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RECORD MANAGEMENT AND SERVICES DELIVERY OF INDEPENDENT NATIONAL ELECTORAL COMMISSION (INEC) DELTA STATE CHAPTER

CHIBUEZE NORBERT ONWUEKWE
norbernco@yahoo.com

Awajionyi Blessing Suleiman
Ignatius Ajuru University of Education, Rumuolumeni, Port Harcourt, Rivers state.,
gift.suleiman@yahoo.com

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**RECORD MANAGEMENT AND SERVICES DELIVERY OF INDEPENDENT NATIONAL ELECTORAL
COMMISSION (INEC) DELTA STATE CHAPTER**

By

Onwuekwe, Norbert Chibueze
Department of Library and Information Science,
Faculty of Education
Ignatius Ajuru University of Education, Rumuolumeni,
Port Harcourt, Rivers state.
E-mail: norbernco@yahoo.com
Phone No. 07064299061

And

Suleiman, Awajionyi Blessing
Department of Library and Information Science
Faculty of Education
Ignatius Ajuru University of Education, Rumuolumeni,
Port Harcourt, Rivers state.
E-mail: gift.suleiman@yahoo.com
Phone no: 08131011636

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ABSTRACT

This research work investigated the record management and services delivery of Independent National Electoral Commission (INEC) Delta state chapter. The study was carried out by using descriptive survey research design. Three specific objectives, three research questions were formulated to guide the study. The population of the study comprises 452 staff of Independent National Electoral Commission (INEC) Delta state chapter, with sample size of 213 staff. Questionnaire was used as instrument for data collection. Data was analysed with descriptive statistics. The findings of the study revealed that INEC make use of online storage, such as website/webpage and email, and the use of online storage help to preserve record for long period, ensure timely retrieval of information and contribute greatly to effective service delivery. The study revealed that INEC employed degree holders in record management and library and information science to manage their record, and use of degree holders in record management department help in effective service delivery. Also, the study revealed that INEC have existing weeding policy, and existing weeding policy help the record keeper to know the record to dispose and those to keep, and this promotes effective service delivery. Based on the findings, recommendations were made as follows: that management of INEC should acquire more of the latest electronics gadget for record storage purposes. That more graduate from the field of library and information science and record management should be employed to handles INEC record. Also, that, record management staff should be trained periodically to acquire new skill to manage the organizational record for effective service delivery.

INTRODUCTION

Record management has played importance role in all field of endeavour, and still remain vital for every organizational survival, it helps to maintain the history of every establishment and the record of transaction that has taken place right from the origin of the organization. Organizations can say to be transparency and accountable if there is good record management in that organization. Most establishment hold weekly, monthly, quarterly, half year and annual meeting, and every of their discussion in the meeting are properly recorded, documented, organized, store for future use, and always form the foundation of next meeting agenda.

According to Accountlearning. Com (2022) Records management is the process of creating, using and preservation of record to perform the business functions effectively. Read and Ginn (2016) have also defined records management procedures as a set of steps or instructions organisations follow to complete records management tasks in a predictable and orderly way while carrying out business functions and in service delivery

According to INEC Nigeria.org (2022) The Independent National Electoral Commission (INEC) was established by the 1999 Constitution of the Federal Republic of Nigeria to among other things organize elections into various political offices in the country. The mission of INEC is to serve as an independent and effective Election Management Bodies committed to the conduct of free, fair and credible elections for sustainable democracy in Nigeria. The vision of INEC is to be one of the best Election Management Bodies (EMB) in the world that meets the aspirations of the Nigerian people.

