

Digitalization: Impact on records management practices of multi-purpose cooperatives in SAMARICA

Halog, Jenalyn M. ✉

Divine Word College of San Jose, Philippines (jenna.moncawe03@gmail.com)

Galay-Limos, Jenny A.

Divine Word College of San Jose, Philippines (jennygalay05@gmail.com)

Lazaro, Neofe J.

Divine Word College of San Jose, Philippines (mharifel.javier.lazaro@gmail.com)



ISSN: 2243-7738

Online ISSN: 2243-7746

OPEN ACCESS

Received: 13 March 2025

Available Online: 5 May 2025

Revised: 25 April 2025

DOI: 10.5861/ijrset.2025.25009

Accepted: 30 April 2025

Abstract

This study examined the impact of digitalization on records management practices of multi-purpose cooperatives. This study employed a sequential exploratory research design. An interview guide was used for the qualitative method, while a researcher-made questionnaire was used for the quantitative method. The respondents of this study were all the 42 employees of 15 registered and active multi-purpose cooperatives from the 4 municipalities in the province of Occidental Mindoro. The qualitative data was generated through the interview and underwent thematic analysis. For the quantitative, all data that were collected and classified were analyzed statistically. The findings reveal that the use of digital tools, including Microsoft programs, digital storage tools, and digital communication tools, impacts the records management practices of multi-purpose cooperatives. The moderate to high beta values, ranging from 0.245 to 0.654, indicate a relationship between the use of digitalization and all four components of the records management (record classification, document retention, data privacy, and disposition), showing that when the cooperative increases its utilization of digital tools, it also increases its ability to effectively manage its records. Thus, the multi-purpose cooperatives excel in records management, ensuring efficiency, compliance, and data security. Implementing a comprehensive intervention program to enhance digital adoption, strengthen digital literacy, and improve adaptability to technological changes can significantly enhance records management practices in multi-purpose cooperatives. This study recommends that the multi-purpose cooperative create advanced training and programs to improve efficiency in records management and foster a culture of digital literacy and adaptability. Multi-purpose cooperatives can refer to the intervention program developed by the researcher.

Keywords: digitalization, records management practices, document retention, record classification, multi-purpose cooperatives

Digitalization: Impact on records management practices of multi-purpose cooperatives in SAMARICA

1. Introduction

Records management is the process of organizing, maintaining, and controlling an organization's records throughout their lifecycle, from creation or receipt to processing and use, and finally to final disposition or storage. It ensures that records are easily accessible, properly stored, and disposed of when no longer needed, in compliance with legal, regulatory, and business requirements. Effective records management enhances public services by ensuring regulatory compliance, reducing corruption, minimizing litigation risks, facilitating informed decision-making through timely and adequate information, and promoting accountability, among other benefits (Abuki, 2014). Management officers and staff should focus on delivering efficient services to both the members and the cooperative as a whole. Co-op managers should be open-minded and receptive to new ideas while being knowledgeable in their field. They must act as leaders, train successors for their role, and ensure good record-keeping practices. Well-maintained records, including meeting minutes, membership records, and similar documents, are crucial for the cooperative (Bitonio, 2020).

Digitalization is poised to significantly transform records management within cooperatives, bringing several anticipated benefits. Firstly, it enhances operational efficiency by enabling faster access and retrieval of documents, thus reducing the time spent on manual tasks. Additionally, digital records management improves data security through advanced access controls, which mitigate the risks of unauthorized access and data loss. The transition to digital systems also leads to cost reductions, as it eliminates the need for physical storage space and reduces expenses related to paper and other office supplies. Finally, it enhances collaboration by allowing team members to share and access records more easily, regardless of their physical location. Overall, these advancements contribute to increased productivity and operational effectiveness within cooperatives.

Statement of the Problem - This study aimed to investigate the impact of digitalization on records management practices of multi-purpose cooperatives in SAMARICA. Specifically, this study aimed to answer the questions: (1) What are the digitalization tools used by multi-purpose cooperatives? (2) What are the records management practices of multi-purpose cooperatives? (3) What is the extent of digitalization tools used by multi-purpose cooperatives in terms of Microsoft programs, digital storage tools, and digital communication tools? (4) What is the level of records management practices of multi-purpose cooperatives in terms of record classification, document retention, data privacy, and disposition? (5) Is there a significant relationship between the digitalization and records management practices of multi-purpose cooperatives? (6) What intervention program may be proposed to improve efficiency in records management and foster a culture of digital literacy and adaptability?

Significance of the Study - The following will benefit from the study's findings: First, cooperatives will benefit from this study by gaining insights into how digitalization affects their record management practices. This understanding will enable them to refine their processes, enhance efficiency, and ensure better compliance with regulations. Second, for the members of cooperatives, this study is significant as it enhances efficiency, transparency, and decision-making through improved data management. Members will benefit from greater security of sensitive information, access to training opportunities on digital tools, and increased adaptability to future advancements. This study is also significant to other types of agencies, as it highlights best practices and innovative approaches that can be adopted to enhance operational efficiency. The findings also encourage collaboration between agencies, fostering knowledge sharing and the development of integrated systems. Lastly, future researchers and academics will benefit from this study, gaining valuable insights into how digitalization affects records management and contributing to scholarly knowledge that may guide future research or academic curricula on digital transformation and information management.

Scope and Delimitation of the Study - The scope of this study focused on assessing the impact of digitalization on records management practices within multi-purpose cooperatives located in SAMARICA, Occidental Mindoro. This study analyzed current practices and explored the benefits of implementing digital tools. Specifically, this study aimed to determine the extent to which multipurpose cooperatives, including Microsoft programs, digital storage tools, and digital communication tools, use digitalization tools. Also, this study focused on determining the level of records management practices of multi-purpose cooperatives in terms of record classification, document retention, data privacy, and disposition. The target population was employees of 15 registered and active multi-purpose cooperatives in the municipality of SAMARICA in the province of Occidental Mindoro. It is limited to these specific municipalities and types of cooperatives. The interpretation of the data obtained is limited to the feedback from the respondents and does not cover any other information or external factors. Only direct feedback obtained from the respondents is taken into consideration in forming conclusions or making inferences. The study was conducted from August 2024 to March 2025. This study encountered some limitations due to a small number of respondents, primarily because some individuals declined to participate in the survey. Additionally, the organization itself has a limited number of employees, which contributed to the low response rate. Furthermore, some managers were unavailable during the data-gathering period, which further affected the sample size. A notable challenge was that many of the registered cooperatives were inactive at the time, with their offices closed during the data collection. These factors resulted in a smaller and potentially less diverse sample for the study.

