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Record Management Practices and the Performance of Produce Dealers in Lira City

[1]Douglas Daniel Odongo & [2*]David Mwesigwa

[1]Student, Master of Arts in Public Administration and Management, Lira University, Uganda.

[2*]Senior lecturer, Department of Public Administration and Management, Lira University,

https://orcid.org/0000-0003-2683-1200

ABSTRACT

Purpose: The study aimed to determine the effect of record management practices on the performance of produce dealers in lira city, Uganda. Specifically, the examined record filling, record retention and record retrieval on performance of produce dealers.

Methodology: The study adopted a cross-sectional study design, which employed a mixed methods approach of both quantitative and qualitative methods. The study population consisted of 195 respondents, which comprised of produce dealers in Lira City. Both the Simple random sampling technique and purposive sampling technique were used to select a sample of 103 participants. The researcher adopted Self-Administered Questionnaires to collect quantitative data and an interview guide to collect qualitative data. Both descriptive statistics (mean, and standard deviation), and inferential statistics (correlation and regression) were used to analyse numerical data. Content analysis was used to analyse qualitative data.

Findings: The findings revealed a statistically significant positive relationship between record filling, record retrieval and performance while insignificant relationship was realised between record retention and performance. Further, it was revealed that record filling and record retrieval yields a significant effect on performance while record retention yields insignificant effect on performance.

Unique contribution to theory, policy and practice: The study concluded that record management significantly affects performance of produce dealers in Lira City. It is encouraged that, for good performance of produce dealers, the authorities of Lira City should enhance that capacity of business people in record management by training them in record management. This study is very instrumental in unveiling the pertaining issues in the field of produce dealers, which has become a very lucrative business in Uganda in terms of how record keeping is a central aspect in their day-to-day operations.

Keywords: *Record management practices, performance, record filling, record retention, record retrieval*

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1. Introduction

The historical development of record management dates back to the late 19th century and early 20th century (Access Record Management, 2019). Records management at that time was characterized by the absence of set rules and regulations governing records retention. At that time, businesses and governments would handle documents according to their own individual needs (Access Record Management, 2019). The practical considerations like finance, space and resources played a huge role in determining how records were kept and for the period for which they were supposed to be kept. In the UK, in the late 19th century, three government bodies came into effect to pass laws that would regulate the management of record by firms and government entities (Corporate Storage Services, 2010). This was evidenced by the creation of Public Record Office in 1838 to focus on the preservation of key public records. The post-war economic boom in the 1950s and 1960s had a positive impact on businesses across the board (International Records Management Trust, 2015). As a result, a number of specialised document storage facilities were established countrywide. The 1980s were characterised by further technological breakthroughs, such as bar code scanners. This culminated to the improvement in the management of record (Corporate Storage Services, 2010). For instance, in the United States of America, it was up until the 1930s, that no set standard for record keeping was available. Government offices and businesses kept records in whatever format best suited them. The records were stored until no longer needed, or until storage costs became too expensive and prohibitive. The national archives were created in 1934, with the purpose of cataloguing and storing the nation's ever-increasing supply of old documents.

In Africa, the development of record management dates back to the colonial time when the responsibility of managing record was in the hand of colonial administrators and very few efforts were made to educate the indigenous people of different countries in Africa (Archives & Manuscripts, 2015). In Ghana, the development of records management practice still up to 1930s was associated with no formal records management programs were in place in Ghana. The government and private business kept records in whatever form they felt appropriate without the benefit of retention schedules, disposition guidelines or other formal information life-cycle procedures (Noko, & Ngulube, 2013). Whereas in Uganda, the British Council engaged the International Records Management Trust (IRMT), under British Aid arrangements with the GoU, to provide assistance in the development of records management systems and archives management capacity in support of the Public Service Reform Programme (Phase I (1988), Phase II (1992-1996) and Phase III (1998) (Luyombya, 2018).

The Records Continuum Theory developed by Frank Upward (1990) stipulates that there should be a consistent and coherent process of managing records throughout their lifecycle from the development of record keeping systems through the creation and preservation of records, to their retention and use as archives (IRMT, 2009). It is theoretical model which suggests a continuous time-space construct that encompasses record keeping and archival processes taking into account

the creation, capture, organisation and pluralisation dimensions of records. According to Williams (2006), records continuum is a consistent and coherent regime of management processes that spans from the creation of records (and even before that, within the design of the record keeping system) to the preservation and use of records as repositories. It recognizes that the processes in the traditional records management and traditional archival domains are (independently) similar: creating or receiving records, classifying, appraising, controlling, maintaining, and making them accessible. This model facilitated the study to analyse effects of creation, usage, maintenance and disposal of records on performance of produce dealers.

The concept of record refers to a document produced or received by a person or organization in the course of business and retained by that person or organization (Cornwell Management Consultants, 2015). Wakumoya (2016) defines records management as the professional management of information in the physical from the time records are received or created through their processing, distribution and placement in a storage and retrieval system until either eventual elimination or identification for permanent retention in the archives. Hounsome (2018) defines records management as a function of providing control of records from creation, or receipt through their processing, distribution, organization, storage and retrieval to their ultimate disposal. The components of record management adopted in most organizations include filling, retention and retrieval (Salamatu & Muhammad, 2021). Firm performance refers to the extent in which a business or organisation achieves its profitability and efficiency goals (Shardeo, 2015). It is a short-term measure because it focuses on measuring the current operational, marketing (including sales), and financial performance of the business in the current or previous financial year (Sitienei, & Memba, 2016). According to Sanderson & Ward (2018), good records management improves the efficiency and effectiveness of public service delivery by reducing litigation risks, promoting accountability and transparency, ensuring compliance with regulatory requirements, and promoting informed decision–making. Palmer (2015) indicated that organizations and individuals commonly need to consult records of previous activities and decisions in the course of their business activities, for instance, to provide background information, establish the existence of a precedent, or substantiate or refute a claim or allegation.

