

The Records Management Practices of Capalonga Medicare and Community Hospital in Capalonga, Camarines Norte

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ABSTRACT

Effective records management is essential to ensuring efficiency, transparency, accountability, and service quality in public healthcare institutions. This study examined the records management practices of Capalonga Medicare and Community Hospital in Capalonga, Camarines Norte, Philippines, with particular focus on personnel performance, records service delivery, and institutional activities that support efficient records administration. Using a descriptive–evaluative–correlational research design, data were collected through structured survey questionnaires administered to technical personnel, non-technical personnel, and selected clients of the hospital. Statistical analyses included frequency counts, weighted means, Kendall’s coefficient of concordance, and chi-square tests. Findings revealed that records management practices were highly evident across key functional areas, particularly in records storage, transmission, creation, monitoring, and archival processes. Records service delivery was likewise rated as highly efficient, with efficiency, transparency, management, accountability, and administrative practices demonstrating strong performance. However, tests of concordance indicated no statistically significant agreement in the rank ordering of personnel assessments across records management functions, service delivery dimensions, and efficiency-related activities, suggesting variability in perceptions among respondents. The study also identified critical institutional activities that support effective records service delivery, including staff training on records management procedures, regular audits and compliance reviews, and strengthened information security and access controls. Based on the findings, policy recommendations were formulated to enhance standardization, strengthen capacity-building initiatives, improve records monitoring and archival systems, and reinforce compliance with national records management and data protection policies. Overall, the study underscores the importance of sustained institutional support, continuous personnel development, and policy-driven records governance in improving records management practices and service delivery in local government healthcare facilities.

1. Introduction

Records constitute a fundamental asset of public organizations, serving as primary evidence of decisions, transactions, and service delivery outcomes. In public healthcare institutions, effective records management is indispensable for ensuring operational efficiency, legal compliance, transparency, accountability, and continuity of care. The systematic creation, storage, transmission, monitoring, and archival of records enable institutions to safeguard organizational memory, protect patient information, and support evidence-based decision-making. Inadequate records management, by contrast, undermines service delivery, exposes institutions to legal and administrative risks, and erodes public trust.

In the Philippine public sector, records management is firmly anchored in constitutional and statutory mandates. The 1987 Philippine Constitution recognizes the public’s right to information on matters of public concern, while Republic Act No. 9470 (National Archives of the Philippines Act of 2007) and Republic Act No. 10173 (Data Privacy Act of 2012) require government agencies to adopt systematic records management and archival practices that ensure both access to information and protection of personal data. These legal frameworks impose particular responsibilities on public hospitals, where records not only support administrative functions but also protect patient rights, ensure continuity of medical care, and facilitate institutional accountability. Despite the existence of clear legal and policy frameworks, records management remains a persistent challenge in many local government–run healthcare facilities. Public hospitals often face constraints related to limited resources, inadequate infrastructure, insufficient personnel training, and the transition from paper-based to digital or hybrid records systems. These challenges are exacerbated in geographically remote or resource-constrained local government units, where administrative systems may lag behind national standards. Consequently, records management practices in such settings warrant systematic assessment to determine their effectiveness and alignment with governance and service delivery objectives.

Records management is closely linked to service delivery performance. Efficient records systems facilitate timely access to information, reduce administrative delays, and enhance transparency and accountability in public service transactions. Conversely, weak records management can result in misplaced or inaccessible records, delays in service provision, compromised data security,

and diminished client satisfaction. In healthcare settings, these shortcomings can directly affect the quality of services provided to patients and the capacity of institutions to respond effectively to regulatory, audit, and public accountability requirements.

Within this context, Capalonga Medicare and Community Hospital, a local government-owned healthcare facility in Camarines Norte, provides a relevant case for examining records management practices at the grassroots level of public administration. As a primary healthcare institution serving a geographically distant population, the hospital plays a critical role in delivering essential medical and administrative services. Understanding how records management practices are implemented, how personnel perform records-related functions, and how these practices influence records service delivery is essential for strengthening institutional performance and governance.

