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INFORMATION PROCESSING ETIQUETTES FOR ORGANIZATIONAL WELL BEING IN NIGERIA

Chiemaka Doris Obasi, Ph.D
Department of Library and Information Science
Alvan Ikoku Federal University of Education

and

Emmanuel Onyekachi Nweke, Ph.D
Department of Office Technology and Management
Captain Elechi Amadi Polytechnic, Rumuola Port Harcourt, Rivers State, Nigeria/Adjunct Professor Topland University, Netherlands

Abstract
The paper x-rayed information processing etiquettes and organizational wellbeing in Nigeria. It used the qualitative design approach in which academic materials were sought from textbooks, interactions, internet, e-journals to establish perspective. Information processing was viewed as memory of organizations or organizations while organizational well being was seen as continuous flow of information in the form of effective information processing. The paper operationalized its review in the areas of information processing mode or process, responsibility, general administration and feedback. The paper anchored its theory on Multi-Store Model theory proposed by Richard Atkinson and Richard Shiffrin. It concluded that for organizations or similar organizations to maintain organizational well being document ambience should be data driven, use dual document regime of digital or hybrid. That in any system adopted, members should have transparent access where information bordering on members' welfare may be accessed without hindrances, while maintaining confidentiality and other information processing Etiquettes. It suggested that organizations should always have back up files or documents that supports easy access or prompt evidencing, among others.

Keywords: Information processing, Etiquettes, Organizational well being, Organizations, Administration, Feedback, Process, Responsibility

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Introduction

Memory is a very critical component of any human organizational wellbeing or existence. Organizational wellbeing is portrayed in this paper as a state of being ready to use, trace its documents without delays or in most cases not able to find information. Such information could be useful to members of the organization or for external use. The quick dispatch in which any organization is able to fetch its business information is considered as health. The storage units of the human system differ based on purpose or priority. Musembe (2022) inferred that memories are not stored in just one part of the brain. Different types are stored across different, interconnected brain regions. The paper contemplates that any organization no matter what nature, deserves documentation well being. That for explicit memories or information trail which involves events that happened to an individual (episodic), as well as general facts and information (semantic).

Musembe further states that there are three important areas of the brain: the hippocampus, the neocortex and the amygdala. Implicit memories, such as motor memories, rely on the basal ganglia and cerebellum. Short-term working memory relies most heavily on the prefrontal cortex. If we draw from the nature's way of managing memories in the human system, it becomes imperative how we manage extraneous information. Nature has evolved methods of keeping information in creations and that is exemplary for humans. Memory in the context of this paper refers to storage patterns of information of any kind.

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Organizations exist to serve the purpose of its members. There is no service that can be rendered effectively, without effective information processing. Documents are pieces of information that are kept for incumbent or future reference (Nweke & Nwereka, 2022). Adequate information processing or memory preservation of any organization ensures unity, transparency and quick dispatch of welfare services to members. Organizations being professional groups who organize to fight for the general welfare of its members are expected to keep records of members' events in retrospect, incumbent and for prospective retrieval. Nweke (2022) asserts that there are several reasons why organizations (organizations) safe-guard documents, including transparency. Transparency is tied to the conscience of the organization executives. And clear conscience, according to a popular assertion, is the most comfortable pillow.

Etiquette is generally observed as set of rules that govern conduct of a certain group or even the larger society. This paper limits its scope of etiquettes to contemporary methods adoptable by organization leaders in preserving memory of the organization. This implies that the processes involved in information processing, which approach could be digital or hybrid (combination of both digital and manual). Organizational well being of organizations according to Yunus, Hashim & Kamal (2025) lies on its level of documentary transparency. This implies that organizations are expected to keep records that make them run smoothly without being seen as sick. In the norm, a person is considered sick, when such a person may not be able to carry out routine activities with ease.

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When organizations are not able to generate information, process, store, transmit or retrieve such information when required, for the good of its members, such a branch of organization maybe read to be sick. This paper appears very isolated as there are very scarce intellectual resources on organizations and information processing. This paper therefore seeks to bridge the gap in scanty literature regarding organizations and their documentary operations.

