



RECORDS MANAGEMENT SYSTEM: ITS EFFECT ON THE SERVICE DELIVERY OF THE LOCAL GOVERNMENT UNITS (LGUs)

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ABSTRACT

This study investigated whether awareness, accessibility, perceived relevance of barangay programs, and trust in barangay leadership influence community engagement among residents of Barangay Poblacion II, Santa Cruz, Laguna. Using a quantitative descriptive-explanatory design, data from 150 randomly selected residents were analyzed through descriptive statistics and multiple linear regression. The findings showed that respondents generally agreed that these factors and community engagement were present at positive levels. However, none of the four variables significantly predicted community engagement, with the regression model explaining only 1.4% of its variance. The study concludes that other factors likely influence community engagement and proposes an intervention plan to strengthen citizen participation.

INTRODUCTION

Efficient records management is a vital component of effective public administration and quality service delivery in Local Government Units (LGUs). Government records provide essential information that supports decision-making, ensures accountability and transparency, and facilitates the timely delivery of public services. As the volume of information continues to increase, LGUs are expected to maintain systematic records management practices that enable accurate documentation, efficient retrieval of information, and compliance with legal and administrative requirements. An effective Records Management System (RMS) not only preserves institutional memory but also enhances operational efficiency and public trust in government services.

Despite advances in information management, many LGUs continue to encounter challenges in managing official records. Inefficient filing systems, delayed retrieval of documents, inadequate storage facilities, and inconsistent records management practices may adversely affect the efficiency and quality of public service delivery. These issues can lead to delays in processing transactions, reduced productivity, and lower client satisfaction. Consequently, strengthening records management has become an important strategy for improving organizational performance and ensuring responsive governance.

Previous studies have emphasized that an effective Records Management System encompasses proper records creation, organization and classification, storage and security, retrieval, and disposal or archiving. These components contribute to maintaining the integrity, accessibility, confidentiality, and reliability of government records. Likewise, service delivery in LGUs is reflected in the efficiency of services, accuracy of information, accessibility of records, and client satisfaction. While existing literature recognizes the importance of records management in public administration, limited empirical studies have examined how the different dimensions of the Records Management System influence the effectiveness of service delivery among Local Government Units in the local context.

This study aimed to determine the influence of the Records Management System on the effectiveness of service delivery among selected Local Government Units. Specifically, it assessed the level of implementation of the Records Management System and the effectiveness of service delivery, examined differences based on the respondents' demographic profile, determined the influence of the dimensions of the Records Management System on service delivery, and proposed a Comprehensive Records Management System Enhancement Plan based on the findings.

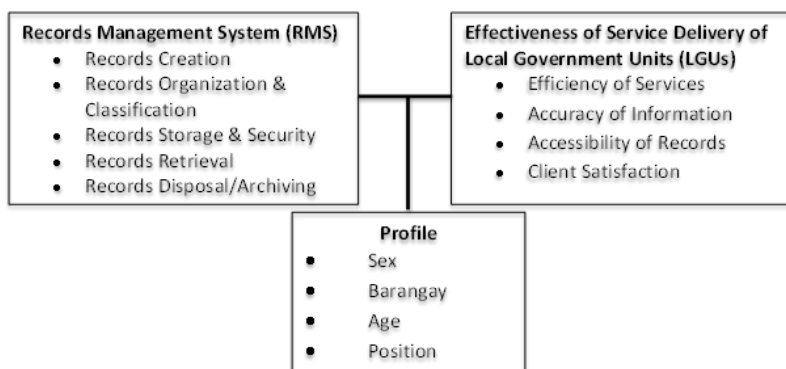


Figure 1. Research Paradigm



Figure 1 illustrates the conceptual framework of the study. The independent variables consist of the dimensions of the Records Management System, namely records creation, organization and classification, storage and security, retrieval, and disposal or archiving. The dependent variable is the effectiveness of service delivery, measured in terms of efficiency of services, accuracy of information, accessibility of records, and client satisfaction. The framework illustrates the hypothesized relationship between the Records Management System and service delivery and serves as the basis for examining how effective records management practices contribute to improved public service in Local Government Units.

METHODOLOGY

This study employed a quantitative descriptive-causal research design to examine the influence of the Records Management System (RMS) on the effectiveness of service delivery among Local Government Units (LGUs). The descriptive component was used to assess the level of implementation of the Records Management System and the effectiveness of service delivery, while the causal component examined the influence of the dimensions of the Records Management System on service delivery. Comparative analyses were also conducted to determine whether significant differences existed in the implementation of the Records Management System and the effectiveness of service delivery when respondents were grouped according to their demographic profile.

The respondents consisted of 80 Barangay Secretaries and Sangguniang Kabataan (SK) Secretaries from selected barangays who were directly involved in records management and public service operations. Data were gathered using a structured questionnaire that measured the respondents' demographic profile, the level of implementation of the Records Management System in terms of records creation, organization and classification, storage and security, retrieval, and disposal or archiving, and the effectiveness of service delivery in terms of efficiency of services, accuracy of information, accessibility of records, and client satisfaction. The instrument was subjected to content validation and reliability testing prior to its administration.