This study therefore examines the records management practices of Capalonga Medicare and Community Hospital, focusing on key functional areas of records creation, storage, transmission, monitoring, and archival, as well as their relationship to records service delivery in terms of efficiency, transparency, accountability, and administrative effectiveness. By assessing institutional practices and identifying policy-relevant gaps, the study contributes to the growing body of literature on records management in public healthcare institutions and provides empirical evidence to support reforms aimed at improving governance, service quality, and public trust in local government health facilities.

2. Methodology

This study employed a descriptive–evaluative–correlational research design to examine the records management practices of Capalonga Medicare and Community Hospital in Capalonga, Camarines Norte. The design was appropriate for describing existing institutional practices, evaluating the extent of personnel performance in records management functions, and determining the level of agreement among respondents regarding records service delivery and efficiency-related activities. The correlational component enabled the assessment of concordance in respondents' rankings of records management dimensions and service delivery indicators. The study was conducted at Capalonga Medicare and Community Hospital, a local government-owned healthcare facility serving the municipality of Capalonga, Camarines Norte. Respondents consisted of technical personnel, non-technical personnel, and selected hospital clients, all of whom were directly involved in or affected by records management and records-related service transactions. This combination of respondents provided a comprehensive perspective on both the internal implementation of records management practices and their perceived effectiveness in service delivery.

Data were collected using a structured survey questionnaire developed by the researcher based on existing records management frameworks, national policies on records administration, and relevant empirical studies. The instrument measured the extent of personnel performance across five functional areas of records management: records creation, records storage, records transmission, records monitoring, and records archival. It also assessed records service delivery in terms of delivery, management, efficiency, administration, transparency, and accountability, as well as institutional activities undertaken to ensure efficiency in records services.

The questionnaire employed a Likert-type scale, allowing respondents to indicate the degree to which specific practices and activities were evident or implemented. Prior to data collection, the instrument underwent content validation and reliability testing to ensure clarity, relevance, and internal consistency.

Permission to conduct the study was secured from the hospital administration. The survey questionnaires were personally distributed to identified respondents and retrieved after completion to ensure a high response rate. Ethical considerations were observed throughout the data collection process, including voluntary participation, informed consent, and confidentiality of responses. No personally identifiable information was collected or disclosed.

Collected data were analyzed using appropriate descriptive and inferential statistical tools. Frequency counts and weighted means were used to describe the extent of records management practices and records service delivery. To determine the degree of agreement among respondents in ranking records management functions, service delivery dimensions, and efficiency-related activities, Kendall's coefficient of concordance (W) was employed. The significance of agreement was further tested using the chi-square (χ^2) test at a 0.05 level of significance.

These analytical procedures enabled the study to identify dominant practices, assess consistency of perceptions among respondent groups, and determine whether observed rankings reflected statistically significant agreement.

The study adhered to ethical standards for research involving human participants. Participation was voluntary, responses were treated with strict confidentiality, and data were used solely for academic and policy-oriented purposes. The study complied with relevant institutional and national guidelines on research ethics and data protection.

3. Results and Discussions

3.1 Extent of Personnel Performance in Records Management Practices

Table 1 presents the extent to which personnel perform their functions across the core domains of records management. Results indicate that records management practices at Capalonga Medicare and Community Hospital are consistently rated as highly evident across all functional areas.

Table 1. Extent of Personnel Performance in Records Management Practices

Records Management Dimension	Weighted Mean	Interpretation
Records Storage	4.38	Highly Evident
Records Transmission	4.37	Highly Evident
Records Creation	4.34	Highly Evident
Records Monitoring	4.29	Highly Evident
Records Archival	4.28	Highly Evident

The highest rating was observed in records storage, indicating that personnel demonstrate strong compliance with filing, safekeeping, and accessibility procedures. This finding suggests that physical and electronic storage systems are sufficiently established to support daily operations. Similarly, high ratings in records transmission and creation indicate that processes related to documentation, routing, and handling of records are consistently implemented.

