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Records Management Practices and Service Efficiency in Government-Linked Financial Institutions

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Abstract

Records are part of the operating infrastructure of government-linked financial institutions. They support transaction processing, regulatory compliance, auditability, continuity, and public accountability, yet their relationship with day-to-day service performance remains underexamined. This study assessed records management practices and service efficiency and tested their association among 150 personnel from selected government-linked financial institutions in the Philippines. A quantitative cross-sectional, descriptive-correlational design was used. Respondents were purposively selected from personnel involved in records handling, administrative processing, documentation, supervision, or client service. A structured questionnaire measured records management through the Records Continuum dimensions of Record creation and documentation, Record capture and registration, Record organization and retrieval, record access, preservation, and accountability, and service efficiency through turnaround time, accuracy and error reduction, responsiveness, and workflow consistency and reliability. Descriptive statistics and Pearson product-moment correlations were used. All records management dimensions were rated very highly; Record access, preservation, and accountability obtained the highest mean, whereas Record capture and registration had the lowest mean. Service efficiency was also rated very high. Responsiveness ranked highest, while accuracy and error reduction ranked lowest. Each record dimension was positively associated with overall service efficiency: Record creation and documentation ($r = .550$); Record capture and registration ($r = .660$); Record organization and retrieval ($r = .746$); and Record access, preservation, and accountability ($r = .712$) (all $p < .001$). The pattern suggests that classification, indexing, retrieval, access control, preservation, and audit trails are especially relevant to dependable service. However, the cross-sectional self-report design does not establish causality or objectively measured efficiency. The proposed Records-Enabled Service Efficiency Framework therefore prioritizes record capture and registration validation, retrieval performance, workflow integration, governance, and continuous monitoring. Future studies should evaluate the framework using transaction-level turnaround time, error, rework, complaint, and audit data.

Keywords: records management; service efficiency; government-linked financial institutions; Records Continuum Model; public service; Philippines