2. Methodology

Research Design - This study employed a sequential exploratory research design. A qualitative approach was first used and then validated through an interview schedule to gather qualitative responses on digitalization and records management practices from multi-purpose cooperatives outside the areas of SAMARICA, Occidental Mindoro, specifically in the municipality of Sablayan, Occidental Mindoro. This is followed by a quantitative method, using a survey questionnaire to examine digitalization and records management practices among multi-purpose cooperatives in SAMARICA, Occidental Mindoro.

Respondents of the Study - Twenty employees from registered multi-purpose cooperatives located in the municipality of Sablayan, Occidental Mindoro, served as participants in the qualitative phase. In comparison, the respondents for the quantitative phase were all 42 employees of 15 registered and active multipurpose cooperatives from the municipalities of San Jose, Magsaysay, Rizal, and Calintaan in the province of Occidental Mindoro. These employees are responsible for managing records and overseeing office operations within the multi-purpose cooperatives. The researcher employed complete enumeration for participants in the qualitative phase to ensure the precise number needed for qualitative data collection.

Research Instrument - An interview guide question was used for the qualitative method, while a researcher-made questionnaire was used for the quantitative method. The researcher developed the instrument created for this study based on the responses from the qualitative phase. The items in the instrument were also derived from literature related to the study topic. The survey consisted of two parts: part one, which included 18 statements about digitalization, and part two, which included 24 statements also related to records management practices. A 4-point Likert scale was used, with the following verbal descriptions: 4 - strongly agree, 3 - agree, 2 - disagree, and 1 - strongly disagree. The validity of the instrument is essential for accurately assessing the impacts of digitalization on records management practices in multi-purpose cooperatives. To establish validity, the researcher drew on established theories and frameworks related to digitalization and records management, ensuring that the questions were aligned with the study's objectives. Additionally, the researcher sought expert reviews to identify and address any ambiguities or biases in the instrument. This refinement process enhanced its construct validity. Ensuring the instrument's reliability is essential for obtaining consistent results when examining the impacts of digitalization on records management practices. To test the reliability of the self-made instrument on digitalization, the split-half method was used. It was administered once to 30 employees handling records management and office operations at the multi-purpose cooperatives. A total of 42 items, consisting of 7

components with six items each, underwent the test of reliability. Since the questionnaire was administered once, a correction was applied using the Spearman-Brown formula. Based on coefficients of equal length, the following results are recorded:

Table 1*Reliability Analysis*

Indicators	Items	Reliability Coefficients*	Interpretation
Digitalization			
Microsoft Programs	6	0.835	High Reliability
Digital Storage Tools	6	0.940	Very High Reliability
Digital Communication Tools	6	0.851	High Reliability
Records Management Practices			
Record Classification	6	0.896	High Reliability
Document Retention	6	0.879	High Reliability
Data Privacy	6	0.902	High Reliability
Disposition	6	0.940	Very High Reliability

**Based on coefficients of equal length*

The results show a generally high level of reliability and are supported by high coefficients, ranging from 0.835 to 0.940. This result attests to the questionnaire's acceptability; hence, it can be administered to the final set of employee respondents from the multi-purpose cooperatives.

Data Gathering Procedure - The researcher obtained permission before conducting the survey and gathering data for the study. For the qualitative data, the researcher used a single set of questions in an interview guide and gathered responses through personal interviews conducted over a three-day period. For the quantitative data, the researcher developed a series of questionnaires, which underwent validation. The researcher conducted face-to-face data collection over a total of 5 days. The researcher also conducted online data collection, as requested by respondents, due to their availability. The researcher briefly discussed the instrument's content with the respondents. Following this discussion, the survey questionnaires were distributed to the respondents, who were assured of the confidentiality of their data.

Statistical Treatment of the Data - The qualitative data generated through the interview underwent thematic analysis. Recording, transcription, tabulation, and coding were done to extract the themes. For the quantitative data, all collected and classified data were analyzed statistically. Descriptive statistics, such as weighted mean and frequency distribution, were utilized to assess the digitalization and records management practices of multi-purpose cooperatives. Additionally, statistical software, WarpPLS version 7.0, was used to investigate the potential relationship between the variables. The four-point Likert scale was used, with the following verbal descriptions: 3.25-4.00 described as a high extent or level, 2.50-3.24 described as a moderate extent or level, 1.75-2.49 described as a low extent or level, and 1.00-1.74 described as a very low extent or level.

Ethical Considerations - In this research, the respondents were assured that they were freely giving their consent to participate in the study. The survey was given to the person under no coercion, and only they could decide whether to participate or not. No respondent was obliged to answer all questions; anyone who declined was accepted and honored, and so their decision was entirely respected. Severe precautions were taken concerning the confidentiality of data about each respondent. Additionally, proper acknowledgment was given to all authors whose work was cited within the study. The researcher used the American Psychological Association (APA) style to cite the referenced research studies.