INEC Nigeria.org (2022) maintain that, values of INEC shall be guided by the following values in the performance of its duties: Autonomy: INEC shall carry out all its functions independently, free from external control and influence. Transparency: INEC shall display openness and transparency in all its activities and in its relationship with all stakeholders. Integrity: INEC shall maintain truthfulness and honesty in all its dealings at all times. Credibility: INEC shall ensure that no action or activity is taken in support of any candidate or political party. Impartiality: INEC shall ensure the creation of a level playing field for all political actors. Dedication: INEC shall be committed to providing quality electoral services efficiently and effectively, guided by best international

practice and standards. Equity: INEC shall ensure fairness and justice in dealing with all stakeholders. Excellence: INEC shall be committed to the promotion of merit and professionalism as the basis for all its actions. Team work: INEC shall create a conducive environment that promotes teamwork among its staff at all levels.

Value attached to a thing, is from what it possesses, which can be viewed from its past documented record. INEC value can be assessed through its past record. Therefore, this study is to investigate the record management and services delivery of Independent National Electoral Commission (INEC) Delta state chapter.

STATEMENT OF THE PROBLEM

Record management still remains one of the most important aspects in every organization. To determine the level of transparency and accountability in an organization, the past and recent record of the organization need to be consulted. From the researcher's observation, the huge information generated during the period of general election seems difficult to handle due to lack of adequate record management professionals, most of those available are paraprofessionals, only a few are professionals. The combination of manual and digital methods of receiving, storing and disseminating information still remain a great challenge to INEC. These observed issues if not tackled will affect the level of service delivery of the Independent National Electoral Commission (INEC).

OBJECTIVE OF THE STUDY

The main objective of this study is to investigate the record management and services delivery of Independent National Electoral Commission (INEC) Delta state chapter. The specific objectives include:

1. To find out the influence of record storage method on service delivery of Independent National Electoral Commission (INEC) Delta state chapter.
2. To find out the influence of professional record manager on service delivery of Independent National Electoral Commission (INEC) Delta state chapter.

3. To find out the influence of record weeding policy on service delivery of Independent National Electoral Commission (INEC) Delta state chapter.

RESEARCH QUESTION

1. What is the influence of record storage method on service delivery of Independent National Electoral Commission (INEC) Delta state chapter?

2. What is the influence of professional record manager on service delivery of Independent National Electoral Commission (INEC) Delta state chapter?

3. What is the influence of record weeding policy on service delivery of Independent National Electoral Commission (INEC) Delta state chapter?

LITERATURE REVIEW

Method of Record Storage

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, and an organization need to choose the best record keeping method to store their record. 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.

Minnesota Historical Society (2012) stated that Digital Media include: Online, near-line, and offline storage. Online storage allows immediate access to records to anyone on the system's network. Near-line storage is storage in a system that is not a direct part of your network, but that can be accessed through your network. Near-line storage is often used for backups as large quantities of data can be managed quickly. Offline Storage, this is files that cannot be accessed immediately, they are stored offline (e.g., files not accessible through your network such as on removable media like external hard drives or magnetic tape). Older records or records that do not need to be accessed frequently are typically stored online. Offline storage can be stored in-house, off-site, or outsourced. Examples of offline storage include: Removable magnetic or optical media (tape, DVD), Flash media, External hard drives (with moving parts). Lush (2019) maintain that: Electronic storage will help safeguard your paper documents against environmental disaster and facilitate efficient retrieval of documents, unlike documents stored in numerous filing cabinets.

Indeed, (2021) maintain that: Records management is an organizational system, companies used to organize and maintain their records. It can be a physical system with files and boxes or an electronic system with digital records stored on hardware or cloud software, though often it is a mix of both.

According to Snyder (2021) Different Ways to Store Records includes: Off-site Storage: This allows you to keep hard-copies of your important documents without taking up a bunch of space. Especially if you need to retain them for a set amount of time. Electronic Data Storage: Rather than keeping a mess of paperwork, an electronic storage program allows you to save some extra time and space, and provides an extra level of security. You are able to scan and organize your documents however you see fit, making them easier to find and manage. Cloud Storage: Similar

to an electronic data storage program, cloud storage saves digital copies of your documents. With cloud storage, you are able to access your files from anywhere that has an internet connection. Furthermore, making your records more accessible. This shows that, digital method of record storage has more potential, than old traditional way of paperwork. It allows one to store and retrieve record anywhere around the world in as much as there is network services for online stored information, it also helps one to retrieve information from Offline storage as far as there is electrical power supply. From the various ideas, there exist two major record keeping method which are, manual and digital storage method.

