



MANAGEMENT PRACTICES AND PERFORMANCE DYNAMICS OF RECORDS OFFICE PERSONNEL IN HANDLING SF-10

Nina Sarah Almonte Obligado, LPT, Rosemarie D. Sabado, EdD

ABSTRACT

The study examined the management and monitoring of SF-10 records and its relationship with the performance of Records Office personnel at Pedro Guevara Memorial National High School, grounded on records management theories emphasizing information retrieval, lifecycle management, and policy compliance. It investigated how filing, storage, retrieval, security, and tracking practices, as well as challenges encountered, were related to personnel efficiency, accuracy, and timeliness, testing the hypothesis that management practices and challenges significantly relate to personnel performance. The study employed a quantitative descriptive-correlational research design using a validated survey questionnaire administered to 53 respondents composed of teachers, clients, and records office personnel selected through purposive sampling. Results showed that management and monitoring of SF-10 records were implemented at a very high level and personnel performance was also rated very high in efficiency, accuracy, and timeliness. Statistical analysis revealed that filing, security, and tracking significantly related to efficiency, while security and tracking also significantly related to accuracy, but no significant relationship was found with timeliness, and no significant relationships were found between challenges encountered and performance indicators. The study recommended strengthening digital records systems, improving staffing and workload distribution, and providing continuous training to further enhance records management effectiveness.

KEYWORDS: *SF-10 records management, Records Management, Records Office personnel, descriptive-correlational research, Pedro Guevara Memorial National High School, Philippines*

INTRODUCTION

Schools served as formal institutions of education, tasked with providing structured learning environments where students acquired knowledge, skills, and values under the supervision of trained educators. In the Philippines, basic education is primarily administered through publicly funded schools, which were free and accessible to all children, as mandated by the Department of Education R.A. No. 9155, 2001. Among these, the Records Office plays an important role in maintaining, managing, and releasing student documents such as academic forms, certificates, and diplomas. These functions were essential not only for operational efficiency but also for safeguarding the integrity of student records and supporting administrative decision-making.

At Pedro Guevara Memorial National High School (PGMNHS), the Records Office is responsible for managing documents such as Form 137/SF-10, Certificate of Enrollment, Certificate of Good Moral Character, Certification, Authentication, and Verification (CAV) documents, and second copies of diplomas. The office also ensures unclaimed report cards, credentials, and other student records. The meticulous organization and management of these documents ensures that students' educational histories were accurately preserved, accessible for verification, and reliably released when needed. Effective management and monitoring practices directly influenced the speed, accuracy, and reliability of service delivery, thereby affecting student satisfaction and institutional reputation (Touray, 2021; Kane, 2024). Moreover, the operational demands of the Records Office presented challenges, including incomplete requests, lost documents and delayed submissions.

This study was anchored in Michael Buckland's (1994) Nature of Records Management Theory, which emphasized that the lifecycle of records, information retrieval, and information policy. Buckland posits that effective records management involves three interconnected components: first, information retrieval, which encompasses locating, identifying, and accessing records based on client requests; second, the records lifecycle, which covers creation, maintenance, storage, and eventual disposition or archiving; and third, information policy, which determines access rights and addresses legal and ethical considerations, including privacy and freedom of information. This framework was particularly relevant for understanding the operations of the PGMNHS Records Office, as it provided conceptual clarity regarding how student forms were managed, monitored, and accessed under established policies and procedures.