In Uganda, business enterprises which include the produce dealers being looked at in this study account for more than 90% of the private sector businesses, and they are regarded as the pillar for income generation, wealth creation, poverty reduction through job creation, and innovation (UBoS, 2020). Studies indicate that, over 90% of small and micro enterprises in Uganda fail before their first birthday (Nshemereirwe, 2018). The collapse of some produce dealers is due to lack of clear records of their business undertakings (Mukhaye, 2020). According to UBoS (2021), the level of record among many small and medium enterprise (including produces dealers) still remains very low and that are keeping record do not have up-to-date records of their business activities. It is again the background that provided the rationale to examine the contribution of record management practices on the performance of produce dealers in Lira City.

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1.1 Statement of the Problem

Although record management practices have been significantly recognized as the pivot to the performance of commercial farming, the level of record management for business firms in Uganda still remain wanting (Salamatu & Muhammad, 2021). Studies indicates that record-keeping has been positively related to performance of business firms, however, many small and medium enterprises still do not keep their record well and this is leading to continuous drop in their level of performance (Kihamaiso et al 2018). According to Orobia et al. (2020) 30 percent of small and medium businesses shut down before witnessing their third birthday and this have been attributed to poor performance. Relatedly, less than one-half of small start-ups exist for more than 5 years (OECD, 2019). Dawuda and Azeko (2015) noted that financial performance has negatively impacted on the growth of many businesses in Uganda. According to Mukhaye (2020), Over 90% of small and micro enterprises in Uganda fail before their first birthday. The collapse of small and medium enterprises also been attributed to poor performance of the firm (Kizito, 2017). Similarly, Kihamaiso et al (2018) noted that small and medium have continuously been registering low performance especially in the areas of profitability and growth. There is little out that poor record management is having a hand to the performance being experience by small and medium businesses in Uganda and more specifically Lira City. This study therefore examined the contribution of record management practices on the performance of produce dealers in Lira

1.2 Purpose of the Study

The purpose of this study was to examine the relationship between record management practices and performance among produce dealers in Lira City. The study was guided by three objectives: (i) To determine the contribution of record filling on the performance of produce dealers in Lira City; (ii) To assess the effects of record retention on the performance of produce dealers in Lira City; (iii) To examine the significance of record retrieval on the performance of produce dealers in Lira City.

2. Review of Related Literature

Records management practice refers to the management of information in the physical from the time records are received or created through their processing, distribution and placement in a storage and retrieval system until either eventual elimination or identification for permanent retention in the archives (Wakumoya, 2016). Records management is a function of providing control of records from creation, or receipt through their processing, distribution, organization, storage and retrieval to their ultimate disposal (Hounsome, 2018). Thus, the components of record management adopted in most organizations include filling, retention and retrieval (Salamatu & Muhammad, 2021).

Firm performance refers to the extent in which a business or organisation achieves its profitability and efficiency goals (Shardeo, 2015). It is a short-term measure because it focuses on measuring the current operational, marketing (including sales), and financial performance of the business in

the current or previous financial year (Sitienei & Memba, 2016). Firm performance refers to the ability of firms to use human resources and material resources to achieve its targets (Le, 2018). It also considers the efficiency of using business means during the production and consumption process and indicates the correlation between the output results and input resources employed in the process of business operations of enterprises (Truong & Tran, 2019). There are financial and non-financial measures of performance of a firm. According to Gerdin and Greve (2014), the concept of financial performance amongst firms has been described in terms of return on assets (ROA), sales turnover, return on investments (ROI), return on employed capital employed (ROCE). Moreover, researchers have applied different measures to capture organizational performance such as ROI, return on sales (ROS), sales, net income, return on equity (ROE), ROA and market to book value of equity as well as profitability and market share or growth (Ocheng, 2012). Non-financial measures of performance include business growth, market share, customer increase (Gerdin & Greve, 2014).

2.1 Record filling and Performance of the firm

Affum (2022) examined records management in organisations with emphasis on Effia Nkwanta Regional, Takoradi. The study focused on record filling systems in organisations. The objective of the study was on the maintenance of adequate documentary records so as to identify the problems associated with records management in the organisation especially on the filling systems in organisation. The findings suggested that the organisation had poor filling systems of the record collected and this negatively affected the ease of access of information. The finding of the study also indicated that management does not organise training programmes for employees and staff on how records are managed. Adom-Nyankey and Andoh (2022) conducted a study on the effectiveness of human resource records management strategies at a University in Ghana. The study focused on the importance of proper filling and retention of record on organisational performance. The finding of that study revealed that proper filling of record makes it to access the needed information. Also, it was found that while most vital documents were found on staff personal files, some documents like medical reports, passport pictures and birth certificates were somewhat unavailable. The study further established that the University had no human resource records policy in its corporate strategic thrust, which is a barrier to effective human resource records management, but the records creation strategies were effective. However, regarding the maintenance and retention and disposition of human resource records, the strategies were ineffective.