3. Results and Discussions

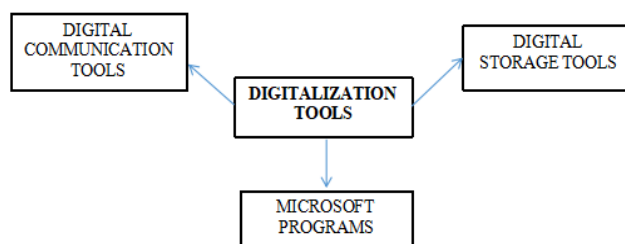


Figure 1. Final Thematic Map for Digitalization Tools

The final thematic map, as reflected in Figure 1, reveals three digitalization tools used by the multipurpose cooperatives. The final themes presented in rectangular figures include Microsoft programs, digital storage tools, and digital communication tools. Digitalization is the process that occurs through the use of digital technology in various aspects of society. Parviainen et al. (2017) describe it as the process of transforming existing products or services into digital forms, which have some benefits over physical forms. Brennen & Kreiss (2016) also describe digitalization as the adoption or expansion of digital and computer technologies in various sectors, such as organizations, industries, and nations. As noted by Parviainen et al. (2017), digitalization also offers substantial advantages, including a 90% decrease in costs and a significant improvement in turnaround times through digitizing information-based processes. Furthermore, substituting paper-based and manual processes with software-based ones allows companies to automate data capture, providing valuable insights into the process's efficiency, cost drivers, and potential risks. In the case of multi-purpose cooperatives, using digital tools improves record-keeping practices, simplifies operations, and enhances overall efficiency.

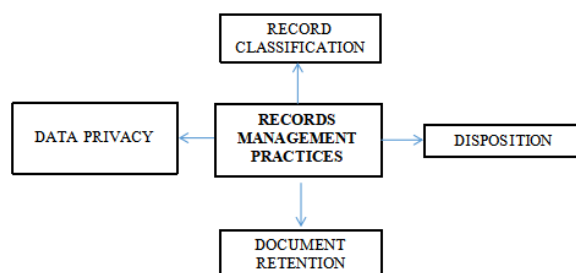


Figure 2. Final Thematic Map for Records Management Practices

The final thematic map, as shown in Figure 2, reveals four records management practices of the multi-purpose cooperatives. The final themes presented in rectangular figures include record classification, document retention, data privacy, and disposition. Records are vital for businesses of all types as they contribute to operational efficiency and documentation. Specifically, they play a key role in facilitating service delivery, aiding administration, outlining individuals' rights and responsibilities, and providing evidence of work conducted in public authorities. Moreover, records are created and maintained to help an organization achieve its goals and objectives. They not only serve as the organization's memory but also play a crucial role in decision-making and help establish a foundation for legal defensibility (Mwangi, 2017). Furthermore, in a study cited by Amosah et al. (2023), it was found that preparing financial statements involves several essential processes, including identifying, classifying, storing, and protecting records, as well as managing their receipt, transmission, retention, and disposal. This highlights that keeping records is critical for a business's success. Additionally, effective record-keeping allows businesses to develop strategies that minimize financial losses and reduce asset misappropriation (Mwebesa et al., 2018).

Table 2

Mean Extent of Usage of Digitalization Tools in Terms of Microsoft Programs, Digital Storage Tools and Digital Communication Tools

INDICATORS (Microsoft Programs)	Weighted Mean	Interpretation
I use Microsoft Excel regularly to analyze my work tasks.	3.31	High Extent
I am confident in my ability to perform basic functions in Excel.	3.21	Moderate Extent
I frequently use MS Word to create documents for my work.	3.38	High Extent
Utilizing Microsoft Office programs enhances my overall productivity in daily tasks.	3.40	High Extent
I rely on Excel for managing financial data in my work.	3.29	High Extent
I would benefit from additional training on Microsoft programs.	3.60	High Extent
Composite Mean	3.37	High Extent
INDICATORS (Digital Storage Tools)		
I regularly use digital storage tools to organize work-related documents.	3.14	Moderate Extent
I find it easy to access documents from the digital storage tools used by the cooperative.	3.19	Moderate Extent
I am confident that the digital storage tools we use are properly backed up to prevent data loss.	3.40	High Extent
I use digital storage tools to collaborate with my colleagues by sharing documents in real time.	3.17	Moderate Extent
The digital storage system we use helps me easily locate important documents when needed.	3.38	High Extent
I feel that I have sufficient training on how to use the digital storage tools.	3.14	Moderate Extent
Composite Mean	3.24	Moderate Extent
INDICATORS (Digital Communication Tools)		
		Interpretation
I frequently use email to communicate with members of the cooperative.	3.07	Moderate Extent
Social media platforms are effective tools for promoting our cooperative's services.	3.26	High Extent
I find that digital communication tools enhance collaboration among team members.	3.48	High Extent
I feel comfortable using digital communication tools to share information with our members.	3.29	High Extent
5. Using digital communication tools helps me receive timely updates regarding work tasks.	3.33	High Extent
6. I would benefit from additional training on using digital communication tools effectively in my work.	3.62	High Extent
Composite Mean	3.34	High Extent
OVERALL MEAN	3.32	High Extent

Legend: 3.25-4.00 – High Extent; 2.50-3.24 – Moderate Extent; 1.75-2.49 – Low Extent; 1.00-1.74 – Very Low Extent

Table 2 shows the mean extent of usage of digitalization tools, including Microsoft programs, digital storage tools, and digital communication tools. The results indicate a generally high extent of familiarity with digital tools across the cooperative. Microsoft Programs (3.37) and Digital Communication Tools (3.34) are perceived to be highly effective, suggesting that these tools are well-integrated and frequently used. Digital Storage Tools,

with a composite mean of 3.24, shows a moderate extent, implying there may be room for improvement in this area. The overall mean is 3.32, indicating that the extent of digital tools in use shows that, although some need improvement, these tools mostly support the cooperative's operations well. The composite mean of 3.37 for Microsoft programs suggests that respondents find these tools highly useful for their work but also admit to opportunities for improvement through further training, particularly in advanced Excel features.

The three main Microsoft Office applications—Word, Excel, and PowerPoint—have significantly simplified various tasks across different industries. Beyond these core programs, Microsoft Office has continued to evolve, introducing newer applications such as Outlook for emails, OneNote for note-taking, and Teams for virtual meetings, among others (Shethna, 2024). These advancements highlight Microsoft's commitment to enhancing workplace efficiency and collaboration. Among these applications, Excel has become a vital tool for businesses, particularly for creating charts and graphs, performing statistical computations, and creating formulas. As highlighted by Formby et al. (2017), its widespread adoption across industries has led to an increasing demand for professionals with strong spreadsheet skills. As businesses become more data-driven, the need for employees proficient in Excel has increased significantly. Today, in many industries, proficiency in Excel is not just an advantage but a minimum requirement, necessitating continuous training to keep up with its evolving features. As Usman (2023) states, Excel's robust data analysis and management capabilities are crucial in fields such as finance and data analysis. Its ability to streamline workflows, enhance decision-making, and boost productivity makes it an indispensable tool in today's professional environment.