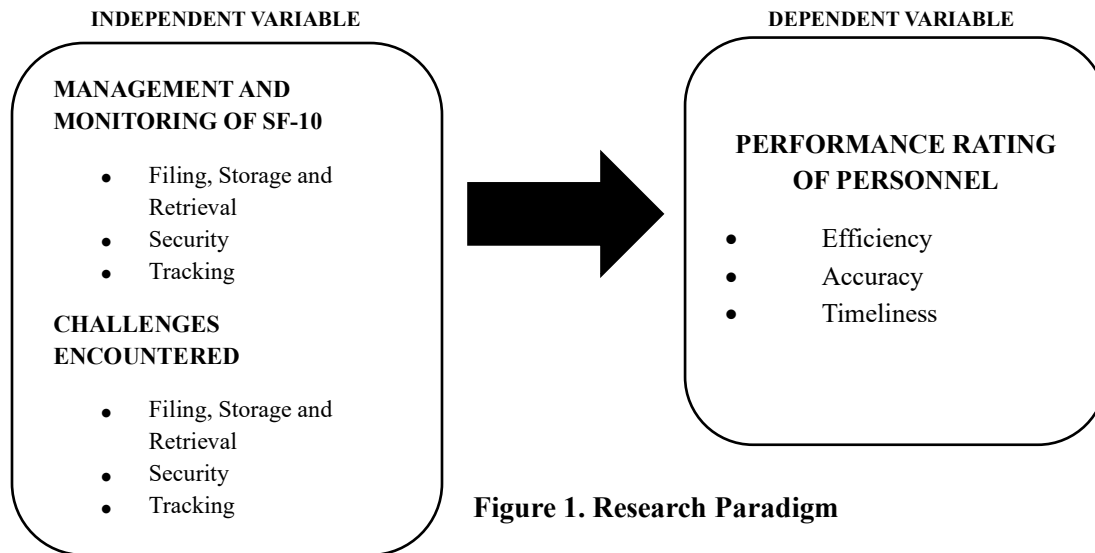


Figure 1. Research Paradigm

Statement of the Problem

Notwithstanding the critical role of the Records Office, limited empirical studies exist on how public secondary schools in the Philippines manage and monitor student forms and related services. This study sought to address the following questions:

1. What is the extent of management and monitoring of SF-10 with respect to the following stages of the document-handling process:
 - 1.1. Filing, Storage and Retrieval of SF-10,
 - 1.2. Security, and
 - 1.3. Tracking?
2. What are the challenges encountered by the Records Office Personnel as to:
 - 2.1. Filing, Storage and Retrieval of SF-10,
 - 2.2. Security, and
 - 2.3. Tracking?
3. What is the level of performance rating of records office personnel in terms of:
 - 3.1. Efficiency,
 - 3.2. Accuracy, and
 - 3.3. Timeliness?
4. Is there a significant relationship between the management and monitoring of SF-10 and the performance rating of the records office personnel?
5. Is there a significant relationship between the challenges encountered and the performance rating of the records office personnel?

METHODOLOGY

The study employed a **quantitative research method** using pre-tested survey questionnaires to collect standardized and measurable data, ensuring objectivity, reliability, and enabling statistical analysis of management processes, monitoring mechanisms, and operational challenges. It also adopted a **descriptive-correlational research design** to describe variables and examine their relationships without manipulating them or establishing causation. This approach was appropriate for accurately assessing institutional conditions, documenting administrative practices, and identifying patterns in respondents' perceptions of organizational processes.

The study involved **53 respondents**, including teachers, clients, and records office personnel of Pedro Guevara Memorial National High School, who were directly involved in student records management and related services. Respondents were selected through **purposive sampling** based on specific inclusion criteria to ensure they had relevant knowledge and experience. The sample size was considered adequate for a descriptive-correlational study, and the school's large student population and extensive administrative processes made it an appropriate setting for examining management and monitoring practices.

The study followed a systematic and ethical data-gathering process. After obtaining approval from the school administration, the researcher developed a survey questionnaire that underwent expert validation and pilot testing to ensure its validity and reliability.



The instrument consisted of **three parts**: (1) management and monitoring of SF-10, (2) challenges encountered in SF-10 management, and (3) performance of records office personnel, with **15 items each** measured using a **4-point Likert scale**. Reliability was established using **Cronbach’s alpha (>.700)**. The finalized questionnaire was administered on-site to selected respondents, with clear instructions and voluntary participation ensured. Completed questionnaires were checked, securely stored, and encoded for statistical analysis while maintaining confidentiality and ethical research standards.

