

## The Role of Records Management Practices in Promoting Good Governance in Malaysia: A Conceptual Framework

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**Abstract:** Record management is a crucial component that must be carried out to promote good governance practices because there are numerous criminal issues highlighted in the public sector, such as corruption, fraud, and record falsification. As a result, the public develops negative perceptions and arguments about the public sector's performance as an authority with a mandate from the people to promote morality in national governance and protect the rights of the people. The necessary articles were retrieved and scrutinized for relevance, which mainly addressed the role of records management practices in promoting good governance. Previous research reveals that accountability, transparency, and effective service delivery are prioritized over other elements in good governance. Moreover, prior studies have found that a lack of professionalism contributes to poor governance. Therefore, this study proposes a conceptual framework for record management that incorporates the critical elements of professionalism, accountability, transparency, and effective service delivery in Malaysia's public sector, which is significant in supporting the National Archives of Malaysia Strategic Plan 2021-2025 and the National Good Governance Plan (My Government) to empower record management as a critical component of achieving good governance practices in the public sector.

**Keywords:** Effective Service Delivery, Professionalism, Public Sector

### 1. Introduction

The public sector, essential for sustainable development and good governance, must create and maintain daily records of activities and transactions. Records that serve as evidence and support decision-making are critical for accountability, transparency, and efficiency. Recordkeeping practices, including the life cycle of records, facilitate administration and contribute to good governance by regulating accountability, transparency, efficiency, and professionalism (Isa et al., 2019; Ramlee et al., 2018). The proposed conceptual framework aligns with the National Archives of Malaysia Strategic Plan (2021-2025). It aims to strengthen records management in the public sector, as emphasized by Datuk Seri Anwar Ibrahim (Business Today Editorial, 2023).

The UNDP defines good governance as participatory, transparent, and accountable institutional systems that promote effective, equitable, and constitutional outcomes. Introduced in the late 1980s, the focus on good governance emphasizes political and organizational processes critical to development goals (McGrath & Whitty, 2015; Meyer, 2018). Solid public institutions play an essential role in economic growth, reducing corruption, improving government spending, and strengthening political stability (Meyer, 2018). Countries worldwide have reformed their public sectors to meet demands for transparency and accountability (Said et al., 2015).

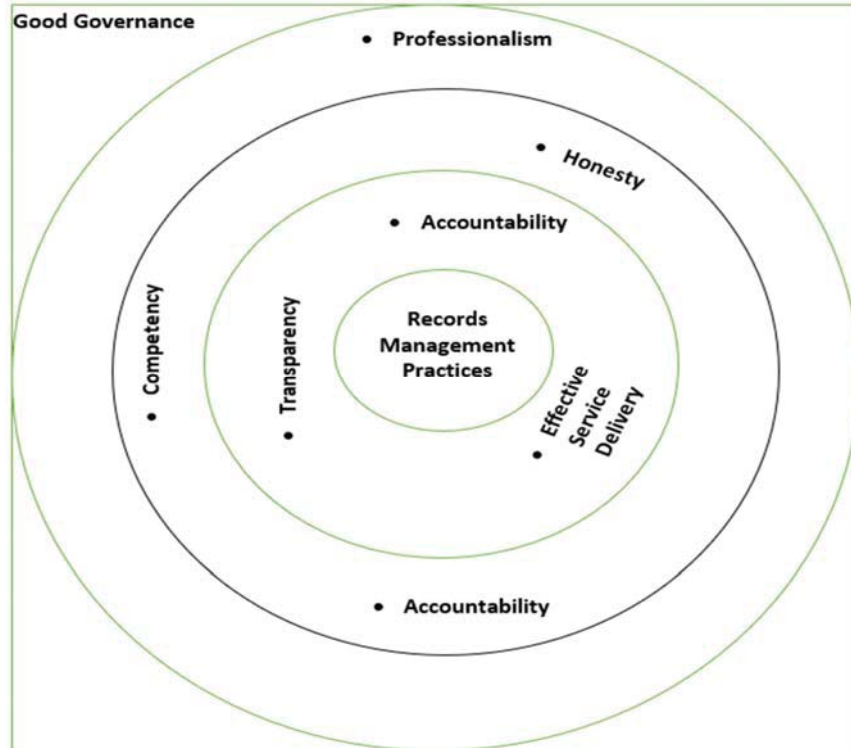
Incomplete records pose a significant risk and compromise national sovereignty, as demonstrated by the loss of Batu Putih Island due to inadequate and unreliable records. Negligence in records management, as evidenced by premature disposals and irregularities, illustrates the consequences of poor management. Forensic audits show that the vendor is already established before the official award, indicating deficiencies in record keeping. In Malaysia, poor implementation of record management practices and the need for a dedicated profession exacerbate the situation, leading to errors and inaccurate information (Isa et al., 2019; Imana Harun et al., 2018). The study proposes a conceptual framework for records management that includes critical elements to support the National Archives of Malaysia Strategic Plan (2021-2025) and the National Good Governance Plan and aims to strengthen records management as a critical component in achieving good governance in the public sector.