The data in digital storage tools reflects a moderate extent, indicating that the tools are somewhat effective, but further improvement could be achieved in terms of accessibility, training, and overall user experience. Digital storage tools play a crucial role in this transformation by centralizing data, making it easy to retrieve, and ensuring information security. As highlighted by Prajapati (2021), productivity tools provide a single storage platform, allowing organizations to store, share, and access critical files, including documents, spreadsheets, images, and presentations. This is particularly beneficial in remote work environments, where managing records from multiple sources can be challenging. By integrating these tools, businesses improve collaboration, minimize information loss, and enhance decision-making. Moreover, the increased reliance on electronic records (e-records) has further emphasized the need for robust digital storage solutions. As defined by Nyampong (2015), e-records encompass various formats, including text files, databases, audio-visual records, and digital documents, all of which require secure and organized storage. In this regard, digital storage tools ensure proper categorization, protection, and long-term accessibility of records.

Lastly, the composite mean of 3.34 for digital communication tools reflects a high extent of positive perception regarding these tools within the cooperative. Information and Communication Technology (ICT) encompasses various technologies used for collecting, storing, editing, and sharing information. It also refers to any technology that facilitates the production, organization, and distribution of information. Over time, the cooperative sector has increasingly integrated ICT into daily operations, leveraging technology to enhance service delivery and remain competitive (Elee, 2021). Digital communication tools further enhance workplace efficiency by enabling seamless collaboration through text, audio, video, and graphics. Beyond traditional tools like email and instant messaging, these platforms support the real-time sharing, editing, and storage of information within organizations and sometimes with external stakeholders (Sivunen & Laitinen, 2019). However, while digital tools offer flexibility and autonomy, they also increase job demands and blur the boundaries between work and personal life. As noted by Bordi et al. (2018), constant digital connectivity can impact employees' well-being, balancing both the benefits and challenges of today's knowledge-driven work environment.

Thus, digital productivity tools, including word processors, databases, spreadsheets, desktop publishers, graphics programs, web page creators, podcast development apps, and, in some cases, email and other communication technologies, allow users to select their content and offer templates and functions to help structure their content presentation. These tools do not make learners more creative or their products better, but

some research shows that they can encourage learners to produce more and use their creativity. Considering the merits and demerits of digital productivity tools in education, research, and careers, one may conclude that, on the whole, this has helped play a positive role in enhancing the productivity of educators, students, employees, employers, and other users, leading to greater productivity, output, or revenue generation (Oloyede & Ogunwale, 2022). Digital productivity tools open opportunities for students, teachers, and professionals. All of these technologies, programs, worksheet- and puzzle-making software, and presentation packages improve the instructional and learning processes. Teacher and student products, employers and employees, research, and the results of all creative processes are abundant on the internet.

Table 3

Mean Level of Records Management Practices in Terms of Record Classification, Document Retention, Data Privacy & Disposition

INDICATORS (Record Classification)	Weighted Mean	Interpretation
Our cooperative has clear guidelines for classifying records.	3.45	High Level
I regularly follow established procedures for classifying records in my work.	3.48	High Level
I believe that proper record classification enhances our operational efficiency.	3.55	High Level
I feel that the current record classification system is easy to use.	3.43	High Level
The record classification makes it easy to retrieve specific records when needed.	3.48	High Level
I would benefit from additional training on best practices for record classification within the cooperative.	3.74	High Level
Composite Mean	3.52	High Level
INDICATORS (Document Retention)		
Our cooperative has clear policies regarding document retention.	3.40	High Level
I regularly follow the established guidelines for retaining documents in my work.	3.48	High Level
I believe that proper document retention practices are essential for compliance.	3.48	High Level
I feel confident in my understanding of how long to retain various types of documents.	3.38	High Level
I can easily access documents that are retained for long periods when I need them for reference or review.	3.38	High Level
I would benefit from additional training on document retention practices within the cooperative.	3.67	High Level
Composite Mean	3.46	High Level
INDICATORS (Data Privacy)		
Our cooperative has clear policies in place to protect members' data privacy.	3.64	High Level
I am aware of the procedures for handling sensitive information within the cooperative.	3.71	High Level
I believe that our data privacy practices effectively safeguard member information.	3.64	High Level
I feel confident in my ability to maintain confidentiality when handling data.	3.67	High Level
Records can only be accessed by authorized persons.	3.71	High Level

I would benefit from additional training on data privacy practices to enhance my understanding.	3.76	High Level
Composite Mean	3.69	High Level
INDICATORS (Disposition)		
Our cooperative has clear guidelines for the disposition of records when they are no longer needed.	3.52	High Level
I regularly follow established procedures for the disposal of records in my work.	3.45	High Level
I believe that effective records disposition practices help protect sensitive information.	3.48	High Level
I feel confident in my understanding of how to dispose of records appropriately.	3.48	High Level
Once a record has been disposed of, it is properly removed from all systems.	3.24	Moderate Level
I would benefit from additional training on records disposition practices within the cooperative.	3.64	High Level
Composite Mean	3.47	High Level
OVERALL MEAN	3.54	High Level

Legend: 3.25-4.00 – High Level; 2.50-3.24 – Moderate Level; 1.75-2.49 – Low Level; 1.00-1.74 – Very Low Level

Table 3 shows the mean level of records management practices in terms of record classification, document retention, data privacy, and disposition. The results clearly show a very high level of practice in every aspect of records management by the cooperative, with an overall mean of 3.54. Indicators in record classification, document retention, and data privacy received high ratings, with scores ranging from 3.46 to 3.69. This implies that the cooperative has good practices regarding record management, data privacy, record retention, and record disposal when necessary. The overall level of records management practices is very high. This means that these practices are well appreciated and contribute to the efficient and secure management of records. The organization has a high volume of records, some of which are generated in-house and others obtained from third parties. The records must be classified to separate them and ensure accurate data. Classification is as important as data storage and private data in a records management system. By classifying the data, the right data can be accessed with ease. An effective classification system, however, presents a challenge to records management (Kamble & Trivedi, 2023). Record management is important in ensuring the effective and orderly control of the records' life cycle, which is generated by routine activities and transactions. Public institutions have also recognized the benefits of integrated record management in making better decisions and delivering services.