Matto (2022) conducted a study on records management and performance of procurement management units in Tanzania: The study particularly looked at the importance of filling and retaining procurement record. The findings revealed that filling of records on procurement activities significantly affected procurement performance in Tanzania. The findings further revealed that government policy and integrity factors did confound the association between records management and procurement performance. Luyombya and Ndagire (2020) examined records

management procedures and service delivery in private universities: a case study of the Islamic University in Uganda (IUIU). The study made use of life cycle model to examine records management procedures and service delivery in IUIU. The objectives were to find out what types of records were being generated and their filling formats. The findings revealed that although IUIU maintained both manual and electronic records, it lacked adequate records management procedures and records were managed on an ad hoc basis. There was also a shortage of trained records management personnel, leading to challenges with the creation, distribution, use, maintenance and disposal of records, which affected service delivery.

2.2 Record Retention and Performance of the firm

Kimani (2023) examined measures being used by organisations in the retention of data that has been collected in Nairobi County. The study adopted the descriptive survey design while mixed approach was used. The target population of the study comprised of employees from Kenya Revenue Authority and Kenya Data Networks in Nairobi headquarter offices, police officers deployed at NPS offices headquarters and members of the public. The findings established that implementing electronic data management systems in keeping of the data that has been collected by the organisations was more appropriate for controlling data loss. In addition, the study also established that training employees on using the data management system is critical in preventing data loss in an organisation. Creating awareness of electronic data management systems was an effective measure to protect against data loss among organisations.

Adom-Nyankey and Andoh (2022) carried out a study on the effectiveness of human resource records management strategies at a university in Ghana. The study mainly focused on the importance of proper filling and retention of record on organisational performance. A descriptive survey was used in this study. A combination of census and simple random sampling was used to administer questionnaires to administrators who handle master or working personal files regularly. This study also found that while most vital documents were found on staff personal files, some documents like medical reports, passport pictures and birth certificates were somewhat unavailable. The study also found that the University had no human resource records policy in its corporate strategic thrust, which is a barrier to effective human resource records management, but the records creation strategies were effective. However, regarding the maintenance, and retention and disposition of human resource records, the strategies were ineffective. Further, Ndenge (2022) examined the role of records management in corporate governance at WSU and the relationship between records management and corporate governance in South Africa. The study revealed that the security of records was a concern for some respondents.

2.3 Record Retrieval and Performance of the firm

Mphunda and Mnjama (2022) conducted a study to assess the records management programme at Chancellor College, Malawi, using the ARMA Information Governance Maturity Model. The study was an exploratory case design while the approach used was qualitative. The target

population of the study was 430 respondents in the five faculties, 25 academic departments, five administrative departments and five academic and research centres. The findings suggested that retrieval of records, especially semi-current records, is problematic due to insufficient storage space and inadequate storage equipment. Based on the findings, the study concluded that using ARMA Information Governance Maturity Model, the level of maturity of the records management programme at Chancellor College is in the developmental stage. The study recommended that Chancellor College should develop and implement records management policy and records retention and disposition schedule, train existing staff and provide resources and equipment for managing records so that records in these systems remain authentic and reliable. It was also recommended that development of a national policy on managing university records by the National Archives and Records Services in Malawi as a whole be done.

Kibe, Kwanya and Owano (2020) examined the relationship between record retrieval and organisational performance of the Technical University of Kenya (TUK) and Strathmore University (SU) in Kenya. This study was conducted as a mixed method research to enable a deep understanding of the concept. The results demonstrate that the TUK showed a negative relationship between data retrieval and competeness while SU showed a positive relationship between the two variables. In terms of regression analysis, the findings revealed that SU showed a good relationship between independent and dependent variables while the TUK had a weak influence. Also, Cheng (2018) examined the effect of managing records and archives in a Hong Kong school. The study main focused on the contribution of record retrieval mechanism. This study aims to explore the principles and practices for managing records with the lens of functional analysis and knowledge management by using a case study that focuses on the experience of implementing records management at a public high school in Hong Kong. A single case study is chosen as the research method for this paper.

All the studies carried out on the effect of record filling on firm performance {Quaye Affum (2022); Adom-Nyankey and Andoh (2022); Matto (2022); Luyombya and Ndagire (2020)} were carried out in different geographical location hence their findings could not be used to explain the situation in Lira City in regards to the contribution of record filling on organisational performance. Also, a study by Adom-Nyankey and Andoh (2022), and Matto (2022) only used quantitative approach. This suggests that the respondents who could not make use of quantitative data collection tools were excluded from the study. This gap was taken care of in this study by the use of a mixed methods approach. Further, obtainable studies regarding the effect of record retention on firm performance (Matto (2022); Gitau Kimani (2023); Adom-Nyankey and Andoh (2022); Ndenge (2022)) were carried out in different geographical location hence their findings could not be used to explain the situation in Lira City in regards to the contribution of record filling on organisational performance. Also, a study by Matto (2022) only used quantitative approach. This indicates that the respondents who could not make use of quantitative data collection tools were excluded from the study. This gap was taken care of in this study by the use of a mixed approach.