However, slightly lower—but still high—ratings in records monitoring and archival suggest emerging areas for improvement, particularly in long-term preservation, systematic tracking of records movement, and lifecycle management. These findings align with existing literature emphasizing that archival and monitoring functions often lag behind operational recordkeeping functions in public institutions due to limited resources and technical capacity.

3.2 Agreement on Rank Orders of Records Management Practices

To determine consistency in respondents’ perceptions, Kendall’s coefficient of concordance (W) and chi-square tests were applied. Results showed no statistically significant agreement in the rank ordering of records management practices across respondent groups.

Table 2. Test of Agreement on Records Management Practices

Dimension	Kendall’s W	χ^2	p-value	Interpretation
Records Creation	0.39	10.53	>0.05	Not Significant
Records Storage	0.25	9.00	>0.05	Not Significant
Records Transmission	0.32	10.56	>0.05	Not Significant
Records Monitoring	0.32	10.56	>0.05	Not Significant
Records Archival	0.23	4.83	>0.05	Not Significant

The lack of significant agreement suggests variation in perceptions among technical staff, non-technical staff, and clients. While overall performance is rated highly, the prioritization of specific records management functions differs across respondent groups. This finding highlights the need for standardized understanding and shared institutional benchmarks, ensuring that all stakeholders interpret and value records management practices consistently.

3.3 Extent of Records Management Practices on Records Service Delivery

Records management practices were also assessed in relation to records service delivery. As shown in Table 3, all service delivery dimensions were rated as highly efficient.

Table 3. Extent of Records Management Practices on Records Service Delivery

Service Delivery Dimension	Weighted Mean	Interpretation
Efficiency	4.34	Highly Efficient
Transparency	4.28	Highly Efficient
Management	4.25	Highly Efficient
Accountability	4.24	Highly Efficient
Delivery	4.21	Highly Efficient
Administration	4.21	Highly Efficient

Efficiency received the highest rating, indicating that effective records systems contribute to timely processing, retrieval, and issuance of records. High transparency and accountability scores further suggest that records management supports ethical governance, compliance with public information mandates, and client trust.

These results affirm theoretical assertions that effective records management is a cornerstone of good governance and quality public service delivery, particularly in healthcare institutions where accuracy and timeliness of records are critical.

3.4 Agreement on Records Service Delivery Dimensions

Despite high ratings, tests of concordance again revealed no statistically significant agreement in the ranking of service delivery dimensions.

Table 4. Test of Agreement on Records Service Delivery Dimensions

Dimension	Kendall’s W	χ^2	p-value	Interpretation
Delivery	0.39	11.70	>0.05	Not Significant
Management	0.20	4.20	>0.05	Not Significant
Efficiency	0.55	14.85	>0.05	Not Significant
Administration	0.31	10.23	>0.05	Not Significant
Transparency	0.44	10.56	>0.05	Not Significant
Accountability	0.25	7.50	>0.05	Not Significant

This result indicates that while respondents generally agree on the high level of service delivery, they differ in how they prioritize its components. Such divergence underscores the importance of aligning organizational goals, performance indicators, and service standards across personnel roles.

3.5 Activities Undertaken to Ensure Efficient Records Service Delivery

The study identified key institutional activities that support efficient records service delivery. Table 5 presents the highest-rated activities.

Table 5. Activities Undertaken to Ensure Efficiency of Records Service Delivery

Activity	Weighted Mean	Interpretation
Training staff on records management procedures and best practices	4.55	Very Much Evident
Conducting regular audits and compliance reviews	4.51	Very Much Evident
Providing information on records security and access controls	4.38	Very Much Evident

The emphasis on capacity-building and compliance monitoring reflects institutional recognition of the importance of human and procedural controls in records management. Regular training and audits contribute to sustainability and continuous improvement, reinforcing accountability and compliance with national records and data protection policies.

However, concordance testing again revealed no significant agreement in ranking these activities, suggesting varied perceptions regarding their relative importance.

