product manufactured by organizations is known as data manufacturing. Information is characterized as organized facts and data serving a particular purpose; decision quality is a function of information quality, which is a major criterion for assessing the effectiveness of an information system.

There have been numerous advancements in data and information quality, which is why it is somehow critical. Accurate data provide excellent results and ensure a deeper understanding. Dimensions of data quality such as timeliness, completeness and correctness are critical for successful, efficient processes. Errors in data spread across multiple areas, weakening the entire organization. This study captures and reviews various aspects of data quality present in different platforms [9].

Table 3 shows that most of the respondents agreed on the readiness to e-records management in terms of the cited indicators above with a composite mean of 3.48 and was verbally interpreted as ready.

**Table 3. Readiness to E-records Management**

Key Result Areas	Weighted Mean	Verbal Interpretation	Rank
Availability of Policy	3.53	Extremely Ready	1
Strategies Adopted	3.45	Ready	3
Resources Available	3.47	Ready	2
<b>Grand Composite Mean</b>	<b>3.48</b>	<b>Ready</b>	

Legend: 3.50 – 4.00 = Extremely Ready; 2.50 – 3.49 = Ready; 1.50 – 2.49 = Slightly Ready; 1.00 – 1.49 = Not at all ready

As argued by Malekani and Alphonse [10], from the study of Abdulkadhim, et al., (2015), electronic document management systems have grown in popularity because of advancements in information and communication technologies.

In today's digital world, electronic records management is an essential part of everyday life. Many organizations, most especially universities, and individuals find it necessary to store and manage important documents and information electronically. This change has been driven by a move towards a paperless office, better accessibility to information and cost savings. However, to successfully implement an e-records management system, there must be a willingness to embrace the change and adapt to the new environment.

Ranked first was availability of policy with weighted mean of 3.53 which was interpreted as extremely ready.

The availability of policies and other procedures lays the groundwork for a records management system that complies with legal requirements. All types of data, information, and media, including emails, should be managed by them. Organizations may have policies in place for emails, active files, unused files, records retention, and a variety of other information management-related topics. Developing the availability of policies from time to time will help the organization in ensuring that the records are created, handled and disposed properly. This will help the organization in maintaining or better, improving efficiency and mitigate legal and compliance difficulties.

As stated by Manikas [11], policies play an important role in shaping the organization and its environment in well-mannered workplace. At some point, designing policies based on scientific research can be difficult because it can be time consuming, costly and limited in scope but, with the availability of employees

and other resources, collaboration will exist and policies will be implemented and executed. It is widely acknowledged that policy availability can result in less coordination effort, higher quality, greater efficiency and greater maintainability.

Adopting strategies remained in the second rank, having a weighted mean of 3.47, and was verbally interpreted as ready.

Adopting strategies provides a much-needed framework for an organization to manage their records; it also helps clarify responsibilities and boundaries. Enhancing efficiency and creating a greater feeling of overall momentum and direction. But there is a disadvantage; adopting strategies are prolonged process which entails constantly checking many different sorts of main critical components, such as short- and long-term goals, accuracy and timeliness of records, resources and organizational structure. It really takes time to adopt strategies because of the process, but it will somehow help in the growth of the record management of the organization which will build a well-structured foundation so that record management will be developed.

Previous reviews of the role of adopting strategies stated that it provides a useful overview of the contextual factors that influence the decision-making of the entire organization Elbanna, Thanos & Jansen [12] from the study of (Shepherd & Rudd, 2014). The strength of this lies in the awareness of the framework and interpretation of adopting strategies which will play a significant role into the organization's success. Furthermore, it also assists in determining which strategies should be considered when making decisions and taking subsequent actions.

The assessment on readiness to e-records management in terms of resources available had a weighted mean of 3.47, and a verbal interpretation of ready, ranked the least.

Readiness to e-records management is crucial for any organization in this digital world and having the necessary resources available is of utmost importance. The resources required to implement an effective e-records management strategy include hardware, software, skilled personnel, and financial resources. An organization must evaluate its current resources and make necessary adjustments to accommodate the new e-records management strategy. Additionally, the organization must ensure that the e-records management strategy is compatible with the existing information technology infrastructure.