Also, studies on the effect of record retrieval on firm performance (Mphunda and Mnjama (2022); Kibe, Kwanya and Owano (2020); Cheng (2018) were carried out in different geographical location hence their findings could not be used to explain the situation in Lira City in regards to the contribution of record filling on organisational performance. Also, a study by Mphunda and Mnjama (2022) and Cheng (2018) only used qualitative approach. This implies that the study only collected qualitative data. This gap was taken care of in this study by the use of a mixed approach. It is not possible that all the gaps were addressed using the same treatment [use of mixed approach]. Try to re-work on this aspect please.

3. Research Methodology

3.1 Research Design, study population sample

Research design describes how the research strategy addresses the specific aims and objectives of the study, and whether the research issues are theoretical or policy-oriented (Kothari, MacLean, Edwards, & Hobbs, 2011). This study adopted a cross- sectional study design. A cross-sectional study is a type of research design in which you collect data from many different individuals at a single point in time (Schmidt & Brown, 2019). The choice of this design was to enable the researcher to collect data from the respondents as well as manage time and cost constraints effectively. The study adapted both qualitative and quantitative techniques of data analysis in order to reach logical conclusion of the findings. Quantitative technique provided detail numerical analysis of the research problem while the qualitative approach was used to collect first hand data from the respondents. The study population describes the total collection of elements which have common observable characteristics or patterns that the researcher wishes to make some inferences about (Cooper & Schindler, 2014). There were 358 SMEs in the categories of service, manufacturing and trading in the two divisions of Lira City - Lira City East and Lira City West as per the data got from the office of the City commercial Officer, Lira City (2022). The targeted population for this study consisted of 140 managers and owners of SMEs operating in Lira City. This choice was informed by a number of registered and classified produce dealers operating in Lira City. From the population of 140 (N) and using Krejcie and Morgan table for determining sample size, a sample of each sub-category was determined as a sufficient representation of this study (using Krejcie & Morgan (1970). Hence the total sample size was 103. We employed simple random sampling.

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3.2 Data collection

The main instrument of data collection is self-administered questionnaire (SAQ) due to its relevance in obtaining specific data from a respondent on a given topic (Creswell, 2012). The SAQ was constructed based on a five point Likert scale. According to Croasmun and Lee (2011), creating a Likert scale that requires respondents to rate a series of statements by simply ticking or marking their choices is very rewarding. The SAQ comprised of Sections A, B, and C. Section A is made up of demographic information about the respondents; Section B captures the three constructs under record management: record filling, record retention, and record retrieval; and,

Section C is on performance of produce dealers. Additionally, an interview guide was used to secure in-depth information from the interviewees by the researcher from the manager of manufacturing SMEs. A probe with additional questions and gathering supplementary information enables the researcher to cross check the accuracy of the data collected as recommended by Sekaran (2004).

3.3 Quality Control

Content validity of the instrument was quantitatively established using the content validity index (CVI) and in this case, the CVI equal to or above 0.7 was considered valid. The questionnaires were given to the expert in the area of procurement to evaluate the relevance of each item in the instrument to the objectives to establish the CVI. Face validity was established by making other the supervisor to review the instrument and constructs in it to gauge their suitability for measuring the study variable. To establish criterion validity, the instrument was correlated with SPSS. To ensure reliability, the researcher carried out a test re-tests method. This entailed administering the questionnaire twice or thrice to the respondents. Ten respondents were used to do the test.

Table 1. Reliability test

Variables	Cronbach alpha	No. of constructs
Record filling	0.734	06
Record retention	0.719	05
Record retrieval	0.912	05
Performance	0.922	14
Overall	0.822	30

Source: Primary Data

The result of pilot test yielded the overall Cronbach alpha of 0.821 which indicated that the instruments were reliable.

3.4 Data Processing and Analysis

Descriptive statistics was carried out with the help of percentages, mean, standard deviation and variance. It helped to test the relative importance of the constructs under each variable under study. Bivariate analysis using Pearson's correlation analysis was carried out to test the relationship between record management and performance of produces dealers. This was meant to test the strength and the direction of the relationship. And, regression analysis was carried to assess the effect of record management practices on the performance of produce dealers in Lira City West division. This helped achieve the objectives of the study, answer the research questions of the

study. The researcher examined the effects of independent variables on each dimension of the dependent variable. Qualitative data analysis involved thematic and content analysis, which was used to edit qualitative data and reorganize it into meaningful and shorter sentences. Thematic approach was used to analyse qualitative data where themes, categories and patterns were identified. The recurrent themes, which emerged in relation to each guiding question from the interviews, were presented in narrative form, with selected direct quotations from participants presented as illustrations.

3.5 Ethical Consideration

The ethical considerations that were pursued during this study focused on what (Creswell, 2012) upholds in social research, namely: anonymity or confidentiality and informed consent of the respondents. An informed consent was obtained from each research participant. It was agreed on the appropriate time and a place convenient for the respondents and key informants so as to enhance free interaction. The respondents were assured that the responses that got from them would be treated with the outmost confidentiality it deserves and further that it was strictly be used for academic purpose. Also, codes were used for the purpose of the study instead of the actual name of the respondents or the key informants.

3.6 Presentation and Discussion of Findings

Response rate

Out of the 103 questionnaires administered to the respondents, 103 (100%) were returned while out of 05 respondents interviewed, 05 participants (100%) took part. Given that any response rate above 50% is considered appropriate to accomplish the study objectives (Mugenda & Mugenda, 2003).