## **2. Research Methodology**

The necessary articles were retrieved and scrutinized for relevance, which mainly addressed the research objectives to develop a proposed conceptual framework emphasizing the essential elements that must be incorporated into records management practices to promote good governance in the public sector. The literature review was conducted to comprehensively explore the existing research landscape, understand the existing knowledge, and identify gaps in reputable databases using appropriate keywords. The keywords used in this study are "records management practices and good governance." Furthermore, all the results are outlined to identify the most preferable elements of good governance. A conceptual framework was developed based on the identified elements. Based on the literature review, it is evident that accountability, transparency, and effective service delivery elements are essential for the public sector's integrity and effectiveness in decision-making, services, and interests, which could lead to good governance. Moreover, prior studies have also found that a lack of professionalism contributes to poor governance. Professionalism is one of the essential elements in this study, as it can provide excellent services in records management practices. Professionalism, as defined by the National Institute of Public Administration (INTAN), refers to professional service as the ability of every organization member to have sufficient knowledge and skills to carry out their duties and responsibilities. It verifies accountability, honesty, and competency as ideal behaviors and is critical in promoting public confidence in public sector services through good record management practices.

## **3. Result and Discussion**

The proposed conceptual framework developed for this study is illustrated in Figure. 1. The interaction of elements was derived from the literature in this research and then reconceptualized to make an original contribution to knowledge and to explore the relationships between professionalism, accountability, transparency, and effective service delivery in records management practices in promoting good governance.



**Figure. 1.** A Proposed Conceptual Framework

The proposed conceptual framework links accountability, transparency, and effective service delivery to the elements needed in record management practices. Competency, honesty, and accountability are the three aspects of professionalism the conceptual framework addresses. These aspects are necessary to ensure that accountability, transparency, and good service delivery can be provided. Secure information delivery, accountability, and transparency in transactions are crucial elements of recordkeeping that contribute to people's trust (Yunus et al., 2020). These are all beneficial frameworks for analyzing records management practices as the force that accelerates or acts as the engine of the conveyance for good governance. The conceptual framework is formulated based on the relevant literature review retrieved. Records management practices are defined as systematic control over the records from their creation until their ultimate disposition in ensuring the intellectual contents of the records are sustained. In contrast, good governance is defined as a concept that adheres to the rules and regulations and upholds uprightness in administering the country's resources. Effective and efficient records management practices dictate that records should be managed throughout that record life cycle, irrespective of format (Amanchukwu & Ololube, 2015). According to Mosweu and Rakemane (2020), for the promotion of good governance to take place, there must be a need for proper record management. Hence, good record management practices are an excellent approach to protecting the whole operation and an asset in an organization.

#### **4. Conclusion**

This study aims to develop a conceptual framework for the role of records management practices in promoting good governance in Malaysia. The proposed conceptual framework discussed in this study highlights several essential elements to be included in records management practices to promote good governance in the public sector. This study would be

helpful in identifying the effect of records management practices on good governance in the public sector to ensure that the integrity of records can be forever sustained. It will increase the efficiency and effectiveness of public sector information delivery and gain the satisfaction and trustworthiness of users towards the public sector, such as by giving trusted records as evidence when needed or required. Therefore, it will lead to good governance in the public sector.

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