Professional Record Manager.

Franks (2013) stated that, due to the growth of electronic records and information and the need for an integrated approach to record-keeping, the terms records manager, records and information manager, and records professional are used interchangeably. He further maintains that: The term records management describes a professional management discipline that originally managed physical documents e.g., letters, contracts, minutes of meetings. In line with the above, Interparestrust (2021) define archivist, information professional, and records manager as individual who is trained in all aspects of managing records and information, including their creation, use, retention, disposition, and preservation, and is familiar with the legal, ethical, fiscal, administrative, and governance contexts of record-keeping. This point to fact that professional record manager are those who hold degree in record management, and information management, this includes library and information science, and for effective record keeping in every organization, their service is needed.

Targetjobs (2022) stated that: Records managers are responsible for accurately, securely and effectively managing information received and produced by a wide range of public and private sector organisations. Records managers oversee an organisation's records from their creation and preservation through to disposal. Typical responsibilities include: establishing new records, management systems, developing, maintaining, verifying and evaluating existing systems, overseeing the switch from paper to electronic record-keeping, writing reports and publications, dealing with enquiries and requests for information from both internal and external clients,

ensuring that financial, legal or administrative requirements and regulations are complied with, ensuring that data is protected, classifying and indexing records destroying or archiving finished data/records, ensuring that records are easily accessible when needed, providing training to staff who require access or have responsibility for maintaining records.

Effective Usage Of Record Weeding Policy

To Ensure the safe disposal of unneeded documents, Lush (2019) Maintain that, Stray documents cause digital and paper-based clutter while introducing security risks. However, with more documents existing in this digital world, it is not as easy as merely shredding unnecessary pieces of paper. Likewise, destroying records does not always mean destroying or deleting them entirely if the wrong procedure is used. Strategically archiving documents is key to controlling costs, maintaining efficiency, and enhancing security. He furthers state that one need to maximize information Technology (IT) resources by determining which documents need to be safely destroyed, verses those which need to be archived. This plan will ensure employees do not need to dig through files to find the correct piece of information. This point to fact that effective usage of disposal/weeding policy will control costs, maintaining efficiency, and enhancing security of record.

Indeed, (2021) stated in records management cycle, It's essential to uphold security and privacy throughout the records' management life cycle, which tracks a document or file through these four steps:

- Creation: Make or receive a file and properly format or classify it as a record.
- Application: Use the record for its intended purpose or capture any alterations.
- Protection: Keep the record free from unauthorized access or damage, even if it is not regularly in use.
- Disposal or archival: Decide whether to preserve or destroy the record through established protocols and timelines. Some records may be permanently kept through an archival process.

According to Larson (2012) MUSTIE is a CREW acronym for six negative factors that frequently ruin a book's usefulness and make it a prime candidate for weeding: M = Misleading (and/or

factually inaccurate), U = Ugly (worn and beyond repair). S = Superseded (by a truly new edition or by a much better book on the subject). T = Trivial (no discernible literary or scientific merit). I = Irrelevant (to the needs and interests of your community). E = Elsewhere (material or information may be obtained via interlibrary loan, reciprocal borrowing, or in electronic format.).

Larson (2012) Stated General Weeding Criteria as follows:

Books to Weed:

1. Superseded editions that do not contain unique information, data, or provide a historical reference not available in the most current edition.
2. Duplicate titles unless a proven demand exists for multiple copies.
3. Titles unused within a reasonable time period based on subject and scope of the work except for items considered classics or standard editions.
4. Currency or reliability of the resource's information that has lost value.
5. Superfluous subjects no longer relevant for the college.
6. Items in poor condition that are beyond repair.