Moreover, the availability of resources is essential for the successful implementation of e-records management. Availability of resources is not limited to hardware and software but also includes the availability of skilled personnel who can manage the records effectively. Organizations must invest in training or hiring personnel with the requisite skills to facilitate the transition to electronic records management. The availability of financial resources is also critical in terms of acquiring the necessary hardware, software, and personnel [13].

**Table 4. Relationship Between Information Governance and Readiness to E-records Management**

Variables	rho-value	p-value	Interpretation
<b>Data and Information Responsibilities</b>			
Availability of Policy	0.547**	0.000	Highly Significant
Strategies Adopted	0.584**	0.000	Highly Significant
Resources Available	0.536**	0.000	Highly Significant
<b>Data and Information Quality</b>			
Availability of Policy	0.643**	0.000	Highly Significant
Strategies Adopted	0.721**	0.000	Highly Significant
Resources Available	0.700**	0.000	Highly Significant
<b>Data and Information Use</b>			
Availability of Policy	0.657**	0.000	Highly Significant
Strategies Adopted	0.612**	0.000	Highly Significant
Resources Available	0.672**	0.000	Highly Significant

\*\* Correlation is significant at the 0.01.

As seen in Table 4, the computed rho-values ranging from 0.536 to 0.721 indicates a moderate to strong positive relationship among the sub variables of information governance and readiness to e-records management. It also shows that there is a significant relationship between Information governance and Readiness to e-record management in terms of availability of policy, strategies adopted and resources available when grouped according to Data and information responsibilities, data and information quality and data and information use, since the obtained p-values were less than 0.01.

Data and information responsibilities have a significant relationship with the availability of policies

and resources, also in adopting strategies. Information governance is concerned with the framework that an organization must use to manage information, whereas records management is concerned with the digital and physical records. Information governance and records management are two key practices that help the organization stay organized. The availability of resources refers to the knowledge on how the organization will execute procedures and processes to achieve high quality of data and information. This is somehow critical to perform but with the ability to succeed on any aspect is depending on having the access to the necessary tools and resources available. The practice of planning, adopting to any kinds of strategies that will help in fulfilling the organization’s goals are really necessary. These indicators are interrelated with each other in order to attain the right quality of data and information to be used.

As stated by Alegbeleye & Chilaka [14], records are documentary proof of routine transactions made or received by an organization. Pursuing its legal obligations regardless of the form and structure are all responsibilities by the organization. As a result, records management is responsible in maintaining complete records at all times. In the form of recorded information, accurate and reliable indication of the whole organization should be provided. It is essential in record management because it will help in the operation to run smoothly. Record management is also responsible in giving the organization a justification for making decisions, administering programs, and providing services. Responsibility requires the organization to perform well in order to maintain reliable and usable information records.

In terms of data and information quality, there is a significant relationship between information governance and readiness in e-records management. This means that the quality of data and information is an integral part in the preparedness of an organization in performing e-records management. It will help the organization to choose a data and information which is accurate, complete, timely and consistent with the organization’s requirements. While in information governance, data and information are organized, secured, managed, and presented clearly with procedures and methods to be followed, to ensure that the records are correct and accurate. It is also important to take note that information governance and its preparedness are the organization’s responsibility.

Data quality is always observed in records management because it is the application of systematic

analysis and control of records from their creation to their final disposal, including processing, maintenance, and protection. Records management is concerned with the preparation, arrangement, storage and retrieval of records and documents which contains the quality of data and information the organization needs. The key activities include establishing and disseminating a record management policy, assigning responsibilities, and administering procedures and guidelines are all needed to obtain a high quality of data and information to be used. Data quality will improve operational efficiency and effectiveness; and keep the organization on track [14].