Demographic Characteristics of the Respondents

The demographic characteristics of the study participants were studied in terms of gender, age group, level of education, type of record kept, and years in the business.

Table 2. Demographic Characteristics

Variable	Frequency	Percent
Gender		
Female	49	47.6
Male	54	52.4
Total	**103**	**100**

Age of the Respondents

18-30 years	11	10.7
31-40 years	35	34.0
41-50 years	36	35.7
51-60 years	17	16.5
Above 60 years	04	03.9
Total	**103**	**100**

Level of Education

Certificate	68	66.0
Diploma	25	24.3
Degree	10	09.7
Total	**103**	**100**

Type of record

Bank statement	02	1.9
Licenses	15	14.6
Sales	62	60.2
Purchases	24	23.3
Total	**103**	**100**

Years spent in business

1-3 years	23	22.3
4-6 years	25	24.3
7-10 years	29	28.2

More than 10 years	26	25.2
Total	**103**	**100**

Source: Primary data, 2022

Table 2 indicates that the majority of respondents were female (52.4%) while minority was male (47.6%). However the result revealed that there was no much variation between the numbers of female and male who took part in the study. This indicated representation of views from both gender in almost equal proportion. The findings also indicated that, most of the study participants were in the age group of 31-50 years (69.7%) while minority (3.9%) were aged above 60 years. In regards to educational level of the study participants, most of them had certificate level of education (66.0%). This suggests that the study participants were literate enough to read and comprehend the questions in the data collection tools. The study also revealed that most of the record being kept y the produce dealers is the records of sales (60.2%) followed by that of purchases (23.3%). This suggests that the produce dealers in Lira city track their records of sales and purchases more than other business records. The result also indicated that the least kept record is the bank statement. This is probably because most of them do not have bank account and that those who have do not use it. Lastly, the finding showed that majority of people who took part in the study had spent between 7-10 years in operation (28.2%). This was closely followed by those who had spent more than 10 years (25.2%) and those who had spent between 4-6 years in the business. This suggests that the business people who took part in the study were those with vast business experience and had kept records for long.

Descriptive Statistics on Independent Variable

Record management was assessed in terms of filling of records, retention of records and retrieval of records.

Record filling

In order to assess record filling among produce dealers, respondents were assessed on the five (5) constructs.

Table 3. Descriptive Statistics for Record filling

Constructs	N	Mean	Std. Dev
Filing cabinets where all the files with business record are kept	103	1.99	1.438
There are different file folders for each type of business record	103	2.35	1.446

The firm has a counter book where for recording all the day today business transactions	103	4.59	.890
The firm uses shelving instead of filing cabinets to keep the business records	103	2.15	1.403
Documents are punched and insert them in a very big file numbered in a such way that they can be identified	103	2.72	1.471
There are different file folders for each type of business record but I keep all the files in one open place	103	2.39	1.359
Valid N (listwise)	**103**	**2.69**	**1.601**

Source: Researcher's Contribution using Primary data (2023)

From the table, all the constructs used to assess the practice of filling records by produce dealers in Lira City shows most of them revealed below average performance on a Likert scale of 1-5 used to rate the practice. This suggests that the respondents disagreement with the implementation of most of those practices by the produce dealers in Lira City. The result however revealed that produce dealers use counter books to keep their records. The overall mean of 2.69 suggests unsatisfactory practice of record filling by produce dealers in Lira City. The Standard Deviation of 1.601 indicated that the respondents were divergent in their views on the practice. However, the interview held with the key informants indicated that;

'*There is a boy who helps me record the stock in and when entering the store but I usually check what he has recorded.* (K01)

Another key informant revealed that; *'I keep records of daily sales, stock that I buy, contacts of my customers, supplies, list of debtors and creditors'. (KI04)*

Record Retention

In an attempt to assess record retention practice among produce dealers, respondents were asked questions

Table 4: Descriptive Statistics for Record Retention

Constructs	N	Mean	Std. Dev
The firm save all my business information on internet so that it can retrieve it when the stolen or crashed	103	1.86	1.237

	N	Mean	Std. Dev
The firm has a computer at the work place to assist me make immediate record keeping	103	1.62	1.139
The firm keep all my business records at home rather than at the work place	103	2.95	1.562
There is a lockable drawer where record keep are kept	103	3.89	1.414
All the records of business transaction are kept by the firm	103	4.58	.735
Valid N (listwise)	**103**	**2.98**	**1.217**

Source: Researcher's Contribution using Primary data (2023)

Table 4 reveals that all the constructs used to assess the practice of filling retention by produce dealers in Lira City shows most of them revealed below average performance on a Likert scale of 1-5 used to rate the practice. This suggests that the respondents disagreement with the implementation of most of those practices by the produce dealers in Lira City. The result however revealed that produce dealers has lockable drawer for keeping record and that all records of business transaction are kept by them. The overall mean of 2.98 suggests unsatisfactory practice of record retention by produce dealers in Lira City. The Standard Deviation of 1.217 indicated that the respondents were divergent in their views on the practice. Qualitative finding from key informants revealed that; '*I keep my record at home in a locker attached to my desk/business table and I keep the key of the locker by myself. (KI02)*

However another key informant revealed that; *'I keep my record on my own and access is limited to me and sometimes my wife get access to the drawer only if I tell her to do so'.* (KI03)

Record Retrieval

In order to assess record retrieval practice among produce dealers, respondents were assessed on the five (5) constructs.