After data collection, responses were encoded and analyzed using descriptive statistics, including frequency distribution, weighted mean, and standard deviation, to summarize respondents' perceptions and measure the extent of SF-10 management, monitoring, challenges, and personnel performance. Weighted mean determined the level of implementation and performance, while standard deviation measured the consistency of responses. Statistical software was used to ensure accuracy and reliability of the analysis.

Research Problems 1–3 were analyzed using weighted mean and standard deviation with corresponding verbal interpretations. Research Problems 4–5 employed the Pearson Product-Moment Correlation Coefficient (r) to determine the significance and direction of relationships among management and monitoring practices, challenges encountered, and personnel performance, using a 0.05 level of significance. Weighted mean scores were interpreted using established verbal scales to describe the extent of implementation, performance, and frequency of challenges.

The study followed established ethical research standards by obtaining informed consent from all participants and ensuring that participation was voluntary, with the right to withdraw at any time. Confidentiality and anonymity were maintained by excluding identifying information and securely storing all research data. The study complied with the National Ethical Guidelines for Health and Social Research (2017), the AERA Code of Ethics (2011), and Republic Act No. 10173 (Data Privacy Act of 2012) to protect participants' privacy and personal information. The researcher also upheld transparency, integrity, and professional responsibility by accurately reporting data and presenting findings without bias or manipulation, in accordance with COPE (2022) guidelines.

RESULTS AND DISCUSSIONS

1. The extent of management and monitoring of sf10 with respect to the following stages of the document-handling process

Table 1.1 Descriptives on the extent of management and monitoring of sf10 with respect to Filing, Storage and Retrieval of SF-10

Item Statements	Mean	SD	Interpretation
1. Records are properly filed, organized and classified by year.	3.72	0.533	Highly Implemented
2. Records are properly filed, organized and classified by section.	3.66	0.553	Highly Implemented
3. Filing system is easy to understand and follow.	3.64	0.558	Highly Implemented
4. Records are easily retrieved when needed.	3.66	0.517	Highly Implemented
5. Instances of lost or misplaced records are minimal.	3.57	0.572	Highly Implemented
LEVEL OF FILING, STORAGE AND RETRIEVAL (Overall Mean)	3.649	0.5448	Very High

Legend: (4) 3.26-4.00 Highly Implemented/ Very High; (3) 2.51-3.25 Implemented/ High; (2) 1.76-2.50 Slightly Implemented/ Low; (1) 1.00-1.75 Not Implemented/ Very Low

Table 1.2 Descriptives on the extent of management and monitoring of sf10 with respect to Security

Item Statements	Mean	SD	Interpretation
1. Confidential records are properly protected.	3.60	0.531	Highly Implemented
2. The records office ensures that confidential information is not disclosed without proper consent	3.60	0.531	Highly Implemented
3. Access to records of students is limited to authorized personnel only.	3.68	0.547	Highly Implemented
4. The records office follows the school policies on security of documents.	3.70	0.503	Highly Implemented
5. Guideline on records management are observed on securing the documents.	3.58	0.692	Highly Implemented
LEVEL OF SECURITY (Overall Mean)	3.634	0.5624	Very High

Legend: (4) 3.26-4.00 Highly Implemented/ Very High; (3) 2.51-3.25 Implemented/ High; (2) 1.76-2.50 Slightly Implemented/ Low; (1) 1.00-1.75 Not Implemented/ Very Low



Table 1.3 Descriptives on the extent of management and monitoring of sf10 with respect to Tracking

Item Statements	Mean	SD	Interpretation
1. There is a system for tracking requests that are being received. (logbook or digital logbook)	3.49	0.724	Highly Implemented
2. There is a system for tracking requests that are being released. (logbook or digital logbook)	3.49	0.724	Highly Implemented
3. The records office regularly updates the tracking system to reflect the current status of requests.	3.55	0.607	Highly Implemented
4. There is a systematic method for identifying pending and completed requests.	3.55	0.574	Highly Implemented
5. There are monitoring procedures to ensure record accuracy.	3.58	0.570	Highly Implemented
LEVEL OF TRACKING (Overall Mean)	3.532	0.6395	Very High