As records management continues to evolve, organizations must ensure that record managers are equipped with the necessary ICT skills to handle digital records efficiently. Kamble & Trivedi (2023) stress that training programs should adapt to the increasing complexity of records management, ensuring that information professionals are prepared to meet modern challenges. By prioritizing training and technological adaptation, institutions can maintain a well-organized, secure, and accessible records system. The results also reveal high confidence and effectiveness in the cooperative's data privacy practices. The composite mean of 3.69 supports the conclusion that data privacy is effectively safeguarded within the cooperative, with room for further enhancement through training. Data privacy plays a crucial role in building trust between individuals and organizations. When companies prioritize safeguarding personal information, they establish a reputation for reliability and integrity, which in turn enhances customer confidence and fosters long-term loyalty (Srivastava, 2024). Effective records management policies are essential for ensuring accountability and transparency.

As highlighted by Mwangi (2017), these policies support the creation, maintenance, and protection of records for as long as they are needed. Without a structured records management system, public sector

accountability could suffer, making it difficult to track an organization's activities and decisions. By properly managing records, organizations preserve their corporate memory, ensuring they remain answerable to their stakeholders and communities. In today's digital landscape, where personal information is easily collected, stored, and shared, protecting privacy is more critical than ever. Failure to implement strong privacy measures can lead to the misuse of consumer data, which impacts consumer trust and decision-making. A company that truly prioritizes privacy goes beyond policy creation by fostering a culture of privacy through leadership, training, audits, and responsible data handling (Pelteret & Ophoff, 2016). Thus, prioritizing data privacy and efficient records management strengthens organizational integrity, ensures compliance, and protects sensitive information from unauthorized access. By integrating strong privacy measures and robust records management systems, organizations can build trust, improve efficiency, and enhance their overall accountability.

Lastly, the findings reveal a very effective record disposition practice in the cooperative with a composite mean of 3.47. This suggests that there is some room for improvement in this area. Another high mean is seen for further training needed (3.64), indicating a desire for additional knowledge and refinement in record disposition practices. In general, the cooperative's disposition practice is effective, with scope for enhancement through training and proper record management. Disposition is the final and crucial stage in the records management lifecycle, determining how records are retained, archived, or destroyed based on their value and necessity (Abuki, 2014). This process ensures that only essential records are preserved while unnecessary ones are properly disposed of, reducing storage burdens and maintaining organizational efficiency. In the context of electronic records management, disposition plays a crucial role in determining whether to retain or delete records based on established guidelines. As noted by Kamble & Trivedi (2023), proper disposition prevents unnecessary data accumulation, allowing organizations to focus on relevant and active records. By following structured procedures, organizations can ensure compliance with legal and regulatory requirements while optimizing storage management (Mwangi, 2017). Effective disposition not only streamlines record-keeping but also helps organizations maintain a credible, reliable, and efficient records system (Katulwa, 2020). The controlled disposal or archiving of records reduces clutter, improves data management, and minimizes risks associated with retaining outdated or irrelevant information. Additionally, it supports better decision-making, resource allocation, and information security, ensuring that organizations handle records responsibly and in compliance with regulations.

Therefore, records management and data archiving are intricate and challenging tasks for every organization. Data archiving, information protection, and record management are the priorities of the organization's administrative operations. Print records are converted to a digital format. Digital information is increasing rapidly, and digital technology makes it easy to access and secure this information for future use; the concept of e-record management has emerged. In a study cited by Amosah et al. (2023), preparing financial statements involves recordkeeping, which includes identifying, classifying, storing, and protecting records, as well as managing their receipt, transmission, retention, and disposal. Keeping records is critical for a business's success.

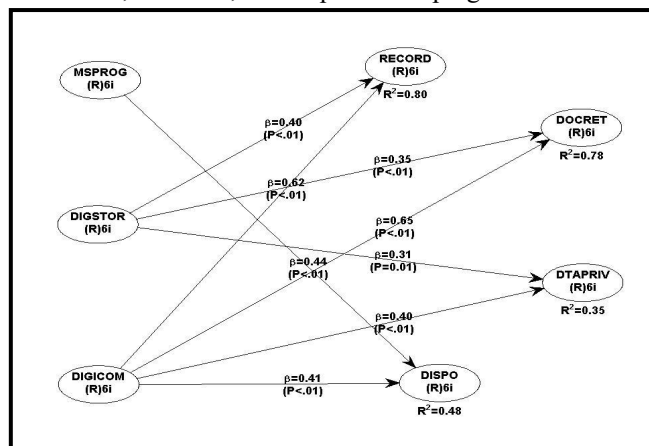


Figure 3. Emerging Model for the Relationship Between Digitalization and Records Management Practices

A new model emerges because some components of the exogenous variable failed to show a direct link to the endogenous variable. The emerging model shown in Figure 8 reflects the dominant effect of digital communication on all components of records management. However, the usage of MS programs reveals a direct link only to disposition. Digital storage tools showed direct links to records management practices, except in the case of disposition. With the strength of the connections ranging from moderate to high and beta coefficients reflecting 0.31 to 0.65, the significance of the direct links in the model is highly supported by $p \leq .01$. A large to moderate percentage of the combined effect of digital storage and communication tools contributed to the variations on the level of record classification (80%), document retention (78%), and data privacy (35%). Variations in the level of disposition can be attributed to Microsoft programs and digital communication tools by around 48%. Details for the standardized estimates of the path in the emerging model are presented in the next table.