Books to Keep:

1. Seminal books in areas of study relevant to NCC curriculum, programs, and services.
2. Award-winning books.
3. Books by prominent authors (local and national).
4. Books associated with award-winning or acclaimed films.
5. Books checked out in the past 5 years.

Lush (2019) In apply standardization and archival strategies for easy retrieval, maintain that, Finding documents that lack records' management system is similar to "finding a needle in a haystack. He opines that: Efficient record management is one of the best ways to increase the

productivity of an office. When the document life cycle is streamlined and efficient, employees spend less time searching and managing documents and more time on high-value activities which drive long-term business. Lush further stated that one should avoid getting overloaded with data and paper documents by implementing a record management strategy that helps keep record management streamlined and in control.

Effective use of record weeding policy help to save some record from destruction, save space, ensure timely retrieval of record. Shonhe and Grand (2018) maintain that, Good records management boosts efficient and effective public service delivery in that it minimizes litigation risks, promotes accountability and transparency, ensures compliance with regulatory requirements and supports informed decision-making. Oyaro (2017) maintain that, efficient management of records has tremendous and great potential of making work easy, enhancing working relations, improving the corporate image as well as increasing productivity besides enhancing efficiency and effectiveness.

METHODOLOGY

The study adopted descriptive survey design. The population of the study comprises 452 staff of Independent National Electoral Commission (INEC) Delta state chapter, using Taro Yamani formula $n = \frac{N}{1 + N(e)^2}$, sample size of 213 was selected for the study. The researcher used questionnaire as instrument for data collection and the data collected was analysed using descriptive statistics. The result of the study is presented below.

ANALYSIS OF RESEARCH QUESTIONS

TABLE 1: ANALYSIS OF DEMOGRAPHY

S/N	Sex	Population/ Sample size	Returned	Total returned %
1	Male	113	122	100%

2	Female	100	91	100%
Total		213	213	100%

The table above show that 213 questionnaires was administered and were successfully filled by the respondents and returned. Thus representing a total of 100% return rate. The mean score is used to analyse 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.

$$4+3+2+1$$

$$4$$

$$= 2.50$$

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

Research Question 1: What is the influence of record storage method on service delivery of Independent National Electoral Commission (INEC) Delta state chapter?

Table 2: Record storage method of Independent National Electoral Commission (INEC).

Record storage method of Independent National Electoral Commission (INEC) include:	SA	A	D	SD	Total	Mean	Rmk.
INEC make use of online storage, such as website/webpage and email.	104	101	4	3	213	3.4	Accepted
INEC make use of offline storage, such as CD-ROM, and flash device.	125	84	3	1	213	3.6	Accepted
INEC make use of book storage method, such as paper printed form, and paper handwritten form.	75	81	37	20	213	3.0	Accepted
Total						3.3	Accepted

Table 3: Influence of Record storage method on service delivery

Influence of Record storage method on service delivery	SA	A	D	SD	Total	Mean	Rmk.
The use of online storage help to preserve record for long period, ensure timely retrieval of information and contribute greatly to effective service delivery.	102	81	21	9	213	3.3	Accepted
Use of CD-ROM, and flash device, save space offer easy movement of record and enhances effective service delivery.	71	94	28	20	213	3.0	Accepted
Paper form, both printed and handwritten form, makes record to be handy, ensure 24/7 access to information and promote effective service delivery	86	97	17	13	213	2.7	Accepted
Total						3.0	Accepted

Record storage method of Independent National Electoral Commission: Item one has mean score of 3.4, which is above 2.5 criterion mean score, this shows that the respondents accepted that INEC make use of online storage, such as website/webpage and email in storing their record. Respondents accepted that INEC make use of offline storage, such as CD-ROM, and flash device to keep their record, this is clearly shown by its mean score of 3.6. From the respondents responses in item three with mean score of 3.0, it shows that INEC make use of book storage method, such as paper printed form, and paper handwritten form.