Legend: (4) 3.26-4.00 Highly Implemented/ Very High; (3) 2.51-3.25 Implemented/ High; (2) 1.76-2.50 Slightly Implemented/ Low; (1) 1.00-1.75 Not Implemented/ Very Low

The findings indicate that the management and monitoring of SF-10 records are implemented at a Very High level across all three dimensions: filing, storage and retrieval (M = 3.649), security (M = 3.634), and tracking (M = 3.532). This demonstrates that the school's records management system is well-organized, secure, and consistently implemented.

For filing, storage, and retrieval, records are systematically organized by year and section, easily retrieved when needed, and maintained with minimal cases of loss or misplacement, reflecting an efficient and reliable filing system. In terms of security, the records office effectively safeguards confidential information by strictly following school policies, limiting access to authorized personnel, and ensuring proper consent before releasing records, thereby promoting data privacy and confidentiality. Regarding tracking, the office maintains an effective monitoring system through logbooks or digital records, regular updates, and procedures that ensure record accuracy and monitor the status of requests from receipt to release.

Overall, the results confirm that the institution has established a highly effective SF-10 records management system characterized by organized filing procedures, strong security controls, and efficient tracking mechanisms. Although minor improvements may be made in minimizing misplaced records, consistently applying records management guidelines, and strengthening transaction logging, the findings demonstrate that the school provides reliable, secure, and accountable management of student records.

2. The challenges encountered by the Records Office Personnel in Filing, Storage and Retrieval of SF-10

Table 2.1 Descriptives on the challenges encountered by the Records Office Personnel in Filing, Storage and Retrieval of SF1-0

Item Statements	Mean	SD	Interpretation
1. Document releases are delayed due to incorrect or incomplete information.	2.91	1.097	Sometimes
2. The Records Office has insufficient personnel to process requests efficiently.	2.81	1.075	Sometimes
3. The Records Office lacks adequate storage facilities.	2.81	1.057	Sometimes
4. The Records Office handles a high volume of requests.	2.60	1.149	Sometimes
5. Some client requests are submitted without the required supporting documents.	2.89	1.013	Sometimes
LEVEL OF FILING, STORAGE AND RETRIEVAL (Overall Mean)	2.804	1.0763	High

Legend: (4) 3.26-4.00 Never/ Very High; (3) 2.51-3.25 Sometimes/ High; (2) 1.76-2.50 Often/ Low; (1) 1.00-1.75 Always/ Very Low

Table 2.2 Descriptives on the challenges encountered by the Records Office Personnel in terms of Security

Item Statements	Mean	SD	Interpretation
1. Environmental factors (e.g., humidity and dust) may damage stored records.	2.75	0.939	Sometimes
2. Human errors in filing and document handling.	2.77	1.012	Sometimes
3. Documents are not ready or unsigned, causing delays in release.	2.92	1.016	Sometimes
4. Digital systems for records management are limited or unavailable.	2.83	1.087	Sometimes
5. Staff are not regularly trained on updated records management procedures.	2.96	1.037	Sometimes
LEVEL OF SECURITY (Overall Mean)	2.849	1.0150	High



Legend: (4) 3.26-4.00 Never/ Very High; (3) 2.51-3.25 Sometimes/ High; (2) 1.76-2.50 Often/ Low; (1) 1.00-1.75 Always/ Very Low

Table 2.3 Descriptives on the challenges encountered by the Records Office Personnel in terms of Tracking

Item Statements	Mean	SD	Interpretation
1. Client requests often lack complete or accurate information.	2.83	1.033	Sometimes
2. Miscommunication between requesting parties and Records Office personnel causes processing delays.	2.89	1.103	Sometimes
3. Some client requests are submitted without the required supporting documents.	2.75	0.959	Sometimes
4. Monitoring and evaluation of records processes are not consistently implemented.	3.02	1.009	Sometimes
5. Peak periods (e.g., enrollment and graduation) cause significant delays.	2.77	0.993	Sometimes
LEVEL OF TRACKING (Overall Mean)	2.853	1.0174	High