Table 5: Descriptive Statistics for Record Retrieval

Constructs	N	Mean	Std. Dev
It is easy to access business record for the previous transaction in this firm	103	4.53	.739
All the records of transaction made can easily be accessed	103	4.52	.639

The firm gets record kept and use it to make decision during purchase	103	4.63	.577
The business has a system for accessing previous records of transactions	103	3.29	1.619
Record for this firm is protected from unauthorised access	103	4.70	.575
Valid N (listwise)	103	4.334	.830

Source: Researcher's Contribution using Primary data (2023)

Table 4.6 reveals that all the constructs used to assess the practice of filling retrieval by produce dealers in Lira City indicates all the them revealed above average performance on a Likert scale of 1-5 used to rate the practice. This suggests that the respondents agreed with the implementation of most of those practices by the produce dealers in Lira City. The overall mean of 4.334 suggests satisfactory practice of record retrieval by produce dealers in Lira City. The Standard Deviation of 1.217 indicated that the respondents were divergent in their views on the practice. The standard deviation of 0.830 indicated slight divergence in the opinion of the respondents on the practice. The qualitative finding from the key informants revealed that;

> '*I don't have a system that I use to access my record but I access it on my own since my store when I keep it is protected'.* (KI02)

Descriptive statistics was also used to assess the construct under performance of produce dealers in terms of percentages, means and standard deviation. Performance was assessed in terms of business growth, market share and customer level.

Business growth

In order to assess level of business growth, respondents were assessed on the four (4) constructs.

Table 6. Descriptive Statistics for Business growth

Constructs	N	Mean	Std. Dev
There an increase in the enterprise fixed assets like stores since the time the enterprise was established	103	3.80	1.375
The enterprise is able to finance most of its business operations using its assets	103	3.83	1.208
There an increase in the enterprise current assets since the time the enterprise was established	103	4.03	1.098

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The number of staff in this produce have increased from the time it was established	103	3.20	1.403
Valid N (listwise)	**103**	**3.78**	**1.258**

The descriptive statistics revealed that all the constructs used to assess the level of business growth as a result of record management by produce dealers in Lira city were above average on a Likert scale of 1-5 used by the researcher. This suggests that the respondents were expressed that record management help to enhance the growth of business. The overall mean of 3.78 showed that the respondents were in support of the practice of record management in improving their business in terms of growth. The standard deviation of 1.258 indicated deferring opinion in regard to the business growth.

Market share

In order to assess the market share among produce dealers, respondents were assessed on the four (4) constructs.

Table 7: Descriptive Statistics for Market share

Constructs	N	Mean	Std. Dev
The produce business is the leading in the market	103	3.24	.846
Produce business have expanded its branches to many places since it started	103	2.58	1.518
Produce business is currently not threatened by similar business starting up	103	2.92	1.289
Produce business have customers even outside Lira City	103	4.48	.827
Valid N (listwise)	**103**	**3.53**	**1.051**

The descriptive statistics showed that most of the constructs used to assess the level of market share among produces dealers in Lira city were above average on a Likert scale of 1-5 used by the researcher. This suggests that most of the respondents were expressed that record management help to improve the market share for their business. The result however indicated that most of the produce dealers were not in position to expand their businesses and that they have the fear from similar competitors. The overall mean of 3.53 showed that the respondents were in support of the practice of record management in improving their business in terms of market share. The standard

deviation of 1.051 indicated deferring opinion in regard to market share as a result of the practice of record management.

Customer level

In order to assess the level of customer among produce dealers, respondents were assessed on the five (5) constructs. The result is indicated in Table 8.

Table 8: Descriptive Statistics for Customer level

Constructs	N	Mean	Std. Dev
The enterprise is currently has the highest number of customers	103	3.39	.983
There is daily increase in the number of new customers who come for produce	103	4.08	1.026
The business do not have threat of losing customers to others in the same business	103	2.84	1.440
Produce business have the strategy of retaining its customers	103	4.52	.803
Valid N (listwise)	**103**	**3.71**	**1.063**

The descriptive statistics in table 8 showed that most of the constructs used to assess the level of customer among produces dealers in Lira city were above average on a Likert scale of 1-5 used by the researcher. This suggests that most of the respondents were expressed that record management help to improve the performance in terms of customer base. The result however indicated that most of the produce dealers in Lira city are having threat of losing their customers to similar players in the market. The overall mean of 3.71 indicated that the respondents were in support of the practice of record management in improving their business in terms of increasing the customer level. The standard deviation of 1.063 indicated deferring opinion in regard to the increase in customer level as a result of the practice of record management.

4.5 Correlation between Record Management and Performance

In order to test the relationship between record management and performance, a correlation analysis was carried out.