In the results above, there is also a significant relationship between information governance and readiness in e-records management when grouped according to data and information use. Usage of data and information needs to be checked every time, it is really vital to keep data and information safe, accurate and usable at the same time. Also, it encompasses the actions that people from the organization must take; they should follow the right methods and procedures on how to use the data and information properly to help the entire organization in maintaining the accuracy and accessibility of the data and information. Developing and implementing data usage always make them better.

When information is used, it should be provided. It refers to the entire set of activities to properly manage its records so the organization could perform better [15]. Properly used and applied records and information generated by the organization can be classified and organized in order to fulfil the data quality. Records should be used and managed in the same way that the organizational resources such as finance and staff are.

Effective record keeping is fundamental to achieving organizational goals. A well-used record management system saves time, effort, money and space and other resources in order to assist the whole organization in fulfilling the data and information that they want to fulfil.

#### CONCLUSION AND RECOMMENDATION

Based on the results and discussions, the following conclusions were drawn: Respondents have strongly agreed that there is a strong sense of information governance present in their university. Administrative personnel declared that their university is ready towards E-records management. Information governance and Readiness to E-records management is highly related to each other. A proposed plan of action was devised to improve the data efficiency of universities.

From the conclusions above, the following recommendations were drawn: Universities may adapt various techniques in arriving for a strong quality of information processed in their transactions. The management of the universities may review their existing policy and improve such based on the results of the study. Administrative personnel may undergo trainings that would build a strong sense of knowledge towards a transition to e-records management. Future researchers may ponder and investigate the data efficiency of universities.

#### REFERENCES

- [1] Alam, A. (2023). Cloud-Based E-learning: Scaffolding the Environment for Adaptive E-learning Ecosystem Based on Cloud Computing Infrastructure. In Computer Communication, Networking and IoT (pp.1-9). Springer, Singapore.
- [2] Navalta, J. W., Stone, W. J., & Lyons, S. (2019). Ethical issues relating to scientific discovery in exercise science. *International journal of exercise science*, 12(1), 1.
- [3] Smallwood, R. F. (2019). *Information governance: Concepts, strategies and best practices*. John Wiley & Sons.
- [4] Sutomo, J. (2015). Analysis of Interpersonal Meaning Realized in Online News Texts of the Bali Times. *Dinamika Bahasa Dan Budaya*, 10(1). <https://doi.org/10.35315/bb.v10i1.3737>
- [5] Proença, D., Borbinha, J., & Vieira, R. (2016). Towards a Systematic Information Governance Maturity Assessment. In *iPRES*.
- [6] Dinah, B., Mwai, N., Wasike, J., & Cyprian, R. (2019). Assessment of the Electronic Records Management Readiness at Kenya National Archives and Documentation Service (Knads), Nairobi, Kenya.
- [7] Jagals, M. & Karger, E. (2021). *Inter-Organizational Data Governance*.
- [8] Ramasamy, A. & Chowdhury, S. (2020). *Big Data Quality Dimensions: A systematic Literature Review*. *Journal of Information Systems and Technology Management*. Vol. 17.
- [9] Chandra, D.R. & Gupta, V. (2022). A Short Review of the Literature on Automatic Data Quality. *Journal of Computer and Communications*. Vol. 10.
- [10] Malekani, A.W. & Alphonse, A.B. (2022). *Assessing the Efficacy of Electronic Document Management System in Records Management*. *Library Philosophy and Practice*.

- [11] Manikas, K. (2018). *Records Management and Electronic Records Management*. Linnaeus University. Vol. 7.
- [12] Elbanna, S., Thanos, I.C. & Jansen R.J. (2020). Strategic Decision-Making. *Dans Management*. Vol. 23.
- [13] Ternenge, T. S., & Agipu, O. L. (2019). Availability and utilization of school library resources in selected secondary schools in Makurdi Metropolis. *Library Philosophy and Practice (e journal)*, 2542.
- [14] Alegbeleye, G.O & Chilaka, U.C. (2019). *Evaluation of Records Management Practices*. *Library Philosophy and Practice*. Date Retrieved: April 12, 2023.
- [15] Touray, R. (2021). A Review of Records Management in Organization