The study's findings reveal that the use of digital tools, including Microsoft programs, digital storage tools, and digital communication tools, affects the records management practices of multipurpose cooperatives. The moderate to high beta values, ranging from 0.245 to 0.654, indicate a relationship between the use of digitalization and all four components of records management (record classification, document retention, data privacy, and disposition), showing that when the cooperative increases its utilization of digital tools, it also increases its ability to effectively manage its records. The coefficients of determination (R^2) between 0.35 and 0.81 further illustrate the significant contribution of digital tools in shaping record classification, retention, privacy, and disposition practices. This is in line with the literature, which indicates the significance of digital tools in modernizing record management systems. As stated by Michael et al. (2022), record management operations are essential as they can safeguard the organization and also assist in achieving its goal. Accurate record-keeping is vital for the successful and efficient management of records within an organization. Due to the numerous challenges associated with managing electronic records, an organization needs to have a skilled records manager who can enforce best practices in records management, including proper procedures for storing and maintaining records. This paper proposes a qualitative study involving records managers to explore potential solutions to the identified issues. The findings can, therefore, help organizations dealing with electronic records, hence contributing to the body of knowledge.

Table 4

Standardized Estimates of the Path in the Emerging Model

Hypotheses	Standardized Estimates (β)	p -value*	Standard Error	Effect Coefficient**	Effect Size
Ho: Digitalization $\rightarrow$ Records Management					
MSPROG $\rightarrow$ DISPO	0.438	<0.001	0.128	0.256	Medium
DIGSTOR $\rightarrow$ RECORD	0.395	0.002	0.131	0.286	Medium
DIGSTOR $\rightarrow$ DOCRET	0.349	0.006	0.133	0.238	Medium
DIGSTOR $\rightarrow$ DTAPRIV	0.306	0.015	0.136	0.140	Small
DIGICOM $\rightarrow$ RECORD	0.621	<0.001	0.119	0.515	Large
DIGICOM $\rightarrow$ DOCRET	0.654	<0.001	0.117	0.544	Large
DIGICOM $\rightarrow$ DTAPRIV	0.402	0.002	0.130	0.208	Medium
DIGICOM $\rightarrow$ DISPO	0.407	0.002	0.130	0.229	Medium

*Significant at $p < 0.05$ ** Effect size coefficient: 0.02 – small, 0.15 – medium, 0.30 – large

Table 4 discloses the standardized estimates of the path in the emerging model. The extent of digital communication usage had a significant effect on record classification ($\beta = 0.621$) and document retention ($\beta =$

0.654,) with effect coefficients ranging from 0.515 to 0.544. This is evidenced by the strong support of $p < 0.001$. Medium effects of digitalization usage are recorded with effect coefficients as follows: Microsoft programs on disposition (0.256, $p < 0.001$), digital storage on record classification (0.395, $p = 0.002$), on document retention (0.349, $p = 0.006$), digital communication on data privacy (0.402), and on disposition (0.407, $p = 0.002$). Meanwhile, only a small effect of digital storage on data privacy is registered, with a size of 0.140, in the connection between digital storage and data privacy.

The above-mentioned results lead to the rejection of the null hypothesis that there is no significant relationship between digitalization and records management. This implies that, overall, the use of digital storage, digital communication tools, and Microsoft programs has a significant impact on the records management practices of multipurpose cooperatives. The accuracy of the estimates in the emerging model can be attributed to the low standard error values, ranging from 0.117 to 0.136. The results suggest that the use of digital tools, such as digital communication tools, Microsoft programs, and digital storage tools, has a significant impact on record management practices in multipurpose cooperatives. Specifically, the results indicate that digital communication tools have a large effect on record classification and document retention, while Microsoft programs have a moderate effect on disposition practices. Digital storage tools also contribute to record classification and document retention but have a smaller effect on data privacy. The significant impact of digital communication tools on record classification and document retention means that cooperatives must pay more attention to using these tools to streamline their organizational operations in record maintenance. Since Microsoft applications indicate a moderate impact on disposition, the cooperative may need to research other software or systems specifically designed for safe and effective record disposition management.

Significant outputs that highlight the influences of digital tools on the operation of records management practice were determined from a hypothesis test: a direct positive impact from digital tools on all dimensions related to cooperative records management, namely record classification, document retention, data privacy, and disposition. Correlation coefficients for the two variables ranged between 0.395 and 0.654, showing a moderate to significant relationship in improvements between records management practices and the use of digital communication tools. As cited by Ajiva et al. (2024), communication has always been the back bone of creative professions, where collaboration of different talents is inevitable.

Traditionally, ideas used to be shared, feedback provided, and coordinated by creative teams through traditional forms of communication. Communication has always been crucial in creative professions, where collaboration is essential for success. Traditionally, teams relied on face-to-face meetings and written correspondence to share ideas and provide feedback. Today, digital tools have streamlined these processes, enhancing collaboration and efficiency. Communication within the creative industries has been revolutionized with digital tools and platforms. It has become more efficient and broadened collaboration. The adoption of personal computers and the internet marked the onset of earnest change in the late 20th century. A new medium was opened with the internet for real-time exchange in instant messaging and email. With advanced technology, new platforms specifically designed to support collaborative work in creative fields have emerged (Ajiva et al., 2024).

Table 5*Program T.O.O.L. (Technology for Organizing Online Logistics): A Proposed Intervention Program*

OBJECTIVES	ACTIVITIES	PERSONS INVOLVED	ESTIMATED BUDGET	SUCCESS INDICATORS
Improve proficiency in performing basic functions in Excel (e.g., data entry, formulas, and basic chart creation).	Training sessions on basic Excel functions (e.g., formulas, charts, sorting data). Practice exercises to reinforce knowledge and hands-on learning. Interactive workshops to encourage real-world application of Excel functions.	Training facilitators: Experts or instructors in Excel. Participants: Employees with low proficiency in Excel.	₱5,000.00	At least 60% of participants should demonstrate proficiency by performing basic Excel tasks without guidance, as measured by a post-training assessment.
Increase the regular use of digital storage tools (such as Google Drive or OneDrive) for organizing and storing work-related documents.	Training sessions on how to organize files effectively (naming conventions, folder structures). Implementation of company policies that encourage the use of digital tools for document storage over physical storage.	IT support/Training teams: To lead training and provide ongoing support. Employees: Those with minimal engagement with digital storage tools.	₱5,000.00	At least 50% of employees should be using digital storage tools regularly, with a measurable improvement in document organization (e.g., file structure, ease of access) after one month, tracked via tool usage logs.
Enhance communication via email and increase the frequency of its use for work-related matters.	Email etiquette workshops to improve writing and communication skills. Setting up email templates for standard communication (e.g., for meeting invites, follow-ups).	HR or Training coordinators: To organize email communication workshops. Employees: Those who are underutilizing email communication in their work routine.	₱6,000.00	At least 40% of employees should demonstrate consistent use of email for communication, with measurable improvement in email frequency (e.g., at least 3 work-related emails sent per week).