Conceptual Clarifications

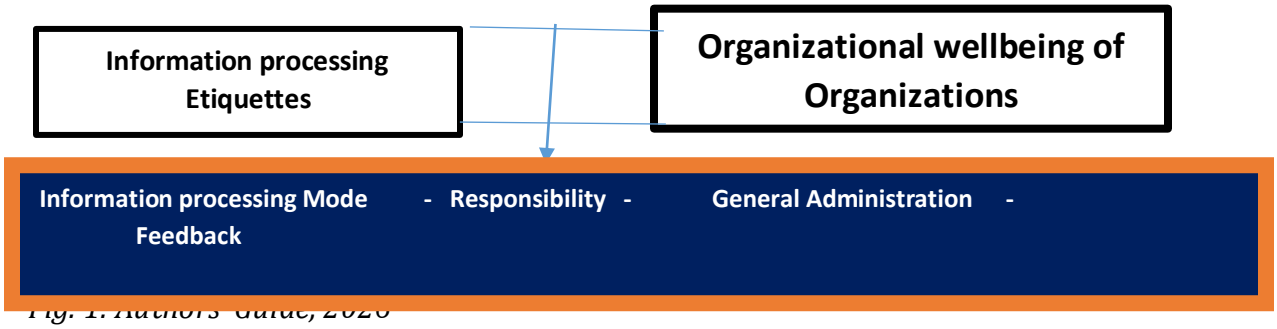


Fig. 1: Authors' Guide, 2026

Theoretical Foundation

This paper anchors its stance on Multi-Store Model proposed by Richard Atkinson and Richard Shiffrin in 1968 and cited by Abdul-Rahman & Adejare, (2024). The principles of Multi-Store Model rests on the fact that information exists in one of 3 states of memory: the sensory, short-term and long-term stores. Information passes from one stage to the next the more we rehearse it in our minds, but can fade away if we do not pay enough attention to it. Information enters the memory from the senses - for instance, the eyes

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observe a picture, olfactory receptors in the nose might smell coffee or we might hear a piece of music (Nwaomah, 2025).

This stream of information is held in the sensory memory store, and because it consists of a huge amount of data describing our surroundings, we only need to remember a small portion of it. This paper therefore draws from the theory by extracting modules in generating, processing and storing organization information or documents for transmission or retrieval of information (no matter the size) for the central purpose of organization members. It imbibes the principle of storing and retrieving information, be it short, medium or long term (Obura, 2012).

Information processing Etiquettes

The paper has already established that it would toe the path of contemporary rules or methods of managing documents in the present era, as information processing Etiquettes. Every organization should have a mainstream information processing system, preferably cloud storage. Nweke & Nwereka (2022) asserts that documents created and stored in the cloud may never get corrupt. It equally has the advantage of borderless retrieval, in which document may be retrieved from any part of the globe. Cloud information processing approach, for the purpose of this paper includes, emails, Google Drive, Google Folder, OneDrive and other saving facilities. Abdul-Raham & Adejare (2024), informs that while Google drive, Folder, emails are free, OneDrive maybe subscribed on annual basis. Sending

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every developed file or document to organization's email or members emails, encourage easy retrieval and transmission.

It is abhorrent for organization leaders to run helter-scatter when a document is requested either from national, zone or branch. Records that should be kept by organizations according Benson (2009) include:

- Minutes of Meetings
- List of Members
- Handing Over Notes
- Attendance of Members in meetings
- National circulars
- Resolutions with Management
- Requests to Management
- Brochures/Catalogues
- Travel arrangements
- Welfare Information processings
- Salary Scales and computations
- Nominal Roll of Members
- Others

Why Keep Documents or Information

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Organization records are kept to conveniently pursue the welfare course of the members of the organization without hitches, resulting from inability to produce urgent documents. Managing records effectively is beneficial to every organization and their stakeholders (Nweke & Nwereka, 2023). It is an integral component of organization operations, which ensures that timely and reliable information flows within and outside management of facilities in terms of easy retrieval of needed information.

As Obura (2012) rightly asserted, without reliable and authentic documentary evidence underpinning all essential accountability processes, organizations cannot ensure transparency, guaranteed accountability nor could they allow for the exercising of good governance. Scholars such as Külcü (2009), Tagbotor et al (2015) among others have come to agree that successfully managing the activities of firms requires managers to possess relevant cognate skills including the ability to keep and manage accurate records. For example, for Bursary Unit to implement new salary scales reached by Management, Organizations should be able to evidence such documents as signed and agreed upon by both parties (Management and Organization) for implementation to take place.

