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Information Management Procedures and Organisational Performance in the Banking Industry, Bayelsa State

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ABSTRACT

The research examined the relationship between information management procedures and organisational performance in commercial banks in Bayelsa State. The population comprises information-processing-skilled employees of the studied commercial banks in Bayelsa State. From the human resource units, the figure provided for employees is summed up to be two hundred and forty-one (241). The sample size of this research is calculated by using Krejcie and Morgan (1978) sample size determination table. To arrive at a sample size of 143. A questionnaire was used as the primary instrument for data collection. Descriptive and inferential analysis was utilized to analysed collected data and test the formulated hypotheses. The results showed a positive and significant relationship between the study dimensions and the dependent variable, which means that information storage and information safety have a positive and significant relationship with organisational performance. Based on this result, the study conclude that information management procedures have a significant relationship with employee organisational performance in commercial banks, Bayelsa State. There is a need for managers to take advantage of the technological capability to support information application processes. In particular, organizations should use technology to map the location of specific types of knowledge, thereby facilitating the application and sharing of information.

INTRODUCTION

An organization's performance is defined as its ability to achieve its stated goals and objectives within a specific timeframe by implementing successful strategies. Success in the short term, growth in the market share, solid financial results, and continued existence in the long run are all examples of such goals (Koontz & Donnell, 2013). Profit, revenue, and market share are common metrics used to measure the performance of organisations (Venkatraman, 2014). As a result, a mixed bag of monetary and non-monetary metrics is often used to assess success in empirical research (Lee & Choi, 2013). Regarding the impact of information management methods on organisational operations, financial and non-financial consequences are seen as distinct concepts (Simonin, 2017). Whether for-profit or not-for-profit, organisational performance is always a top priority (Ismael *et al.*, 2010). Ismael *et al.* (2010) found that performance is challenging to describe, conceptualise, and reliably assess, despite its relevance. A variety of financial and non-financial measures that provide light on the extent to which organisational aims and results are attained make up performance, according to Lebars and Euske (2006). It encompasses several aspects of an organization's success, including financial performance (including ROI, sales volume, and return on investment), market performance (including ROA and share of the market), and returns to shareholders (Pierre *et al.*, 2018). Furthermore, according to Richard *et al.* (2009), organisations may enhance their performance by establishing goals, monitoring their progress towards these goals, and making modifications

as needed. A number of academics, however, have cast doubt on the idea that information management techniques directly correlate to organisational success. In their view, organisations cannot be expected to act intelligently or with knowledge just because information is readily available (Singh *et al.*, 2006). Information systems and processes that are thoroughly embedded can lead to fundamental rigidities that impede innovation, as Leonard (1992) pointed out. Organisations should make maximum use of the information at their disposal, both individually and collectively, and this is the main goal of information management. To run efficiently and make a profit, deposit money banks, like any other business, need to do a SWOT analysis. Organisations may optimise their use of information resources through effective information management, which in turn improves decision-making and performance. Therefore, in order to increase staff productivity and keep a competitive edge, information management has become an essential strategic instrument for organisations. If they want to succeed in the long run, deposit money institutions must adopt this revolutionary operating model. According to Bamgboje *et al.* (2015), information management is all about making sure that data is created, stored, retrieved, shared, and used in a way that helps with making good decisions and growing the business. According to Hislop (2013), the term "information management" encompasses a wide range of activities aimed at overseeing an organization's data assets. Several methods exist for accomplishing this, some of which involve the direct application of ICT and others that are more indirect, such as the management

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of social processes, the design of organisational structures, the promotion of supportive cultures, and the implementation of people-management practices. When it comes to creating, organising, storing, and disseminating information in a way that makes it easy to access and retrieve, information professionals are crucial. Effective information organisation is a fundamental need for successful information management practices since it determines how effectively information is organised. According to Hagler (as cited in Taylor, 2019), information organisation is the act of cataloguing resources and making them accessible through the use of attributes like author, title, and subject descriptors. This results in records that either replace or serve as a representation of the original resources.