Table 9: Pearson's Correlation Results

		P	RF	RR	RRT
Performance (P)	Pearson Correlation	1			

	Sig. (2-tailed)				
	N	103			
Record filling (RF)	Pearson Correlation	.262**	1		
	Sig. (2-tailed)	.000			
	N	103	103		
Record retention (RR)	Pearson Correlation	.192	.074	1	
	Sig. (2-tailed)	.062	.458		
	N	103	103	103	
Record retrieval (RRT)	Pearson Correlation	.362**	.026	.357**	1
	Sig. (2-tailed)	.000	.797	.000	
	N	103	103	103	103

**. Correlation is significant at the 0.01 level (2-tailed).

Results of Pearson's correlation analysis presented in Table 9 shows that there existed a positive and significant correlation between record filling and performance of produce dealers in Lira City at 99% confidence level (r=0.262, P<0.01). The study also established that record retrieval was positively and significantly correlated with the performance of produce dealers in Lira City at 99% confidence level (r=0.362, P<.01). According to the results, improvement in record filling and record retrieval leads to the improvement in the performance of produce dealers in Lira City by 0.262 and 0.362 units respectively. However, results also revealed an insignificant relationship between record retention and performance of produce dealers (r=0.192, P>.01). This suggested that an increase in the score of record retention does not improvement the performance of produce dealers in Lira City.

Regression Analysis on Record Management and Performance

This section presents a finding of the results of the regression analysis. In order to answer the three research objectives of the study and test the three research hypotheses, a simple linear regression was carried.

Record Filling and Performance

In order to achieve objective 1 and test the first research hypothesis that record filling has no significant effect on the performance of produce dealers in Lira City, a linear regression analysis was carried out.

Table 10: Model Summary for Regression for Record filling

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.262[a]	.069	.059	.59674

a. Predictors: (Constant), Record filling,

b. Dependent Variable: Performance

The model summary of the regression test in Table 10 produced an Adjusted R Square of .059, which meant that record filling contributed about 05.9% to performance among produce dealers in Lira City. This suggests that record filling has a significant effect to the performance of produces dealers in Lira City. The remaining 94.1% was contributed by other factors. The coefficient of the regression was also determined in this study.

Table 11: Coefficients for Record filling

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	3.177	.191		16.660	.000
	Record filling	.183	.067	.262	2.728	.008

a. Dependent Variable: Record filling

The findings indicated that record filling had a regression coefficient of 0.183 which is significant at 1% level of confidence. This revealed that record filling had a significant effect on the performance of produce dealers in Lira City. From the findings, it can be suggested that a unit increase in the score of stakeholder participation increases the score in solid waste reduction by 0.183 units. This indicates that the null hypothesis that 'record filling has no significant effect on the performance of produce dealers in Lira City' is rejected in favour of alternative hypothesis. This result is in support of the qualitative of the key informants in the interview held. The interview held with the key informants indicated that; *'We pay taxes and therefore it is record that informs the decision of the amount to be paid'.* (KI01)

Another interview held with the key informants indicated that; *'Good record keeping help in determining profit of my business. I look at what I spent and what I have got'.* (KI05)

The finding is consistent with that of Affum (2022) who examined records management in organisations with emphasis on Effia Nkwanta Regional, Takoradi and found that the organisation had poor filling systems of the record collected and this negatively affected the ease of access of information. The finding also concurs with that of Adom-Nyankey and Andoh (2022) who carried out a study on the effectiveness of human resource records management strategies at a university in Ghana. The finding of the study revealed that proper filling of record makes it to access the needed information for the firm. The finding also agrees with Matto (2022) who conducted a study on records management and performance of procurement management units in Tanzania. The findings of the study revealed that filling of records on procurement activities significantly affect procurement performance. The finding also supports a study by Luyombya and Ndagire (2020) who examined records management procedures and service delivery in Islamic University in Uganda. The findings revealed that although it maintained both manual and electronic records, it lacked adequate records management procedures and records were managed on an ad hoc basis hence affecting its performance.

Record retention and Performance

In order to answer the second research objective and test the second research hypothesis that 'record retention has no significant effect on the performance of produce dealers in Lira City East Division, a simple linear regression analysis was carried out.

Table 12: Model Summary for Regression for Record retention

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.192[a]	.037	.027	.60681

a. Predictors: (Constant), Record retention

The model summary regression results shows an Adjusted R Square of .027 which suggests that about 2.7% of the variations in performance of produce dealers in Lira City East division can be explained by record retention. The finding therefore indicates that record retention contribute significantly to performance of produce dealers in Lira City East division. The coefficient of regression for record retention and performance was also performed

Table 13: Coefficients of regression for Record retention

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.100	.297		10.451	.000

| Record retention | .192 | .097 | .192 | | 1.967 | .052 |

a. Dependent Variable: Performance

The finding indicated that record retention had a regression coefficient of 0.192 which is insignificant at 5% level of confidence. This indicated that record retention had a no significant effect on performance of produce dealers in Lira City East division. The finding suggests that a unit increase in the score of record retention has no significant effect on the performance of produce dealers in Lira City. This result therefore means that the null hypothesis that record retention has no significant effect on the performance of produce dealers in Lira City is accepted while the alternative hypothesis is rejected. This result is in support of the qualitative of the key informants in the interview held. The interview held with the key informants indicated that; *'I keep my record in counter book, exercise book and plain paper and put them where it is safe and easy to get if I need to check something.* (KI05)

Another key informant revealed that; *'retaining records is good for decision making especially of what stock to add, what stock to keep and what to prioritise'* (KI01)

The finding disagrees with that of Matto (2022) who conducted a study on records management and performance of procurement management units in Tanzania. Their findings revealed that retention of records on procurement activities significantly affect procurement performance in Tanzania. The finding is not in line with that of Kimani (2023) who examined the measures being used by organisations in the retention of data that has been collected in Nairobi County. The findings established that implementing electronic data management systems in keeping of the data that has been collected by the organisations was more appropriate for controlling data loss. The result of the study is not in supports that of Adom-Nyankey and Andoh (2022) who carried out a study on the effectiveness of human resource records management strategies at a university in Ghana. The finding of that study revealed that proper retention of record makes it to access the needed information. The finding does not concurs with Ndenge (2022) who examined the role of records management in corporate governance at WSU and the relationship between records management and corporate governance in South Africa. The study revealed that proper retention of record help to monitor the performance of the firm.