3.6 Implications for Policy, Practice, and Governance

The findings demonstrate that Capalonga Medicare and Community Hospital exhibits strong institutional capacity in records management and service delivery, even within a local government and resource-constrained context. However, the consistent absence of significant agreement across rankings reveals a critical governance gap: the lack of a unified institutional perspective on records management priorities.

From a policy perspective, the results underscore the need for clearer operational guidelines, standardized performance indicators, and alignment with national records management frameworks under Republic Act No. 9470 and data protection standards under Republic Act No. 10173. Local government units should institutionalize records management policies that translate legal mandates into operational benchmarks.

From a practice standpoint, continuous training, strengthened monitoring mechanisms, and enhanced archival systems should be prioritized to address functional areas with relatively lower ratings. Institutionalizing periodic assessments can help harmonize perceptions and reinforce shared accountability among personnel.

From a governance and public administration perspective, the study reinforces the role of records management as a foundational mechanism for transparency, accountability, and service quality in public healthcare institutions. Strengthening records governance directly contributes to improved public trust, administrative efficiency, and evidence-based decision-making at the local level.

4. Conclusions and Implications

4.1 Conclusions

This study provides empirical evidence that the records management practices of Capalonga Medicare and Community Hospital are generally well established and effectively implemented. Across key functional areas—records creation, storage, transmission, monitoring, and archival—personnel performance was consistently rated as highly evident, indicating that records management systems are operationally embedded within the institution. These practices contribute directly to efficient records service delivery, particularly in terms of efficiency, transparency, accountability, and administrative effectiveness.

Despite these positive assessments, the study found no statistically significant agreement among respondents regarding the ranking of records management functions, service delivery dimensions, and efficiency-related activities. This lack of concordance suggests heterogeneity in perceptions across technical personnel, non-technical staff, and clients. While institutional practices are strong overall, the absence of shared prioritization indicates that records management is not uniformly understood or valued across stakeholder groups.

The findings further demonstrate that capacity-building initiatives, regular compliance audits, and strengthened security and access controls are central mechanisms supporting effective records service delivery. These institutional activities reinforce the role of records management as a governance tool that enables compliance with legal mandates, safeguards public and patient information, and supports continuity of public healthcare services.

Overall, the study concludes that effective records management is not solely a technical or administrative function but a strategic component of public healthcare governance. Sustaining and improving these practices requires not only operational efficiency but also institutional coherence, shared standards, and policy alignment.

4.2 Implications for Policy, Practice, and Research

From a policy perspective, the results highlight the need for local government units to translate national records management and data protection mandates into clearly defined operational standards. Strengthening institutional policies that articulate roles, responsibilities, and performance indicators can help harmonize stakeholder perceptions and reinforce compliance with Republic Act No. 9470 and Republic Act No. 10173. Embedding records management within broader governance and performance management frameworks can further enhance accountability and transparency in public healthcare institutions.

In terms of practice, the absence of significant agreement across rankings underscores the importance of continuous institutional capacity-building. Regular training, standardized procedures, and integrated monitoring systems can promote a shared understanding of records management priorities among personnel and service users. Strengthening archival and monitoring functions, in particular, can improve lifecycle management of records and support long-term institutional memory and service continuity.

For public administration and healthcare governance, the study reinforces the centrality of records management in achieving efficient service delivery and sustaining public trust. Effective records systems enable timely access to information, support evidence-based decision-making, and protect both institutional and client interests. As public healthcare institutions increasingly transition toward digital and hybrid records environments, strategic investments in records governance will be essential to mitigate risks related to data security, service disruption, and regulatory non-compliance.

Finally, in terms of future research, the findings suggest the value of comparative and longitudinal studies examining records management practices across multiple local government hospitals or regions. Further research may also explore the integration of digital records systems, the role of leadership and organizational culture in shaping records governance, and the alignment of institutional practices with international standards such as ISO 15489 and ISO 21001. Such inquiries would deepen understanding of how records management can be leveraged as a strategic instrument for strengthening public sector performance and healthcare service delivery.

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