Influence of Record storage method on service delivery: Respondents highly accepted that The use of online storage help to preserve record for long period, ensure timely retrieval of information and contribute greatly to effective service delivery, this is revealed by its mean score of 3.3 which is above 2.5 criterion mean score. In Item two respondents accepted that Use of CD-ROM, and flash device, save space offer easy movement of record and enhances effective service

delivery, this is shown by its mean score of 3.0. Also, in item three respondents accepted that paper form, both printed and handwritten form, makes record to be handy, ensure 24/7 access to information and promote effective service delivery, this is shown by its mean value of 2.7 which is above 2.5 criterion mean score.

Generally, in research question one: What is the influence of record storage method on service delivery of Independent National Electoral Commission (INEC) Delta state chapter? It shows that Record storage method of Independent National Electoral Commission (INEC) has total mean score of 3.3 which is above the mean score of 2.5, also, Influence of Record storage method on service delivery, has total mean score of 3.0 above 2.5 criterion mean score meaning accepted. The result of independent and dependent variable were above 2.5 criterion mean standard, which shows that there is influence of record storage method on service delivery of Independent National Electoral Commission (INEC) Delta state chapter

Research Question 2. What is the influence of professional record manager on service delivery of Independent National Electoral Commission (INEC) Delta state chapter.

Table 4: Professional record manager of Independent National Electoral Commission (INEC)

Professional record manager of Independent National Electoral Commission (INEC)	SA	A	D	SD	Total	Mean	Rmk.
INEC employed degree holders in record management and library and information science to manage their record	61	64	55	33	213	2.7	Accepted
There are sufficient professional record management officers working for INEC	60	55	50	48	213	2.6	Accepted
Record management officer in INEC attend periodic training to acquire more skill	50	71	52	40	213	2.6	Accepted
Total						2.6	Accepted

Table 5: Influence of professional record manager on service delivery

Influence of professional record manager on service deliver	SA	A	D	SD	Total	Mean	Rmk.
INEC use of degree holders in record management department help in effective service delivery	70	83	52	8	213	3.0	Accepted
The record management officer working for INEC, help to save time in retrieving of needed information, thereby promote effective service delivery	63	75	40	35	213	2.8	Accepted
New skill acquired in training by record management officer always bring about positive change and enhances efficient service delivery	89	76	37	11	213	3.1	Accepted
Total						3.0	Accepted

Professional record manager of Independent National Electoral Commission (INEC): Item one has mean score of 2.7 above 2.5 criterion mean score, this revealed that respondents accepted that INEC employed degree holders in the field of recorded management and library and information science to manage their record. From they respondents responses in item two, it shows that there are sufficient professional record management officers working for INEC, this shows by its mean value of 2.6 above 2.5 the criterion mean standard, meaning accepted. Item three has mean score of 2.6 above criterion 2.5 criterion mean score, this revealed that record management officer in INEC attend periodic training to acquire more skill.

Influence of professional record manager on service delivery: Respondent responses indicate that INEC use of degree holders in record management department help in effective service delivery, this is shown by its mean value of 3.0 above the criterion mean of 2.5, meaning accepted. From the respondents responses with 2.8 mean score above 2.5 criterion mean, it shows that record management officer working for INEC, help to save time in retrieving of needed

information, thereby promote effective service delivery. Also, respondents accepted that new skill acquired in training by record management officer always bring about positive change and enhances efficient service delivery, this is shown by its mean score of 3.1 which is above criterion mean score of 2.5.

Generally in research question two, What is the influence of professional record manager on service delivery of Independent National Electoral Commission (INEC) Delta state chapter?. It shows that Professional record manager of Independent National Electoral Commission (INEC) has total mean score of 2.6 above the criterion mean score of 2.5. Likewise, Influence of professional record manager on service delivery has total mean score of 3.0 above 2.5 criterion mean score. The result from the two variable were above the creation mean score, this proves that there is influence of professional record manager on service delivery of Independent National Electoral Commission (INEC) Delta state chapter.