Legend: (4) 3.26-4.00 Never/ Very High; (3) 2.51-3.25 Sometimes/ High; (2) 1.76-2.50 Often/ Low; (1) 1.00-1.75 Always/ Very Low

The findings reveal that the Records Office personnel encounter challenges only "Sometimes" across the areas of filing, storage and retrieval, security, and tracking, indicating that these issues are manageable and do not significantly hinder overall operations. Although the office maintains a High level of performance, several recurring concerns continue to affect the efficiency of records management.

In filing, storage, and retrieval, the most common challenges include the high volume of requests, limited personnel, inadequate storage space, and incomplete or inaccurate information submitted by clients. For security, environmental conditions, manual handling of records, and limited digitalization pose the greatest risks to document preservation, despite the office's strong compliance with security policies and confidentiality measures. Meanwhile, tracking challenges are mainly associated with incomplete supporting documents, inaccurate client information, and increased workloads during peak periods, although the office demonstrates effective monitoring and evaluation of record requests.

Overall, the findings suggest that while the Records Office has established effective systems for managing SF-10 records, enhancing digital record-keeping, increasing personnel and storage resources, and strengthening client compliance with documentary requirements would help reduce operational challenges and further improve the efficiency, security, and reliability of records management.

3. The level of performance rating of records office personnel

Table 3.1 Descriptives on the level of performance rating of records office personnel in terms of Efficiency

Item Statements	Mean	SD	Interpretation
1. Personnel complete tasks efficiently.	3.55	0.539	Very Satisfied
2. Work processes are well-organized.	3.51	0.541	Very Satisfied
3. Personnel were able to handle multiple requests effectively.	3.51	0.576	Very Satisfied
4. Resources are utilized optimally to support records management.	3.57	0.537	Very Satisfied
5. Workload is distributed evenly among personnel.	3.49	0.697	Very Satisfied
LEVEL OF EFFICIENCY (Overall Mean)	3.525	0.5776	Very High

Legend: (4) 3.26-4.00 Very Satisfied/ Very High; (3) 2.51-3.25 Satisfied/ High; (2) 1.76-2.50 Dissatisfied/ Low; (1) 1.00-1.75 Very Dissatisfied/ Very Low

Table 3.2 Descriptives on the level of performance rating of records office personnel in terms of Accuracy

Item Statements	Mean	SD	Interpretation
1. Documents released are accurate and error-free.	3.53	0.541	Very Satisfied
2. Records are properly verified before release.	3.57	0.537	Very Satisfied
3. Personnel reviews the record before releasing.	3.51	0.541	Very Satisfied
4. Errors are immediately corrected upon review.	3.47	0.541	Very Satisfied
5. Data entries in records are consistent and reliable.	3.51	0.541	Very Satisfied
LEVEL OF ACCURACY (Overall Mean)	3.517	0.5372	Very High

Legend: (4) 3.26-4.00 Very Satisfied/ Very High; (3) 2.51-3.25 Satisfied/ High; (2) 1.76-2.50 Dissatisfied/ Low; (1) 1.00-1.75 Very Dissatisfied/ Very Low



Table 3.3 Descriptives on the level of performance rating of records office personnel in terms of Timeliness

Item Statements	Mean	SD	Interpretation
1. Personnel attended to clients request and concerns promptly.	3.60	0.494	Very Satisfied
2. Personnel consistently follow the standard processing procedure.	3.55	0.503	Very Satisfied
3. Requests are processed on expected time frame.	3.51	0.505	Very Satisfied
4. Documents are released within the expected scheduled time.	3.58	0.497	Very Satisfied
5. Urgent requests are prioritized and addressed without delay.	3.49	0.505	Very Satisfied
LEVEL OF TIMELINESS (Overall Mean)	3.547	0.4987	Very High

Legend: (4) 3.26-4.00 Very Satisfied/ Very High; (3) 2.51-3.25 Satisfied/ High; (2) 1.76-2.50 Dissatisfied/ Low; (1) 1.00-1.75 Very Dissatisfied/ Very Low

The results show that the records office personnel perform at a “Very High” level across all three areas of performance: efficiency (M = 3.525), accuracy (M = 3.517), and timeliness (M = 3.547). This indicates that the personnel consistently deliver high-quality service in managing SF-10 records, with strong and stable performance across all indicators.

