

Record Keeping And Business Performance In Kisoro District: A Case Study Of Bonny Agencies

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Abstract

The study sought to investigate the relationship between record keeping and business performance at bonny agencies in Kisoro Municipality. The study objectives included: To find out the extent of record keeping at bonny agencies in Kisoro Municipality and to find out the level of business performance at Bonny agencies in Kisoro Municipality. The study adopted a cross-sectional, case study, quantitative and qualitative research designs and simple random probability sampling technique were used to obtain a sample size of 375 respondents around Kisoro Municipality using the *Krejcie, Robert V., Morgan, Daryle W. (2017) table*. Questionnaires and interview guides were used to collect data from respondents about the relationship between record keeping and business performance at bonny agencies in Kisoro Municipality. A total of 375 target population were used. Data was analyzed by use of Microsoft excel and presented in form of frequency distribution tables using Likert Scale data interpretation method on the basis of Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1). SPSS Software was also used to analyze data in the study. The researcher concluded from the findings that the extent of record keeping at Bonny agencies in Kisoro Municipality is very low and this is evidenced by poor savings culture. The researcher concluded from the findings that the level of business performance at Bonny agencies in Kisoro Municipality is very low and this is due to low business stocks. The researcher also concluded that there is a very strong positive relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies, Kisoro district, this implies that the level of record keeping in the area of study greatly affects the level of business performance. The government should provide financial support to businessmen by providing loans at a low interest rate. The researcher recommends Ministry of commerce and trade to provide sensitization to traders so that they practice record keeping.

Keywords: Record Keeping, Business And Performance

Background of the study

According to (Micheal et al., 2024), record keeping is the act of tracking the history of the activities of a person or organization, generally by creating and keeping consistent and formal records. As World Bank (2015) define the concept of record keeping as the way you record, store and dispose of important financial information for your business. The records are; source documents, both physical and electronic, that show transaction dates and amounts, contracts and private business data. According to (Promise et al., 2024), business performance is defined as optimizing overall business performance and achieving business goals. (Ramadhan et al., 2023) measures business performance based on revenue, return on investment, overhead and operating costs. Business performance, which is closely related to commercial efficiency, is determined by the firm's ability to implement an optimal organization in order to offer a product or service that meets the expectations of consumers and customers (N. Faridah et al., 2023). The history of performance measurement in the past essentially began with an understanding of the pace of development of commercial organizations that occurred about 500 years ago. Performance measurement models tend to provide little guidance on how business (process) performance indicators can be selected and operationalized (Emmanuel et al., 2023). They are mainly limited to defining performance perspectives, possibly with some examples or steps to derive performance indicators (F. Christopher, Moses, et al., 2022), but without offering specific indicators.

The results have been amazing, as shown by the increased flows of foreign direct investment (FDI) the country received, where the US\$57 million received in 1980 jumped to US\$3,487 million in 1990 and reached an impressive US\$40,715 million in 2000. With a record no. At US\$83,521 million in 2007, China remained a major destination among emerging economies (K. Faridah et al., 2023). This financial and technological injection from abroad has undoubtedly played a vital role in China's economic development, which has been growing at a rate of over 10% for the past few years. Although foreign firms have invested significantly in China in recent years, they continue to face serious strategic challenges due to unprecedented and rapid changes in this market (Allan et al., 2023). Managers of foreign companies are all trying to learn about how to be successful in China because they know they have to outperform in China to compete globally. For this reason, the performance of foreign firms is one of the most researched topics in the business and management literature in the Chinese context (T. Christopher, 2022).

According to a study conducted by (Turyatamba et al., 2022) in Kisoro District, it was found that many SMEs in Kisoro Municipality usually experience stagnant development. Very few have expanded sales, profits or opened branches, and few have transformed into medium-sized enterprises. Although there are several factors behind the failure of SMEs to grow, insufficient finance and access to financial services are believed to be more of a problem than other factors, yet few studies have examined the extent to which microfinance policies reach poor business owners in the country. The SME sector in Kisoro Municipality, Kisoro District, hence the need for this study (Musimenta et al., 2017). Despite the above statement, lack of access to finance has been identified as one of the main barriers to small business development (Promise et al., 2024). This is because the provision of financial services is an important means of mobilizing resources for more productive use (Racheal et al., 2023). The extent to which SMEs can access finance is the extent to which small firms can save and accumulate equity for further investment (Musimenta et al., 2017).