Concept of Responsibility

Responsibility refers to the staff who should be in charge of document procession. In ordinary expectation, the responsibility of information processing resides with the secretaries of the Organization. However, Abdul-Rahman & Adejare (2024) argues that the responsibility of record or document maintenance of every organization lies on all the

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executives of the organization. Counting from the enormous and interknitted role of organization activism, it is agreeable that every executive should participate in information processing process. For instance, the financial secretary should maintain his expense and receivable receipts or register for prompt delivery of financial reports. The bursary unit should have records of his or her deposits in the bank, cash at hand or assets in the secretariat and organization liabilities. The Chairman or President, though has his suburb, Secretary.

Who is naturally in charge of records or documents should have his or her backup documents. Onweh (2022) insists that organizations (organizations) should have a centralized system of storing files or retrieving information, that is managed by the general secretary. Every member of management should have authorized or transparent access to documents of likes in line with roles.

General Administration

The spectrum, reputational image of any organization depends largely on how it manages its documents or records. Documentation is therefore capture as a major component general administration of any organization which should not be underrated (Nweke, 2023). The organization executives are representatives of the entire business entity. They are a practicable specimen or sample size pursuing the general welfare needs of congress. Members are therefore not expected to struggle to access information peculiar

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to them. Organization officers may administer information processings according to (Yunus, Hashim and Kamal (2016) by:

- Creating websites – any member simply accesses information or any likeable document via the organization web sites
- Blogs – Members may easily share their opinion on blogs without necessarily waiting for congress (meeting dates).
- Social Media Platforms – such as Whatsapp groups, Facebook, Instagram. This ensures visibility of the organizations. This is very important as it has subtle impacts on the psychology of Management. Management respects numbers.

Need for Feedback

Feedback may be exemplified. A situation where a member of the organization makes an appeal or complaint to secretariat and only to come back for feedback and could not trace his or her petition, leaves a lot to be desired. Wamukaoya (2022) insists that executive of organizations should be responsible to its members. The general secretary should devolve a folder creating pattern, either in hard copy files or in the laptops or emails or drives indicating documents classifications (Nweke, 2022).

Feedbacks are important as it indicates credibility, continuity and acceleration of welfare needs of members. Organization Executives are equally expected to initiate feedbacks or items that would continuously refresh members' members to the activities of the organization. Such feedback mechanisms may include:

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- ✓ Action Sheets before the next meeting – that activities, reports expected from committees, individuals, executive members
- ✓ Actionable plans – what next action the organization is embarking
- ✓ Phone calls, mails to members on the actions on requests or complaints

Organizational well being

Akor & Udensi (2013) assert that organizational wellbeing of organizations depends on its consistency in producing results and that every result or outcome should be evidenced in records. Without effective information processing, organizations may lapse. Leadership turn over, for instance, without proper handing over is sick. Any organization that is not data driven in the highly competitive digital age, is sick. Just like in human terrain, where organizational wellbeing plans are made, organizations are expected to ensure digital and hardcopy record back up.

Hardcopy back up according to Onweh (2022) is still very key in our Nigeria era, as not every facet of Management or even Organization has effectively migrated to digital platforms. For instance, in meetings, involving organizations and Management in Nigeria, hard copy documents would be required to form basis of negotiation or lobbying. Such documents, to maintain a organizational well- being organization, should be made available any time it is demanded.

Suggestions for Way Forward

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Based on the conclusion of the paper above, the following suggestions have been reached:

1. Organization Executives should adopt information processing Etiquettes or modes affordable by it
2. Organization should always have back up files or documents that supports easy access or prompt evidencing
3. Information processing strategies adopted should be accessible by members for inputs and feedbacks to encourage sense of belonging among organization executives and members.
4. Organizations should have repository or information banks to take care of recovery plan in times of emergency.

Conclusion

The paper examined information processing Etiquettes and organizational wellbeing of organizations in Nigeria. Its position is that for organizations to maintain organizational well-being document ambience should be data driven, use dual document regime of digital or hybrid. That in any system adopted, members should have transparent access where information bordering on members' welfare may be accessed without hindrances, while maintaining confidentiality and other documents rules.

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