In terms of efficiency, personnel demonstrate strong performance in optimizing resources, completing tasks promptly, and handling multiple requests effectively. However, workload distribution shows slightly lower consistency, suggesting minor variation during peak periods. For accuracy, the office maintains strong verification procedures, ensuring that records are checked and reliable before release. The main area for improvement is the speed of correcting errors, although overall accuracy remains very high. Regarding timeliness, the personnel are highly responsive to client requests, follow processing schedules, and adhere to standard procedures, resulting in fast and reliable service delivery.

Overall, the findings confirm that the records office personnel are highly efficient, accurate, and timely in their performance, with only minor areas for improvement related to workload balance and error correction processes.

4. The significant relationship between the management and monitoring of SF-10 on the performance rating of the records office personnel?

Table 4 The significant relationship between the management and monitoring of SF-10 on the performance rating of the records office personnel

Management and Monitoring of SF-10	Performance Rating	R	p-value	Decision	Interpretation
Filing, Storage and Retrieval of SF-10	Efficiency	0.787	< 0.000	Reject Ho	Significant
	Accuracy	0.265	0.055	Failed to Reject Ho	Not Significant
	Timeliness	0.006	0.966	Failed to Reject Ho	Not Significant
Security	Efficiency	0.958	< 0.000	Reject Ho	Significant
	Accuracy	0.273	0.048	Reject Ho	Significant
	Timeliness	-0.104	0.457	Failed to Reject Ho	Not Significant
Tracking	Efficiency	0.728	< 0.000	Reject Ho	Significant
	Accuracy	0.284	0.039	Reject Ho	Significant
	Timeliness	-0.003	0.985	Failed to Reject Ho	Not Significant

Test used: Correlation at 0.05 level of significance

The results show that the management and monitoring of SF-10 records—through filing, security, and tracking—have a significant relationship with personnel performance in terms of Efficiency and, to a lesser extent, Accuracy, but no significant relationship with Timeliness.

For filing, storage, and retrieval, there is a strong significant relationship with Efficiency ($r = 0.787, p < 0.000$), indicating that well-organized records greatly enhance work performance. However, it has no significant relationship with Accuracy ($p = 0.055$) and Timeliness ($p = 0.966$), suggesting that filing systems mainly support workflow organization rather than speed or error reduction.

In terms of security, the strongest relationship is with Efficiency ($r = 0.958, p < 0.000$), showing that secure and well-managed records systems significantly improve productivity. Security also has a weak but significant relationship with Accuracy ($r = 0.273, p = 0.048$), meaning it contributes to better record correctness. However, it has no significant effect on Timeliness ($p = 0.457$), and the slight negative correlation suggests that stricter security may marginally affect speed, though not significantly.

For tracking, results show a significant relationship with both Efficiency ($r = 0.728, p < 0.000$) and Accuracy ($r = 0.284, p = 0.039$), indicating that proper monitoring of records improves productivity and reduces errors. However, it also shows no significant relationship with Timeliness ($p = 0.985$), meaning tracking systems do not necessarily make services faster.



Overall, the findings suggest that strong records management systems significantly enhance Efficiency and Accuracy, but do not directly improve Timeliness, which may be influenced more by external factors such as workload, staffing levels, and operational demands.

5. The significant relationship between the challenges encountered and the performance rating of the records office personnel?