Statement of the problem

Wallaces (1998) points out that; “An office would be very disorganized if it relied on memory to keep every transaction. There would be no fixed cards, notes, invoices, computer tapes, personal records, microforms, letters or other types of records to support office functions”. Recorded information is vital to the survival of organizations and institutions. According to Chicago Digital Asset Management (F. Christopher, Komunda, et al., 2022), the purpose of records management is to promote economy and efficiency in record keeping to ensure that unnecessary records are systematically destroyed while valuable information is protected and preserved in a manner , which facilitates its access and use (Micheal et al., 2024). This study therefore aimed to investigate the relationship between record keeping and business performance in Bonny agencies in Kisoro Municipality.

Specific objectives

1. To find out the extent of record keeping at bonny agencies in Kisoro Municipality.
2. To find out the level of business performance at Bonny agencies in Kisoro Municipality.
3. To find out relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies.

Methodology

The study included triangulation of qualitative and quantitative methods. It was qualitative to understand the respondents' personal experience of the research problem (Olanrewaju et al., 2021b) as it involves a thorough explanation of the whole essence of an effective user record management system and quantitative in that it involves the number of people selected from the population who answered the various questions . A qualitative method was used because it has the ability to address aspects of document management. The aim of this study is to investigate in depth the effectiveness of records management systems in academic libraries (Nafiu et al., 2017). A qualitative approach was chosen based on the fact that the study had no pre-determined hypothesis to test, but instead had research questions. The researcher also used a qualitative research design. A research design was used because a problem in

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context requires a holistic, in-depth examination of a phenomenon or situation from the perspective of all stakeholders (Kinyata & Abiodun, 2020). Kisoro District is located in southwestern Uganda, lying between 29 o 35" and 29 o 50" east longitude and 1 o 44" and 1 o 23" south latitude. It borders the Republic of Rwanda to the south, the Democratic Republic of the Congo to the west, Kanungu District to the north, and Kabale District to the east. The total area of the district is approximately 729.2 km² (662 km² is open land and the rest is open water and swamps), making it one of the smallest districts in the country (Nafiu et al., 2017). The district is headquartered in Kisoro Town Council. The district is approximately 510 km from Kampala (Nafiu, 2012). The researcher considered Kisoro municipality as a case study. The researcher conducted research in this area to find out the relationship between record keeping and business performance among businesses in Kisoro Municipality, Kisoro District. The study population included 28 traders, 36 community members and 10 employees of Kisoro Town Council (Lu et al., 2013). **Table 1: Categories of Respondents**

Category of respondents	Accessible population (N)	Sample size (n)	Sampling Technique
Staff from Kisoro Municipal Council	10	10	Purposive sampling
Traders	30	28	Simple random sampling
Community members	40	36	Simple random sampling
Total	80	74	

Source: The Data is generated from Staff of Kisoro Municipal Council, Traders, community members, and guided by Krejcie and Morgan (1970) table.

The researcher considered a sample size of 74 respondents from the available population of 80 residents of Kisoro village. The sample was determined at the 0.05 confidence level using predetermined sample size parameters (Jallow et al., 2022). The sample population consisted of only 28 traders, 36 community members and 10 employees of Kisoro Town Council. (Olanrewaju et al., 2021a) defines sampling as the act or process of selecting an appropriate sample of a population to determine the parameters of the characteristics of the entire population, which may be either probability or non-probability sampling techniques. Respondents in this study were community members and traders, while 10 employees from Kisoro Town Council were key informants (Anwar et al., 2022). A simple random sampling was used to select the respondents from the group of community members and traders. 36 community members and 28 traders participated in the study and their selection involved simple random sampling and special care was taken to include