Statement of the Problem

Information management's impact on organisational success is growing in today's fast-paced corporate world. Data that is fragmented, inconsistent, and poorly handled is a major cause of poor performance for many organisations, even though there are numerous advanced information management technologies available. Ezeobi and Human (2015) found that operational inefficiencies, rising costs, and missed chances for informed strategic decision-making are common outcomes of such fragmented information practices. Performance has been further diminished in many organisations, especially in the banking sector, due to managerial shortcomings. These shortcomings include, but are not limited to, insufficient information security, weak work structures, overly complex restructuring processes, information deterioration, institutional inefficiency, and limited organisational commitment. According to Nnabuike *et al.* (2015), Edwinah (2014), and Ugurlu (2013), these problems have led to a decrease in service quality and an increase in customer defection, which in turn has created an environment that is favourable to bad organisational outcomes. Data loss occurs often in operational operations, further emphasising the importance of personnel at all levels actively creating and sharing data. Organisations have a better chance of increasing profits, improving service quality, increasing innovation,

improving efficiency and effectiveness, and strengthening competitive positioning when information sharing is made a community duty and backed by individual dedication. Organisational performance in regard to information management processes is fraught with complicated and multi-faceted difficulties. Not having standardised methods for data collection, storage, and retrieval; not having enough staff training on best practices for information management; and not having enough integration of information systems across organisational units are prominent challenges. Data silos have formed, and data quality varies greatly across departments, since the quantity and variety of data has grown at a faster rate than current management frameworks can handle. Therefore, the urgent requirement for efficient information management processes that enable enhanced organisational performance is the driving force behind this research. In particular, the study's objectives are to investigate how current information management practices affect organisational efficiency, to catalogue the difficulties and shortcomings of the present methods, and to provide workable solutions. This study aims to address these difficulties in order to get a better knowledge of how information management may create innovation, efficiency, and competitive advantage in organisations by improving their decision-making processes. There is a dearth of indigenous empirical research on this topic in the Nigerian setting, which is acknowledged in the paper. This void, together with the spatial emphasis and contextual value of the current study, highlights its relevance and urgency. Against the backdrop of the aforesaid, this study is hereby determined to investigate the relationship between information management procedures and organisational performance in the banking industry, Bayelsa State.

Conceptual Framework

The study adopted two (2) dimensions to represent the independent variable (information management procedures), these dimensions (information storage and information safety) was reviewed and adopted from the empirical study of Taylor (2019).

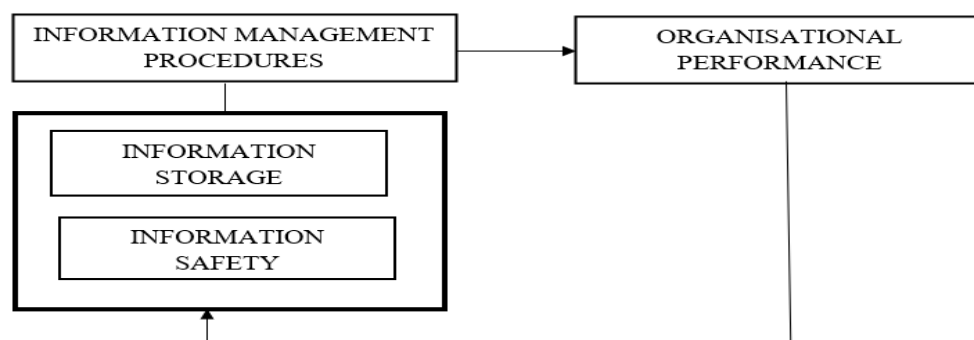


Figure 1: Conceptual framework information management procedures and organisational performance.
Source: Researcher's desk and adopted from Taylor (2019)

Aim and Objectives of the Study

The aim of this study is to investigate the relationship between information management procedures and organisational performance in commercial banks, Bayelsa State. The specific objectives aimed are to;

- Determine the relationship between information storage and organisational performance in commercial banks, Bayelsa State.
- Examine the relationship between information safety and organisational performance in commercial banks, Bayelsa State.

Research Hypotheses

The following research null (H0) hypotheses were stated to guide this study:

- There is no relationship between data information storage and organisational performance in commercial banks, Bayelsa State.
- There is no relationship between information safety and organisational performance in commercial banks, Bayelsa State.