Research Question 3: What is the influence of record weeding policy on service delivery of Independent National Electoral Commission (INEC) Delta state?

Table 6: Record weeding policy of Independent National Electoral Commission (INEC)

Record weeding policy of Independent National Electoral Commission (INEC)	SA	A	D	SD	Total	Mean	Rmk.
INEC have existing weeding policy	105	101	4	3	213	3.4	Accepted
INEC made use of weeding policy in disposal of their old/unwanted record	86	93	29	5	213	3.2	Accepted
Existing weeding policy is not effectively followed when disposing records	40	30	100	43	213	2.3	Accepted
Total						3.0	Accepted

Table 7: Influence of weeding policy on service delivery

Influence of weeding policy on service delivery	SA	A	D	SD	Total	Mean	Rmk.
Existing weeding policy help the record keeper to know the record to dispose and those to keep, and this promotes effective service delivery	99	107	5	2	213	3.4	Accepted
Use of weeding policy in disposing of old/unwanted record, help to protect special material from destruction, and help in effective service delivery	102	87	19	5	213	3.3	Accepted
Partially usage of weeding policy causes destruction of some important material, and negatively affect service delivery	91	88	22	12	213	3.2	Accepted
Total						3.3	Accepted

Record weeding policy of Independent National Electoral Commission (INEC) : item one has mean score of 3.4, which is above criterion mean score of 2.5, this shows that respondents accepted that INEC have existing weeding policy. Item two has mean score of 3.2 above criterion mean of 2.5, this revealed that respondent accepted that INEC made use of weeding policy in disposal of their old/unwanted record. In item three, respondents rejected that existing weeding policy is not effectively followed when disposing records, meaning that INEC made use of weeding policy, this is shown by its mean value of 2.3 below 2.5 criterion mean standard

Influence of weeding policy on service delivery: Respondents accepted that existing weeding policy help the record keeper to know the record to dispose and those to keep, and this promotes effective service delivery, this is clearly revealed by its mean score of 3.4 above 2.5 the criterion mean. Respondents responses in item two shows that they accepted that use of weeding policy in disposing of old/unwanted record help to protect special material from destruction, and help in effective service delivery, this is shown by its mean value of 3.3 above 2.5 criterion mean. Also, respondents responses show that partially usage of weeding policy causes destruction of some

important material, and negatively affect service delivery, this is shown by its mean score of 3.2 above 2.5 criterion mean standard.

Generally in research question three: What is the influence of record weeding policy on service delivery of Independent National Electoral Commission (INEC) Delta state. It shows that Record weeding policy of Independent National Electoral Commission (INEC) has cumulative mean score of 3.0 above 2.5 criterion mean score, and Influence of weeding policy on service delivery has cumulative mean score of 3.3 also above 2.5 criterion mean score. The result from the two variable has cumulative mean score which is above 2.5 criterion mean score, this revealed that there is influence of record weeding policy on service delivery of Independent National Electoral Commission (INEC) Delta state.

DISCUSSION OF FINDINGS

- Influence of record storage method on service delivery of Independent National Electoral Commission (INEC) Delta state chapter. In research question one the researcher discovered that there is Influence of record storage method on service delivery of Independent National Electoral Commission. The result of research question one revealed that INEC make use of online storage, such as website/webpage and email, and the use of online storage help to preserve record for long period, ensure timely retrieval of information and contribute greatly to effective service delivery. Also, INEC make use of offline storage, such as CD-ROM, and flash device, and the use of CD-ROM, and flash device, save space, offer easy movement of record and enhances effective service delivery.

Inline with the finding, Snyder (2021) maintains that different ways to Store Records includes: Off-site Storage, Electronic Data Storage, and Cloud storage, In same manner, Minnesota Historical Society (2012) stated that digital Media include: Online, near-line, and offline storage. Online storage allows immediate access to records to anyone on the system's network. Near-line storage is storage in a system that is not a direct part of your network, but that can be accessed through your network. Near-line storage is often used for backups as large quantities of data can be managed quickly. Offline Storage, this is files that cannot be accessed immediately are said to

be stored offline (e.g., files not accessible through your network such as on removable media like external hard drives or magnetic tape).