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both male and female respondents in the study area. This sampling technique involved studying the entire organization of some limited group or subset of the population. It focuses on individuals who are very well informed about the issues under investigation (Olanrewaju et al., 2021a). The researcher used purposive sampling in the selection of respondents. Only those who had experience and knowledge of the phenomenon were considered key informants. Only individuals connected to the records section and users were interviewed. Purposive sampling was also used in this study to select library staff who work primarily in the library and those who work on user record keeping and are responsible for providing access to services in businesses related to record management and record keeping (Nafiu & Ph, 2012). To collect qualitative and quantitative data information, the researcher used the method of both secondary and primary data. Thus, two different methods were used to collect data: questionnaire, interview and observation. Primary data collection methods will include questionnaires and interview guides (Olanrewaju & Abiodun, 2021). The researcher used a questionnaire as the main primary data collection in this study. The researcher prepared 28 questionnaires for traders, 36 questionnaires for community members and another for key informants, including 10 employees from Kisoro District, to complement the key informant interview and documentary review (Abiodun & Christopher, 2024). Reliability refers to the extent to which the research instrument used provides consistent results or data after repeated trials (Shamoo, 2015). The reliability of the instruments was calculated using the split half method with the help of the Statistics Package for Social Sciences (SPSS), the questionnaires were considered reliable (Nelson et al., 2022). The researcher analyzed and interpreted the quantitative data using the Statistical Package for the Social Sciences (SPSS) program to calculate percentages, frequencies and tabulate responses and using both quantitative and qualitative data types. Data were edited to identify and eliminate errors made by respondents (Nelson et al., 2023). Coding was then done to convert the responses to the questions into specific categories. Descriptive statistics such as frequency distributions and percentages were used to analyze the data. Qualitative data were analyzed using content analysis, in which all responses were categorized according to thematic areas and analyzed for content. The presentation was made using tables, figures and graphs. Statistical Package for Social Sciences (SPSS) and Microsoft Excel software were used for data analysis.

RESULTS

The extent of record keeping at bonny agencies in Kisoro Municipality

Table 2: The extent of record keeping at bonny agencies in Kisoro Municipality

	The extent of record keeping at bonny agencies in Kisoro Municipality	Strongly agree (5)	Agree (4)	Agree nor disagree (3)	Disagree (2)	Strongly disagree (1)	Total



1	Very high	100 (50%)	30 (15%)	20 (10%)	30 (15%)	20 (10%)	200 (100%)
2	High.	80 (40%)	20 (10%)	50 (25%)	40 (20%)	10 (5%)	200 (100%)
3	Low	70 (35%)	50 (25%)	30 (15%)	10 (05%)	40 (20%)	200 (100%)
4	Very low	80 (40%)	20 (10%)	50 (25%)	40 (20%)	10 (5%)	200 (100%)

Source: Primary data (2023)

The results in the table 2 shows that 50% strongly agreed, 15% agreed, 10% neither agreed nor disagreed, 15% disagreed and 10% strongly disagreed that the extent of record keeping at bonny agencies in Kisoro Municipality is very high and this is witnessed by poor financial management. Also 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that the extent of record keeping at bonny agencies in Kisoro Municipality is high. 35% strongly agreed, 25% agreed, 15% neither agreed nor disagreed, 05% disagreed and 40% strongly disagreed that the extent of record keeping at bonny agencies in Kisoro Municipality is low. 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that the extent of record keeping at bonny agencies in Kisoro Municipality is very low.

The level of business performance at Bonny agencies in Kisoro Municipality

Table 3: The level of business performance at Bonny agencies in Kisoro Municipality

	The level of business performance at agenciesBonny in Kisoro Municipality	Strongly agree (5)	Agree (4)	Agree nor disagree (3)	Disagree (2)	Strongly disagree (1)	Total
1	Very high	100 (50%)	30 (15%)	20 (10%)	30 (15%)	20 (10%)	200 (100%)

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2	High.	80 (40%)	20 (10%)	50 (25%)	40 (20%)	10 (5%)	200 (100%)
3	Low	70 (35%)	50 (25%)	30 (15%)	10 (05%)	40 (20%)	200 (100%)
4	Very low	80 (40%)	20 (10%)	50 (25%)	40 (20%)	10 (5%)	200 (100%)

Source: Primary data (2023)

The results in the table 3 shows that 50% strongly agreed, 15% agreed, 10% neither agreed nor disagreed, 15% disagreed and 10% strongly disagreed that the level of business performance at Bonny agencies in Kisoro Municipality is very high and this is witnessed by poor living conditions in homes. Also 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that the level of business performance at Bonny agencies in Kisoro Municipality is high due to unemployment problems. 35% strongly agreed, 25% agreed, 15% neither agreed nor disagreed, 05% disagreed and 40% strongly disagreed that the level of business performance at Bonny agencies in Kisoro Municipality is low. 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that the level of business performance at Bonny agencies in Kisoro Municipality is very low.

Relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies

Table 4: Showing the Likert scale on the relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies

Relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies	Strongly agree (5)	Agree (4)	Agree nor disagree (3)	Disagree (2)	Strongly disagree (1)	Total
Very strong positive relationship	100 (50%)	30 (15%)	20 (10%)	30 (15%)	20 (10%)	200 (100%)

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Medium/Average relationship	80 (40%)	20 (10%)	50 (25%)	40 (20%)	10 (5%)	200 (100%)
Weak/negative relationship	70 (35%)	50 (25%)	30 (15%)	10 (05%)	40 (20%)	200 (100%)

Source: Primary data (2023)

The results in the table 4 shows that 50% strongly agreed, 15% agreed, 10% neither agreed nor disagreed, 15% disagreed and 10% strongly disagreed that there is a very strong positive relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies (Promise et al., 2024). Also 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that there is a Medium/Average relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies. 35% strongly agreed, 25% agreed, 15% neither agreed nor disagreed, 05% disagreed and 40% strongly disagreed that there is a weak/negative relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies.

Summary of Findings

The extent of record keeping at bonny agencies in Kisoro Municipality

The results in the table 2 shows that 50% strongly agreed, 15% agreed, 10% neither agreed nor disagreed, 15% disagreed and 10% strongly disagreed that the extent of record keeping at bonny agencies in Kisoro Municipality is very high and this is witnessed by poor financial management. Also 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that the extent of record keeping at bonny agencies in Kisoro Municipality is high. 35% strongly agreed, 25% agreed, 15% neither agreed nor disagreed, 05% disagreed and 40% strongly disagreed that the extent of record keeping at bonny agencies in Kisoro Municipality is low. 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that the extent of record keeping at bonny agencies in Kisoro Municipality is very low.

The level of business performance at Bonny agencies in Kisoro Municipality

The results in the table 3 shows that 50% strongly agreed, 15% agreed, 10% neither agreed nor disagreed, 15% disagreed and 10% strongly disagreed that the level of business performance at Bonny agencies in Kisoro Municipality is very high and this is witnessed by poor living conditions in homes. Also 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that the level of business performance at Bonny agencies in Kisoro Municipality is high due to unemployment problems. 35% strongly agreed, 25% agreed,

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15% neither agreed nor disagreed, 05% disagreed and 40% strongly disagreed that the level of business performance at Bonny agencies in Kisoro Municipality is low. 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that the level of business performance at Bonny agencies in Kisoro Municipality is very low.

Relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies

The results in the table 4 shows that 50% strongly agreed, 15% agreed, 10% neither agreed nor disagreed, 15% disagreed and 10% strongly disagreed that there is a very strong positive relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies. Also 40% strongly agreed, 10% agreed, 25% neither agreed nor disagreed, 20% disagreed and 5% strongly disagreed that there is a Medium/Average relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies. 35% strongly agreed, 25% agreed, 15% neither agreed nor disagreed, 05% disagreed and 40% strongly disagreed that there is a weak/negative relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies.

Conclusion of the Findings

The study investigated the relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies. The following conclusions were drawn from the study findings. The researcher concluded from the findings that the extent of record keeping at Bonny agencies in Kisoro Municipality is very low and this is evidenced by poor savings culture.

Objective two aimed at finding out the level of business performance at Bonny agencies in Kisoro Municipality. The researcher concluded on this objective from the findings that the level of business performance at Bonny agencies in Kisoro Municipality is very low and this is due to low business stocks.

The researcher concluded that there is a very strong positive relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies, Kisoro district, this implies that the level of record keeping in the area of study greatly affects the level of business performance.

Recommendations of the study

On the basis of the findings of this study and conclusions drawn, the following are the recommendations regarding the relationship between record keeping and business performance among businesses in Kisoro Municipality, with specific interest to Bonny agencies.

To government

The government should provide financial support to businessmen by providing loans at a low interest rate.

To Ministry of Commerce and trade

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The researcher recommends Ministry of commerce and trade to provide sensitization to traders so that they practice record keeping.

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