Information Management Procedures

When it comes to designing, implementing, and administering an organization's information systems, managers, professionals, database administrators, and senior executives rely on information management to back them up. According to March and Simon (2008), information management entails collecting data from various sources and making it available to the right people, including those with a legal right to or interest in the data. Coordination and control of an organization's information distribution systems, as well as its structure and procedures, are part of management in this context. File handling, file maintenance, and the lifecycle management of physical media and paper documents were the mainstays of information management in the 1970s. But information management underwent a radical shift with the advent of ubiquitous IT in the late 1970s and beyond, including not just data upkeep but also electronic information systems. Consequently, information management grew from an administrative duty to a niche speciality needing expertise in both theory and technology. Information management became even more complicated with the advent of electronic storage and network-based information transmission, especially in the late 1990s. This development called for the participation of network administrators as well as sophisticated software and hardware systems. Although current information management solutions are incredibly beneficial to organisations, they may also be rather expensive. Information is the bedrock resource for intelligent action; it includes people's insight, comprehension, and practical knowledge (Odiri, 2014). Akinyemi (2017) argues that complex cognitive functions including perception, learning, communication, association, and reasoning are necessary for the acquisition of knowledge, which is an intangible asset for organisations. Books, manuals, scrolls,

oral histories, and clay tablets have all played a role in the preservation of knowledge throughout history. To be effective, managers in modern organisations rely more and more on their workers' knowledge, experience, and abilities. Reduced productivity, decreased cooperation, lower creativity, and talent erosion are all consequences of staff reduction, which frequently leads to the loss of key intellectual assets. The only way for organisations to lessen the impact of these bad effects is to implement policies that effectively capture, preserve, and manage employee knowledge. Therefore, businesses may acquire a competitive edge, lessen the loss of intellectual capital, decrease operational expenses, and minimise redundancy in information-related tasks by using effective information management methods. Information management is a field under organisational science that focusses on finding and explaining important data in order to make it easier to formally share and reuse it. The term refers to a methodical procedure by which businesses acquire, evaluate, sort, communicate, and transmit knowledge and data needed for solving problems, learning new things, making good decisions, and preparing for the future (Gupta, Iyer, & Aronson, 2016). To accomplish organisational goals, proper technology assistance is necessary for efficient information management, which is in turn heavily impacted by organisational culture, motivation, and policy frameworks. Databases, active process management systems, information centres, collaborative technologies, and organisational information platforms are crucial for the development and utilisation of information.

Dimensions of Information Management Procedures

This section discusses the various adopted independent variable dimensions of the study which are information storage and information safety.

Information Storage

To ensure that information inside an organisation can be used effectively, knowledge storage and protection must be implemented (Karadsheh *et al.*, 2009). Knowledge management includes overt and covert techniques for capturing and storing information in ways that facilitate retrieval and use of both individual and collective expertise. Finding relevant knowledge, codifying it, and indexing it for future retrieval relies on a mix of technology infrastructure, such as advanced information hardware and software, and human procedures (Santo, 2005; Armstrong, 2006). A culture of documentation and organised knowledge capture is fostered by this procedure. In order to save time, save organisational resources, and improve overall performance, knowledge repositories allow many users to search for and obtain codified information without consulting the original knowledge provider (Armstrong, 2006). The idea of organisational memory may be used to have a better grasp of information storage. According to El Sawy *et al.* (1986), an organization's "organisational memory" is a

hidden database that includes information about previous decisions and their results, unexpected occurrences and the way the organisation handled them, and unwritten norms and practices that influence present-day choices and behaviours. Organisational memory is defined similarly by Probst *et al.* (2000): it is a system of knowledge and skills that keeps experiences and insights long after they happen, so they may be recovered when needed. An organization's success is greatly affected by its ability to retain information, according to Olivera (2000). Argote *et al.* (1990) bolster this viewpoint by arguing that organisations can lessen the impact of staff turnover by making use of stored knowledge. Furthermore, accurate issue framing and resolution are facilitated by stored knowledge (Stein, 1995). Businesses are starting to see knowledge as a key asset, and with that comes a greater appreciation for the value of data storage for meeting both short- and long-term goals.