Table 5 The significant relationship between the challenges encountered and the performance rating of the records office personnel

Challenges Encountered	Performance Rating	R	p-value	Decision	Interpretation
Filing, Storage and Retrieval of SF-10	Efficiency	-0.030	0.832	Failed to Reject Ho	Not Significant
	Accuracy	0.017	0.902	Failed to Reject Ho	Not Significant
	Timeliness	-0.184	0.186	Failed to Reject Ho	Not Significant
Security	Efficiency	0.036	0.796	Failed to Reject Ho	Not Significant
	Accuracy	0.078	0.581	Failed to Reject Ho	Not Significant
	Timeliness	-0.114	0.416	Failed to Reject Ho	Not Significant
Tracking	Efficiency	0.039	0.781	Failed to Reject Ho	Not Significant
	Accuracy	0.072	0.606	Failed to Reject Ho	Not Significant
	Timeliness	-0.122	0.384	Failed to Reject Ho	Not Significant

Test used: Correlation at 0.05 level of significance

The findings of Table 5 show that there is no significant relationship between the challenges encountered in SF-10 records management (filing, security, and tracking) and the performance of records office personnel in terms of Efficiency, Accuracy, and Timeliness, as all p-values are greater than 0.05. This leads to the decision to fail to reject the null hypothesis, indicating that these challenges do not statistically affect performance.

Specifically, challenges in filing, storage, and retrieval do not significantly influence any aspect of performance, suggesting that personnel are able to maintain high performance despite organizational difficulties. The same pattern is observed for security and tracking challenges, which also show no significant impact on Efficiency, Accuracy, or Timeliness.

Although the correlation values for Timeliness across all challenge areas are negative, these relationships are not significant, implying a possible but weak tendency for increased challenges to slightly reduce speed of work. However, this effect is not strong enough to be considered meaningful statistically.

Overall, the results indicate that records office personnel demonstrate a high level of resilience and adaptability, maintaining stable performance even when facing operational challenges. This suggests that their efficiency, accuracy, and timeliness are more strongly influenced by other factors—such as skills, systems, or institutional support—rather than the challenges themselves.

CONCLUSIONS

The study concludes that the SF-10 records management system is highly effective and well implemented, with filing, storage, retrieval, security, and tracking consistently maintained at a very high level. This results in well-organized, secure, and easily accessible student records, with strong compliance to policies ensuring confidentiality, accuracy, and reliability, despite minor issues such as occasional misplaced files.

Although the Records Office faces challenges such as heavy workloads, limited personnel and storage, incomplete client submissions, human errors, and limited digital systems, personnel continue to demonstrate high performance and strong adaptability. However, further improvements in staffing, resources, and digitalization are still needed.

In terms of performance, personnel show very high efficiency, accuracy, and timeliness, delivering organized and prompt services, with only minor areas for improvement like workload distribution and error correction. The study also finds that while filing, security, and tracking systems improve efficiency and accuracy, they do not significantly affect timeliness, which is more influenced by external factors such as workload and staffing.

Overall, the system is reliable and well-functioning, with opportunities for further improvement through better resources, digitalization, and workload management.

RECOMMENDATIONS]

The study recommends providing regular training and seminars for records personnel and adopting a digital records management system to improve efficiency, reduce errors, and prevent loss of records. It also suggests improving staffing, workload distribution, and storage facilities, especially during peak periods, and strengthening communication with clients through clearer guidelines and stricter submission requirements.



The institution should continue enhancing filing, security, and tracking systems through ongoing monitoring and evaluation to sustain high performance, while also focusing on improving error correction processes and overall workflow efficiency. Although timeliness is not significantly affected by management practices, improvements in work processes and staffing are still needed to enhance service speed. Future researchers are encouraged to conduct broader studies across different institutions and explore additional factors such as technology, workload, and organizational support.

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AI Declaration:

The researchers used Grammarly Pro as an AI-assisted language editing tool during the preparation of this manuscript. Its use was limited to correcting grammatical errors, improving sentence structures, and enhancing readability. The conceptualization of the study, data collection, interpretation of findings, and writing of the substantive content were performed by the researchers. All AI-generated suggestions were critically reviewed before incorporation into the final document.