The collected data were analyzed using frequency, percentage, mean, and standard deviation to describe the respondents' profile and determine the levels of Records Management System implementation and service delivery effectiveness. Independent-samples t-test, one-way analysis of variance (ANOVA), and multiple linear regression analysis were employed to determine significant differences and examine the influence of the Records Management System on the effectiveness of service delivery at the 0.05 level of significance. Ethical principles were observed throughout the conduct of the study by securing informed consent from the respondents, ensuring voluntary participation, maintaining the confidentiality of all information collected, and using the data solely for academic and research purposes.

RESULTS AND DISCUSSIONS

Table 1. Overall Level of Utilization of the Records Management System and Effectiveness of Service Delivery

Variable	Mean	Standard Deviation	Interpretation
Records Creation	2.55	1.13	High
Records Organization and Classification	2.38	1.18	Low
Records Storage and Security	2.48	1.14	Low
Records Retrieval	2.55	1.12	High
Records Disposal/Archiving	2.53	1.12	High
Efficiency of Services	2.57	1.11	High
Accuracy of Information	2.66	1.07	High
Accessibility of Records	2.51	1.13	High
Client Satisfaction	2.59	1.11	High

The findings revealed that the Records Management System (RMS) was generally implemented at a moderate to high level among the participating Local Government Units. Records creation, retrieval, and disposal or archiving were generally rated High, indicating that fundamental records management practices were being observed. However, records organization and classification (M = 2.38, SD = 1.18) and records storage and security (M = 2.48, SD = 1.14) received comparatively lower ratings, suggesting that these dimensions require further improvement. Likewise, the effectiveness of service delivery was generally rated High, with efficiency of services (M = 2.57, SD = 1.11), accuracy of information (M = 2.66, SD = 1.07), accessibility of records, and client satisfaction reflecting generally positive perceptions among respondents. These findings indicate that although LGUs generally maintain satisfactory records management and service delivery practices, strengthening records organization, storage, and security may further improve administrative efficiency and the quality of public services.



Table 2. Summary of Comparative Analysis on the Records Management System Utilization and Service Delivery According to Respondents' Profile

Profile Variable	RMS Utilization	Service Delivery
Sex	Not Significant	Not Significant
Barangay	Not Significant	Not Significant
Age	Not Significant	Not Significant
Position	Significant	Not Significant

Level of significance = .05

The comparative analyses showed that respondents' sex, barangay, and age did not significantly influence their perceptions of the utilization of the Records Management System. A significant difference was observed only when respondents were grouped according to position, indicating that differences in job responsibilities may influence records management practices. In contrast, no significant differences were found in the effectiveness of service delivery across any of the respondents' profile variables, suggesting that perceptions of service quality were generally consistent regardless of demographic characteristics or organizational position.

Table 3. Regression Analysis on the Influence of the Records Management System on the Effectiveness of Service Delivery

Predictor	β	t	p	Decision
Records Creation	-0.019	-0.57	.568	Not Significant
Records Organization and Classification	-0.014	-0.59	.559	Not Significant
Records Storage and Security	-0.070	-2.39	.019	Significant
Records Retrieval	0.005	0.17	.864	Not Significant
Records Disposal/Archiving	0.015	0.46	.646	Not Significant

Model Fit: $F(5,74) = 1.35$; $R^2 = .08$; $p > .05$

The results of the regression analysis revealed that among the five dimensions of the Records Management System, records storage and security was the only significant predictor of the effectiveness of service delivery ($\beta = -0.070$, $t = -2.39$, $p = .019$). Records creation, organization and classification, retrieval, and disposal or archiving did not demonstrate statistically significant effects on service delivery ($p > .05$). Although the regression model explained approximately 8% of the variance in service delivery effectiveness ($R^2 = .08$), the overall model was not statistically significant ($F(5,74) = 1.35$, $p > .05$). These findings suggest that maintaining secure and reliable records plays a more critical role in improving LGU service delivery than the other dimensions of records management. Strengthening records storage infrastructure, implementing appropriate security measures, and ensuring the protection of both physical and digital records may therefore contribute to more efficient, reliable, and client-centered public services.

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AI Declaration

The researcher used ChatGPT (OpenAI) and Grammarly as AI-assisted tools during the preparation of this manuscript. Their use was limited to improving grammar, sentence structure, language clarity, organization, and formatting. AI was also used to assist in summarizing sections and enhancing readability. The conceptualization of the study, literature review, research design, data collection, statistical analysis, interpretation of results, and conclusions were performed by the researcher under the guidance of the thesis adviser. All AI-generated suggestions were critically reviewed, verified, and revised before incorporation into the final manuscript. No AI tool was used to generate or interpret research findings independently.