Information Safety

One of the most important parts of good information management is keeping company data safe. Safeguarding business information necessitates well-defined and thorough procedures that guarantee information assets are secure at all times, making security a top priority for information system administrators. According to Kimaiyo *et al.* (2015), safeguarding knowledge is crucial for effective control and operation inside an organisation. The term "knowledge application" or "knowledge utilisation" describes how an organisation puts information to use. It entails making better decisions, providing better services, carrying out better operations, and developing better products by using both current and fresh information (Gholami *et al.*, 2013). The degree to which organisations utilise common information resources across functional units is reflected in knowledge application. Since knowledge is only useful when used to solve organisational problems, knowledge application allows organisations to constantly transform their skills and knowledge into goods and services that provide commercial value (Gold *et al.*, 2001). According to Bhatt (2001), knowledge is more valuable when it is shared and used because it becomes more dynamic and relevant. In a similar vein, Kimaiyo *et al.* (2015) state that businesses may improve their performance through the use of effective knowledge application, which guarantees access to relevant and timely information. Data goes from being a static store of information to a living, breathing asset that may boost an organization's efficiency and productivity when its knowledge is put to use (Seleim & Khalil, 2007). When information systems are secure, they are free from dangers like illegal access and other forms of harm (Xuemei, Yan, & Lixing, 2009). It entails protecting an organization's digital assets against malicious and accidental attackers. National security objectives, which centre on safeguarding individuals, property, and resources from outside dangers, are mirrored in the larger context of security (Mathisen, 2010). Safeguarding

an organization's assets, resources, operations, and employees is the responsibility of the security department. An all-encompassing strategy that unites software systems, hardware infrastructure, and user collaboration to accomplish shared security objectives is necessary to reach an adequate degree of organisational security (Bazzina, 2006). Implementing many levels of protection is crucial for information systems to perform efficiently. Among these, we find physical security, which aims to keep out intruders, personnel security, which protects authorised users, operations security, which shields sensitive operations from prying eyes, communications security, which encrypts data in transit, network security, which safeguards connections, content, and components of networks, and information security, which guarantees the privacy, authenticity, and accessibility of data while it is in transit, stored, or processed. Policies, awareness campaigns, education, training, and technical controls all work together to impose these security requirements.

Organisational Performance

Quality of products and services, customer happiness, market results, service innovation, and employee relations are some of the factors that may be used to measure an organization's performance (Dess & Robinson, 2014). The writers go on to say that the balanced scorecard method is a common framework for evaluating performance. This method takes into account metrics like ROI, sales margins, capacity utilisation, customer happiness, and product quality to determine the overall success of an organisation. Key criteria for assessing organisational success, according to Richard, Devinney, Yip, and Johnson (2011), include return on investment (ROI), sales growth (SGD), market expansion (ME), and profitability (ROI). Everyday life is reliant on organisations, and the prosperity of developing countries depends on their performance (Covey, 2012). According to Jones, George, and Hill (2010), in today's fast-paced and globalised business world, it is crucial for individuals to improve their performance, skills, knowledge, and experience in order for organisations to perform better. Regardless, keeping performance and productivity at high levels is still a huge issue for modern management. Earnings per share and return on investment are two examples of the traditional financial metrics used to assess an organization's success. Return on investment, sales volume, and profit per share are common measures used for performance assessment, as pointed out by Morin (2014). Human resources, operational procedures, and the external environment are three interconnected parts of an organisation that go beyond financial results. Kaplan and Norton's (1992) Balanced Scorecard approach takes into account this complexity by integrating non-financial and financial metrics from four main areas: learning, innovation, improvement, internal business processes, and consumer outcomes. Financial results, knowledge-based outcomes, tangible and intangible benefits, and balanced scorecard metrics are the four main categories

into which existing research often classifies corporate performance (Lee & Choi, 2003). Performance outcomes including growth rate, competitive market position, and business value are further highlighted by Rubera and Kirca (2012). A performance measuring technique that analyses organisations relative to their significant rivals was proposed by Lee and Choi (2003), building on the work of Deshpande, Jarley, and Webster (1993) and Drew (2015). This technique offers a thorough evaluation of an organization's performance by utilising metrics including market share, profitability, growth rate, innovativeness, overall success, and organisational size.