- In research question two the researcher found out that there is influence of professional record manager on service delivery of independent national electoral commission (INEC) Delta state chapter. Result of research question two revealed that INEC employed degree holders in record management and library and information science to manage their record, and use of degree holders in record management department help in effective service delivery. Also, record management officer in INEC attend periodic training to acquire more skill, and new skill acquired in training by record management officer always bring about positive change and enhances efficient service delivery.

Inline with this study, Franks (2013) stated that, due to the growth of electronic records and information and the need for an integrated approach to record-keeping, the terms records manager, records and information manager, and records professional are used interchangeably. He further maintains that: The term records management describes a professional management discipline that originally managed physical documents e.g., letters, contracts, minutes of meetings. Inline with above, Interparestrust (2021) define archivist; information professional; records manager as individual who is trained in all aspects of managing records and information, including their creation, use, retention, disposition, and preservation, and is familiar with the legal, ethical, fiscal, administrative, and governance contexts of record-keeping. This point to fact that professional record manager are those who hold degree in record management, and information management, this includes library and information science, and for effective record keeping in every organization, their service is needed.

- In research question three, the researcher found out that there is influence of record weeding policy on service delivery of Independent National Electoral Commission (INEC). The result of research question three revealed that INEC have existing weeding policy, and existing weeding policy help the record keeper to know the record to dispose and those to keep, and this promotes effective service delivery. Also, INEC made use of weeding policy in disposal of their

old/unwanted record, and use of weeding policy in disposing of old/unwanted record, help to protect special material from destruction, and help in effective service delivery.

Inline with this study, Lush (2019) stated that one should avoid getting overloaded with data and paper documents by implementing a record management strategy that helps keep record management streamlined and in control. Implementing here include implementation of weeding policy to promote effective service delivery. Larson (2012) in his study maintains that MUSTIE is a CREW acronym for six negative factors that frequently ruin a book's usefulness and make it a prime candidate for weeding: M = Misleading (and/or factually inaccurate), U = Ugly (worn and beyond repair). S = Superseded (by a truly new edition or by a much better book on the subject). T = Trivial (no discernible literary or scientific merit). I = Irrelevant (to the needs and interests of your community). E = Elsewhere (material or information may be obtained via interlibrary loan, reciprocal borrowing, or in electronic format.). It is very important for professional Record manager to use weeding policy effectively while managing organizational record for efficient service delivery.

CONCLUSION AND RECOMMENDATIONS

Record management help to maintain the history of every establishment and the record of transaction that has taken place right from the origin of the organization. An organization can say to be transparency and accountable if there is good record management in that organization. The study revealed that INEC make use of online storage, such as website/webpage and email, and the use of online storage help to preserve record for long period, ensure timely retrieval of information and contribute greatly to effective service delivery. An efficient record management will contribute toward attainment of targets value of INEC which include; Autonomy, Transparency, Integrity, Credibility, Impartiality, Dedication, Equity, Excellence, Team work. Looking into past to identify the previous mistake to solve existing problem, and to achieve a great success require one looking into the existing record.

Based on the finding, researcher recommended as follows;

1. Since the study revealed that there is Influence of record storage method, on service delivery of Independent National Electoral Commission. It is therefore recommended that management of INEC should acquire more of the latest electronics gadget for record storage purposes.
2. Since the study revealed that, there is influence of professional record manager on service delivery of independent national electoral commission. Therefore, it is recommended that more graduate from the field of library and information science and record management should be employed to handles INEC record.
3. Since the study revealed that there is influence of record weeding policy on service delivery of Independent National Electoral Commission (INEC) Delta state. Therefore, it is recommended that, record management staff should be trained periodically to acquire new skill to manage the organizational record for effective service delivery.

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