Simplify and improve the current record classification system to ensure ease of use by all members.	Evaluate current classification system for complexity and user-friendliness. Create or revise classification guidelines to make the system more intuitive and standardized. Conduct workshops to train employees on the updated classification system and provide user manuals. Test the system with a small group to ensure its ease of use, collecting feedback for improvements.	IT and Records Management Team: To evaluate and develop the new system. Employees: To provide feedback on system usability.	₱10,000.00	At least 60% of users should report that the system is easy to use in a post-training survey or feedback, with a measurable decrease in time spent finding records.
Enhance employees' confidence and knowledge in understanding document retention periods for different types of records.	Create a retention schedule with a clear guidelines on how long to retain each type of document. Hold training sessions explaining the retention schedule and best practices for document retention. Distribute easy-to-understand retention policy documents for quick reference.	Records Management Team: To develop and communicate retention guidelines. Employees: To learn and apply retention practices.	₱5,000.00	At least 50% of employees should confidently answer questions about retention periods in a post-training survey or quiz, with correct answers indicating a solid understanding of retention policies.
Develop and implement clear, enforceable policies for data privacy and safeguarding member information.	Draft and distribute data privacy policies that clearly outline how members' data are protected. Conduct training on data privacy to ensure that all employees understand the policies and best practices.	Legal and Compliance Team: To create and enforce the data privacy policies. HR or Training team: To deliver training to all employees.	₱5,000.00	At least 60% of employees should indicate they understand the data privacy policies, as measured by a survey or compliance check, with no reported incidents of data breaches.

	Regular audits and reviews of data privacy procedures to ensure compliance and identify areas for improvement.			
Ensure that records are completely removed from all systems once they are disposed of, preventing unauthorized access.	Create a disposal policy that outlines the steps for proper record disposal and removal from all systems. Provide training on the disposal process to ensure employees are following the correct procedures.	Records Management Team: To develop and enforce disposal policies and system processes. Employees: To comply with disposal and removal procedures.	₱5,000.00	At least 50% of employees should be able to demonstrate proper disposal practices in a practical exercise or audit, with no instances of improperly disposed records in system checks.

Table 5 shows the Program T.O.O.L. (Technology for Organizing Online Logistics): A Proposed Intervention Program. Given that digital tools, such as communication through digital media, Microsoft programs, and digital storage tools, largely influence records management practices, a comprehensive umbrella intervention program could be designed to enhance the overall effectiveness of records management within multipurpose cooperatives. The agenda would include better adoption of digital tools, furthering digital literacy, and optimizing the adaptability of cooperative members to changing technological environments. Mukred et al. (2021) state that data in advanced technology is rapidly increasing in the modern world. Simple access to large amounts of data has revolutionized the way governments, institutions, organizations, and individuals conduct business and keep records. Cloud computing, ICT, office automation, and digitalization have revolutionized the creation of electronic records. Organizations need to keep up with this changing environment to ensure efficiency and compliance. Multi-purpose cooperatives can implement the proposed intervention program to enhance employees' skills by integrating digital tools for records management, communication, and productivity.

4. Conclusions

Based on the findings presented, the following conclusions were drawn: multi-purpose cooperatives have incorporated various digitalization tools into their operations. These include Microsoft programs, digital storage tools, and digital communication tools, which help cooperatives improve their efficiency, simplify communication, and enhance information management. Multi-purpose cooperatives adopt systematic and necessary record management procedures, including record classification, document retention, data privacy, and disposition. These procedures ensure the proper filing, secure storage, and disposal of records when they are no longer needed, enhancing operational efficiency and compliance with data protection laws. Multipurpose cooperatives demonstrate a high level of digitalization tool usage. This indicates that these cooperatives are effectively integrating digital tools into their operations, enhancing efficiency and modernizing their processes. The level of records management practices within multipurpose cooperatives is high. This suggests that cooperatives are effectively implementing practices for record classification, retention, data privacy, and disposition, contributing to overall organizational efficiency and compliance. Digitalization plays a significant role in the record management practices of multi-purpose cooperatives for efficiency and data governance. Introducing a comprehensive intervention program aimed at increasing the adoption of digital tools, strengthening digital literacy, and enhancing adaptability to technological changes can greatly enhance records

management practices within multi-purpose cooperatives.

4.1 Recommendations

Based on the conclusions presented, the following recommendations are made to further enhance records management practices and adaptability to digitalization: Cooperatives may continue using Microsoft programs, digital storage tools, and communication tools and investigate other sophisticated digital solutions to simplify processes and maximize productivity. Cooperatives may periodically evaluate and update their records management practices to be in line with changing regulations and embrace best practices in the classification of records, retention, data privacy, and disposition. Although digitalization is integrated effectively, cooperatives may invest in training and support programs for employees to help them optimize the use of digital tools, thus ensuring continuous adaptability and the full benefits of technology. Cooperatives may not lose focus on robust records management practices and regularly review the effectiveness of their systems to ensure that they meet the needs of the organization and comply with legal requirements.