Information Based Theory

Several academics have built on Coase's (1937) first conceptualisation of the information-based theory of the business. The information-based paradigm, which this study follows, holds that data is an organization's most valuable asset. Supporters of this view contend that information-based resources provide a substantial competitive advantage due to their social complexity and difficulty to replicate. Maskell (2001) argues that companies may continuously outperform their competitors when they have access to diverse information resources and know how to put those resources to good use. Every aspect of an organization its culture, identity, regulations, records, procedures, systems, and employees contributes to the ever-changing flow of information. The information-based perspective, which originated in the literature on strategic management, builds upon and expands upon the Resource-Based perspective (RBV) of the company, which was first put forward by Grant (2016) and later refined by Grant and Baden-Fuller (1995). The information-based approach places an emphasis on information as the primary engine of value creation and competitive advantage, in contrast to RBV's focus on tangible and intangible resources. The current investigation is well-grounded in this theoretical framework as it depicts the company as an information-sharing system whose members generate, save, and use data. Therefore, it is the responsibility of the organisation to ensure that these workers are well-coordinated in order to produce information and turn it into value (Spender, 2016). Organisations may improve their performance and stay competitive in the market by using information management (IM) procedures to gather, organise, store, and use current and new information.

LITERATURE REVIEW

Awka, Anambra State, Nigeria's commercial banks were the subjects of a research by Nnabufe, Onwuka, and Ojukwu (2015) that examined the relationship between information management and organisational performance. A product-moment correlation coefficient called Pearson's was used to analyse data collected from 35 participants in the research. Information acquisition was determined to have a considerable and beneficial influence on organisational performance, whereas

information identification was found to contribute considerably. The pros and cons of information storage as it relates to organisational effectiveness were the subject of an investigation by Hong and Zou (2017). Data storage, as highlighted by the authors, is an essential part of data management as it is necessary for data collection, transport, and reconstruction. In order to help businesses implement better storage practices, their research looked at the history, current state, and potential future of information storage. The results showed that although storing information improves organisational efficiency and competitive advantage, bad storage techniques can have the opposite effect, thus it's important to take precautions. Researchers Ewrierhurma and Oga (2020) looked at industrial companies in Nigeria's Rivers State to see how data storage affected their performance. The study used a cross-sectional survey approach and surveyed 55 manufacturing enterprises using structured questionnaires. We used SPSS to calculate Pearson's product-moment correlation coefficient for our data analysis. The findings demonstrated a strong and favourable correlation between data storage and organisational success as evaluated by profitability and market share. The research concluded that businesses may improve their methods of knowledge sharing by creating more welcoming classrooms where students feel safe to ask questions and contribute ideas in an atmosphere of mutual respect and responsibility. Organisational performance in Kenyan public sector organisations was studied by Wanyama (2018) in relation to information management. The research focused on how the four stages of information lifecycle—generation, storage, sharing, and application—affect business outcomes. Using a multiple regression study methodology, 2,343 personnel from the Ministry of Devolution, Ministry of Labour, Social Security and Services, and Ministry of Information, Communication, and Technology were selected as the target group. We chose 303 respondents using a combination of stratified and basic random sampling methods. A pilot research with fifteen Public Service Commission employees assessed the validity and reliability of the structured questionnaires used to gather primary data. The data was examined with the help of SPSS 23.0 and Excel. A high positive correlation ($R = 0.897$) was found between information management practices and organisational performance, with an adjusted R^2 value of 0.801 indicating that the independent variables accounted for most of the variation in organisational performance. According to the research, the public service sector in Kenya benefited greatly from improved organisational performance as a result of improved information production, sharing, application, and storage. Practices like encouraging creativity, providing seminars and training programs to organise information sharing, allowing employees to rotate tasks, and developing their competence contributed to these achievements. In order to enhance service delivery and organisational performance, the study suggests that public institutions

hire technical experts to create new knowledge, launch official training programs, host frequent seminars to share information, use advanced storage systems to store data, and set up effective monitoring systems to track when data is accessed and retrieved.