Record retrieval and Performance

In order to answer the third objective of the study and test the third and last research hypothesis that ' record retrieval has no significant effect on the performance of produce dealers' in Lira City East division, a simple linear regression was carried out.

Table 14: Model Summary for Regression for Record retrieval

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate

| 1 | .362ᵃ | .131 | .122 | .84653 |

a. Predictors: (Constant), Record retrieval

The above model summary of the regression test produced an Adjusted R Square of 0.122, which meant that record retrieval contributed about 12.2% to performance of produce dealers in Lira City East division. The remaining 87.8% was contributed by other factors. The finding suggests that record retrieval has a significant contribution on performance of produce dealers in Lira City. Furthermore, a coefficient of regression was determined to draw out the statistical significance between record retrieval and performance.

Table 15: Coefficients for Record retrieval

		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	T	Sig.
1	(Constant)	2.091	.409		5.114	.000
	Record retrieval	.365	.093	.362	3.904	.000

a. Dependent Variable: Performance

The finding indicated that record retrieval had a regression coefficient of 0.362 which is significant at 1% level of confidence. This indicated that record retrieval had a significant effect on performance of produce dealers in Lira City East division. From the finding, it suggests that a unit increase in the score of record retrieval increases the score in performance by 0.590 units. This finding therefore implies that the null hypothesis that record retrieval has no significant effect on the performance of produce dealers in Lira City is rejected in favour of alternative hypothesis. This result is in support of the qualitative of the key informants in the interview held. The interview held with the key informants indicated that;

> *'Checking record help me to know whether my business is growing for example if I start my business by stocking 50 bags and after some time it moves to 160 bags, then I will be able to know that I am growing'.* (KI01)

> The interview held with the key informants indicated that; *'Accessing record help to know much stock I still have in store, which stock needs to be added and the price that I bought the stock that are in the store.* (KI05)

The finding is consistent with those of Mphunda and Mnjama (2022) who conducted a study to assess the records management programme at Chancellor College, Malawi, using the ARMA

Information Governance Maturity Model. Their findings indicated that retrieval of records, especially semi-current records, is problematic due to insufficient storage space and inadequate storage equipment. The finding also agrees with Kibe, Kwanya and Owano (2020) who examined the relationship between record retrieval and organisational performance of the Technical University of Kenya and Strathmore University in Kenya. The findings of that study revealed that most of the variables of organisational performance such as innovativeness, creativeness, effectiveness, productiveness and efficiency are affected positively by conducting record retrieval mechanism which has been put in place in both institutions. The results of that study also demonstrated that the TUK showed a negative relationship between data retrieval and competiveness while SU showed a positive relationship between the two variables. This supports Cheng (2018) who examined the effect of managing records and archives in a Hong Kong school. The results of the study showed that the case school adopted a hybrid top-down and bottom-up approach to record retrieval, facilitate decision-making and manage knowledge. Their findings indicated that proper mechanism for retrieval of the record helps in enhancing the performance of the institutions.

4.7 Multiple Regressions on Record Management and Performance

To achieve the purpose of this study which was to examine the contribution of record management on performance of produce dealers in Lira City, a multivariate regression analysis was conducted.

Table 16: Model Summary for Regression for Record Management and Performance

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.444[a]	.197	.173	.58703

a. **Predictors**: *(Constant), Record management (record filling, record filling and record retrieval)*

b. **Dependent Variables**: *Performance*

It was revealed that record management significantly affect the variance in performance by 17.3% (Adjusted R^2=0.173, p<0.01). This suggests that creation of record filling, record retention and record retrieval account for 17.3% variation in the performance of produce dealers in Lira City. This concurs with Sanderson and Ward (2018) whose findings revealed that good records management improves the efficiency and effectiveness of public service delivery by reducing litigation risks, promoting accountability and transparency, ensuring compliance with regulatory requirements, and promoting informed decision–making. The finding also agrees with Palmer (2015) whose study indicated that organizations and individuals commonly need to consult records of previous activities and decisions in the course of their business activities, for instance, to provide background information, and establish the existence of a precedent.

Conclusion

The purpose of this study was to examine the contribution of record management on the performance of produce dealers in Lira City. Filling of all record of activities that takes place in the business premises can help improve the performance of produce dealers in Lira City. Whereas the results have suggested that record retention insignificantly affects the performance of produces dealers in Lira City, available literature reviewed indicates that record retention significant affects firm performance. It is therefore important that produce dealers in Lira City retain records of their business transactions for future reference. Record retrieval for references purposes and guidance significantly affects the performance of produce dealers in Lira City.

Recommendations of the study

Based on the conclusions of the study, the following recommendations are made:

a) The Commercial department of Lira City should train produce dealers on record management as this will help to improve how they manage their records.

b) Produces dealers should always keep records of their transaction such as sales, purchases including payment like taxes and utilities.

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