Cooperatives may integrate themselves and train more in the digital tools as well, especially in how they can improve the record management processes for better operational efficiency and security of the entire data. Create advanced training and programs to enhance efficiency of record management and foster a culture of digital literacy and adaptability. Multi-purpose cooperatives can refer to the intervention program developed by the researcher. Future research on the impacts of digitalization on records management in multipurpose cooperatives may focus on examining the effectiveness of digital tool adoption and the role of digital literacy in enhancing operational efficiency. Research studies may examine the challenges cooperatives face in adapting to new technologies, generally and specifically in matters related to data security and privacy.

5. References

- Abuki, B.J. (2014). The role of records management in public service delivery in county governments in Kenya: A case study of Kisii County Government Headquarters. *University of Nairobi*.
https://erepository.uonbi.ac.ke/handle/11295/76964?fbclid=IwY2xjawGJ08FleHRuA2FlbQIxMAABH RGn9lkJcCMJ-WctGyrPIf6AG7FBSs_sY_TpHNgRjdn6VTyfn
- Ajiva, O.A., Ejike, O.G., & Abhulimen, A.O. (2024). Advances in communication tools and techniques for enhancing collaboration among creative professionals. *International Journal of Frontiers in Science and Technology Research*, 07(1), 066–075. DOI: <https://doi.org/10.53294/ijfstr.2024.7.1.0049>
- Amosah, J., Lukman, T., & Seidu, K. (2023). Record keeping and its effects on the development of small-scale enterprises in the Sissala West District in the Upper West Region of Ghana. *American Journal of Economics and Business Innovation*, 2(2), 24-34. DOI: 10.54536/ajebl.v2i2.1520
- Bitonio, J.B. (2020). Factors for success in cooperative operations. *Southern Oregon Business Journal*.
<https://southernoregonbusiness.com/factors-for-success-in-cooperative-operations/>
- Bordi, L., Okkonen, J., Mäkinen, J., & Heikkilä-Tammi, K. (2018). Communication in the Digital Work Environment: Implications for Wellbeing at Work. *Nordic Journal of Working Life Studies*, 8 (3).
<https://tidsskrift.dk/njwls/index>
- Brennen, J.S. & Kreiss, D. (2016). Digitalization. *The International Encyclopedia of Communication Theory and Philosophy*. <https://doi.org/10.1002/9781118766804.wbiect111>
- Elee, E.G. (2021). Impact of information technology on cooperative services delivery in Nigeria: A case study of selected cooperative societies in Dunukofia local government area, Anambra State. *Unizik Journal of Educational Research and Policy Studies*, 2, 247-259. <http://sjifactor.com/passport.php?id=21363>
- Formby, S.K., Medlin, B.D., & Ellington, V. (2017). Microsoft Excel®: Is It An Important Job Skill for College Graduates? *Information Systems Education Journal (ISEDJ)*, 15 (3). <http://www.isedj.org>;
<http://iscap.info>
- Kamble, S. & Trivedi, M. (2023). Best practices in archive and record management in electronic age: Approaches and challenges. *Positif Journal*, 23(6). DOI: 10.37896/psj30.6/17901

- Katulwa, V. (2020). Importance of records destruction, when and how to conduct destruction in your organization.
<https://www.linkedin.com/pulse/importance-records-destruction-when-how-conduct-your-victor>
- Michael, P.P., Yunus, M.N., Kadir, I.K., & Bunawan, A. (2022). Effects of Electronic Records Management Best Practices and Records Professionals in Malaysia. DOI:
<https://doi.org/10.21834/e-bpj.v8iSI12.5011>
- Mukred, M., Yusof, Z.M., Al-Moallemi, W.A., Mokhtar, U.A., & Hawash, B. (2021). Electronic records management systems and the competency of educational institutions: Evidence from Yemen. *Sage Journals*, 38(1). <https://doi.org/10.1177/0266666920980829>
- Mwangi, W.G. (2017). An examination of records management practices for improved service delivery in Laikipia County Government, Kenya. DOI: 10.21275/ART20177571
- Mwebesa, L. C. K., Kansime, C., Asimwe, B., Mugambe, P., & Rwego, I. B. (2018). The effect of financial record keeping on the financial performance of development groups in rural areas of Western Sunyani Municipality. *International Journal of Economics and Finance*, 10(4), 136- 145.
<https://doi.org/10.5539/ijef.v10n4p136>
- Nyampong, S. A. (2015). Electronic records management in national development: A case study in Ghana Immigration Service. *European Journal of Business and Management*, 7(10), 120-144.
<https://iiste.org/Journals/index.php/EJBM/article/view/21337>
- Oloyede, G.K. & Ogunwale, G.J. (2022). Digital Productivity Tools as a Necessity in Education, Research, and Career in the 21st Century. www.isteam.net/ghanabespoke2022.
[dx.doi.org/10.22624/AIMS/ABMIC2022P1](https://doi.org/10.22624/AIMS/ABMIC2022P1)
- Parviainen, P., Tihinen, M., Kaarianen, J., & Teppola, S. (2017). Tackling the digitalization challenge: how to benefit from digitalization in practice. *International Journal of Information Systems and Project Management*, 5(1), 63-77. DOI 10.12821/ijispm050104
- Pelteret, M. & Ophoff, J. (2016). A review of information privacy and its importance to consumers and organizations. *Informing Science The International Journal of an Emerging Transdiscipline*, 19(1), 277-301. DOI: 10.28945/3573
- Prajapati, D. (2021). Top 8 Benefits of Using Productivity Tools In Your Organization.
<https://veloxsofttech.com/benefits-of-using-productivity-tools-in-organization/>
- Shethna, J. (2024). Microsoft Office Applications Introduction.
<https://www.educba.com/microsoft-office-application/>
- Sivunen, A. & Laitinen, K. (2019). Digital communication environments in the workplace.
<https://www.taylorfrancis.com/chapters/edit/10.4324/9780429196881-4/digital-communication-environments-workplace-anu-sivunen-kaisa-laitinen>
- Srivastava, V. K. (2024). Impact of Corporate Social Responsibility (CSR) initiatives on brandreputation: A study on how CSR activities enhance brand reputation and consumer loyalty in thecontext of sustainable marketing practices. <https://doi.org/10.30574/ijrsra.2024.13.1.1869>
- Usman, M. (2023). 10 Key benefits of learning MS office applications.