MATERIALS AND METHODS

The study adopted a cross-sectional survey design, by adopting a positivist approach. This design was appropriate as the study intended to establish the relationship between information management procedures and organisational performance in the banking sector in Bayelsa state. For this study, the population is made up of information processing skilled-employees of the studied commercial banks, Bayelsa state. From the human resource units, the figure provided for employees is summed up to be two hundred and forty-one (241). In order to obtain the appropriate sample, the study relied at first instance on the Krejcie and Morgan (1978) sample size determination table. The sample size therefore is 143. The researcher use questionnaire as the instrument to collect the aforementioned primary data.

The instrument was measured using Likert's Summated rating scale (Ordinal scale) is used by assigning numbers to each scale value to show the rank order from strongly agreed to strongly disagree as follows, Strongly Disagree = 1; Disagree = 2; Moderate Agree = 3; Agree = 4; and Strongly Agree = 5. Thus, values are assigned to ordinal scale and become possible to obtain data and analyze the relationships between the variables that ordinally scaled by using a statistical procedure. Cronbach's alpha was estimated by using SPSS 24 version for reliability analysis. A higher value indicates a more consistent spawned scale. However, the Cronbach value for all dimensions and measures was above the threshold of 0.7. Quantitative data was also examined using descriptive statistics such as frequencies, mean, standard deviation and presented in tables, while the inferential analysis adopted the Pearson Product Moment Correlational Coefficient to test the relationship between the research hypotheses.

RESULTS AND DISCUSSION

From the administered questionnaire, 119 was retrieved and considered valid for the further analysis.

Table 1: Descriptive Result of Information Storage (n = 119)

S/N	Items	Mean
1	Our trainings cover different tasks in various duties so that we can store information	3.5987
2	Our mentors share their field experiences so as to safe keep information to newer staffs	3.7358
3	We learn on the job through storing of information for future use	3.8629
4	The planned seminars/workshops are used in storing information on current workplace processes	3.6555
5	Client and customers information are stored for easy retrieval at all our branches.	3.7860
Grand mean score		3.4261

Source: Survey Data, 2025.

As a component of information management processes, data storage yields descriptive outcomes, as shown in Table 1. The table shows that the average scores for data storage are between 3.5987 and 3.8629. These scores, which are all higher than the median score of 3.0, show that the respondents had a good impression. A score of 3.0 in the middle indicates no strong preference for one side or the other on the scale used to evaluate data storage. If you got a score over the median, it means you were quite much in agreement with the poll questions. The estimated grand mean value of 3.4261 further supports this tendency and shows that participants generally had a favourable impression of their data storing capacities. The

results suggest that most people agree with the assertions or questions asked about data storage in the study. A key component of good information management practices is reliable data storage, and this agreement shows that respondents are confidence in their abilities to do just that. The participants' strong performance on average indicates that they have a solid understanding of information storage, a critical component of efficient information management in any system or organisation. Better information management techniques, improved organisational performance, and better decision-making are possible outcomes of the respondents' adept data storage abilities.

Table 2: Descriptive Outcome of Information Safety (n = 119)

S/N	Items	Mean
1	Information in the organisation is saved for future purposes.	3.7023
2	Information in the organisation is secured for decision making	3.7659
3	Information in the organisation is secured at all levels.	3.8462

4	New ideas, insights, and information are welcomed in the organisation and, if necessary, they securely used for redesigning processes and working methods of the organisation.	3.7157
5	Information is distributed informally in the organisation (in the hallway, friendly and informal meetings, intimate conversation).	3.7625
Grand mean score		3.2554

Source: Survey Data, 2025.

Table 2 shows the descriptive data regarding information safety as a dimension of information management techniques. With an average score of 3.2554, the table shows that every mean score is higher than the median score of 3.0. That most people agree with the questions used to gauge data security is a good sign. Participants'

agreement or positive reactions are indicated by scores above the neutral reference point of 3.0 on the scale. Respondents appear to have a generally good impression of information security, as indicated by the overall mean score of 3.2554.

Table 3: Descriptive Result of Organisational performance (n = 119)

S/N	Items	Mean
1	My organisation responds to environment changes that might affect the business	3.6020
2	Customers complaints are quickly handled and treated.	3.6421
3	My firm immediately responds to market changes.	3.6421
4	Customers demands are provided for quality service delivery.	3.7391
5	Technological development to meet global changes is part of our objectives.	3.4983
Grand mean score		3.6675

Source: Survey Data, 2025.

Descriptive findings for this variable are shown in Table 3. All of the organisational performance mean scores are higher than the median score of 3.0, according to the data in the table. Particularly, the mean score for the entire group is 3.6675. The statements used to assess organisational responsiveness are largely supported by respondents, as indicated by the constant trend of scores above the middle. Put simply, according to the criteria

used, most respondents feel that their organisation is responsive. All things considered, the results imply that the people who took the survey think their companies are quite attentive. This conclusion is reached because when consumers and clients agree with the measurement items, it means that their organisation is good at meeting different expectations.

Table 4: Correlation Outcome on Information storage and Organisational performance

Correlation			
		Information storage	Organisational performance
Information storage	Pearson Correlation	1	.429**
	Sig. (2-tailed)		.000
	N	119	119
Organisational performance	Pearson Correlation	.429**	1
	Sig. (2-tailed)	.000	
	N	119	119

** Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Computation, 2025.

According to the data in the table, there is a somewhat favourable association between information storage and organisational performance ($\rho = 0.429$). With a p-value of 0.00—below the traditional threshold of 0.01—this correlation is statistically significant. Hence, the previously proposed null hypothesis is rejected. Our research in Bayelsa State's commercial banks has shown a strong correlation between data storage and

organisational responsiveness. The outcomes were consistent Research by Evwierhurma and Oga (2020) on the topic of organisational information storage and its impact on performance found that, for the manufacturing companies surveyed, information storage had a substantial and beneficial effect on organisational performance in terms of profitability and market share.

Table 5: Correlation Outcome on Information safety and Organisational performance

Correlation		Information safety	Organisational performance
Information safety	Pearson Correlation	1	.482**
	Sig. (2-tailed)		.000
	N	119	119
Organisational performance	Pearson Correlation	.482**	1
	Sig. (2-tailed)	.000	
	N	119	119

***. Correlation is significant at the 0.01 level (2-tailed).*

Source: SPSS Computation, 2025.

The table shows that there is a somewhat favourable association between organisational performance and information safety, with a correlation coefficient (ρ) of 0.482. With a p-value of 0.00, below the traditional cutoff of 0.01, this correlation is considered statistically significant. To conclude, the previously stated null hypothesis is rejected. Based on these results, it seems that commercial banks in Bayelsa State that prioritise information security also prioritise organisational responsiveness. The findings are in line with those of Wanyama (2018), who investigated the impact of information management on the efficiency of public sector organisations. His research found that the four processes of information lifecycle creation, sharing, application, and storage—had a positive effect on efficiency.

CONCLUSION

The study empirically examined the relationship between information management procedures and organisational performance in commercial banks in Bayelsa State. The findings revealed a positive and statistically significant relationship between information storage, information safety, and organisational performance. This indicates that effective information management procedures enhance employee performance and overall organisational efficiency in commercial banks. The study therefore concludes that proper management of information resources is a critical determinant of organisational performance in the banking sector. Based on the findings, the study recommends that commercial banks implement robust digital archiving systems that ensure systematic organisation, secure backup, and easy retrieval of information. Such systems will enhance operational responsiveness, reduce data loss, and support timely and informed decision-making. Banks should also provide continuous staff training on effective information storage and security practices, including accurate data entry, routine updates, and compliance with information security policies. Properly trained employees contribute to improved data integrity, operational efficiency, and protection of sensitive information. Furthermore, the adoption of advanced cybersecurity measures such as data encryption, multi-factor authentication, and regular

security audits is essential for safeguarding customer information and building stakeholder trust. Finally, banks should promote collaborative technologies and a culture of innovation that encourages information sharing, creativity, and the adoption of new technologies to sustain long-term competitiveness. The study contributes to knowledge by demonstrating that integrated information systems improve data flow, extraction, and decision-making, thereby enhancing organisational performance.

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