

Documentation Etiquettes and Health of Unions in Nigeria

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Citation: Nweke, Emmanuel Onyekachi PhD & NWITUU, SORLE Pius. (2026). Documentation etiquettes and health of unions in Nigeria. UKR Journal of Multidisciplinary Studies, 2(10), 16-19.	<i>The paper x-rayed documentation etiquettes and health of unions in Nigeria. It used the qualitative design approach in which academic materials were sought from textbooks, interactions, internet, e-journals to establish perspective. Documentation was viewed as memory of unions or organizations while health was seen as continuous flow of information in the form of effective documentation. The paper operationalized its review in the areas of documentation 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 unions or similar organizations to maintain healthy 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 documentation etiquettes. It suggested that unions should always have back up files or documents that supports easy access or prompt evidencing, among others.</i> Keywords: Documentations, Etiquettes, Health, Unions, Administration, Feedback, Process, Responsibility.

Introduction

Memory is a very critical component of any human health or existence. The storage units of the human system differ based on purpose or priority. Musembe (2022) states that memories are not stored in just one part of the brain. Different types are stored across different, interconnected brain regions. That for explicit memories 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. This paper adopts to use memory interchangeably as documentation.

Unions exist to serve the purpose of its members. There is no service that can be rendered effectively, without effective documentation. Documents are pieces of information that are kept for incumbent or future reference (Nweke, 2023). Adequate documentation or memory preservation of any union ensures unity, transparency and quick dispatch of welfare services to members. Unions 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 (unions) safeguard documents, including transparency. Transparency is tied to the conscience of the union 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 etiquette to contemporary methods adoptable by union leaders in preserving memory of the union. This implies that the processes involved in documentation, which approach could be digital or hybrid (combination of both digital and manual). Health of unions according to Ademola (2024) lies on its level of documentary transparency. This implies that unions 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.

When unions 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 union may be read to be sick. This paper appears very isolated as there are very scarce intellectual resources on unions and documentations. This paper therefore seeks to bridge the gap in scanty literature regarding unions and their documentary operations.

Conceptual Clarifications

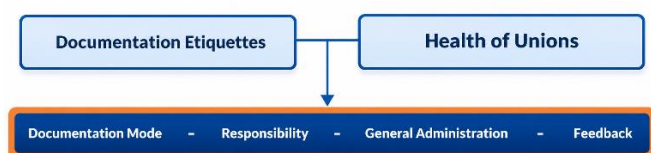


Fig. 1: Authors' Guide, 2026

Theoretical Foundation

This paper anchors its stance on Multi-Store Model proposed by Richard Atkinson and Richard Shiffrin in 1968 and cited by 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 observe a picture, olfactory receptors in the nose might smell coffee or we might hear a piece of music.

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 union information or documents for transmission or retrieval of information (no matter the size) for the central purpose of union members. It imbibes the principle of

storing and retrieving information, be it short, medium or long term.

Documentation 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 documentation etiquettes. Every union should have a mainstream documentation system, preferably cloud storage. Franklyn (2024) 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 documentation approach, for the purpose of this paper includes, emails, Google Drive, Google Folder, OneDrive and other saving facilities. Ojo (2024), informs that while Google drive, Folder, emails are free, OneDrive may be subscribed on annual basis. Sending every developed file or document to organization's email or members emails, encourage easy retrieval and transmission. It is abhorrent for union leaders to run helter-scamper when a document is requested either from national, zone or branch. Records that should be kept by unions according Benson (2025) 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 Documentations
- ✚ Salary Scales and computations
- ✚ Nominal Roll of Members
- ✚ Others

Why Keep Documents

Union records are kept to conveniently pursue the welfare course of the members of the union without hitches, resulting from inability to produce urgent documents. Managing records effectively is beneficial to every organization and their stakeholders (Nweke, 2023). It is an integral component of union 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), Tagbator 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, Unions should be able to evidence such documents as signed and agreed upon by both parties (Management and Union) for implementation to take place.

Responsibility

In ordinary expectation, the responsibility of documentation resides with the General Secretary or Secretary General of the Union. However, Abdul-Rahman & Adejare (2024) argues that the responsibility of record or document maintenance of every union lies on all the executives of the union. Counting from the enormous and interknitted role of union activism, it is agreeable that every executive should participate in documentation process. For instance, the financial secretary should maintain his expense and receivable receipts or register for prompt delivery of financial reports. The Treasurer should have records of his or her deposits in the bank, cash at hand or assets in the secretariat and union 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 (unions) should have a centralized system of storing files or retrieving information, that is managed by the general secretary. Every member of the executive council should have authorized or transparent access to documents of likes in line with roles.

General Administration

The union executives are representatives of the entire congress. 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 to them. Union officers may administer documentations according to (Yunus, Hashim and Kamal (2016) by:

- ❖ Creating websites – any member simply accesses information or any likeable document via the union websites
- ❖ 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 unions. This is very important as it has subtle impacts on the psychology of Management. Management respects numbers.

Feedback

Feedback may be exemplified. A situation where a member of the union 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 unions 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. Union Executives are equally expected to initiate feedbacks or items that would continuously refresh members' members to the activities of the union. Such feedback mechanisms may include:

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

Health of Unions

Ademola & Samuel (2022) assert that health of organizations depends on its consistency in producing results and that every result or outcome should be evidenced in records. Without effective documentations, unions may lapse. Leadership turn over, for instance, without proper handing over is sick. Any union that is not data driven in the highly competitive digital age, is sick. Just like in human terrain, where health plans are made, unions 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 Union has effectively migrated to digital platforms. For instance, in meetings, involving unions and Management in Nigeria, hard copy documents would be required to form basis of negotiation or lobbying. Such documents, to maintain a healthy union, should be made available any time it is demanded.

Conclusion

The paper examined documentation etiquettes and health of unions in Nigeria. Its position is that for unions to maintain healthy 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.

Suggestions or Ways-Forward

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

1. Union Executives should adopt documentation etiquettes or modes affordable by it
2. Union should always have backup files or documents that supports easy access or prompt evidencing
3. Documentation strategies adopted should be accessible by members for inputs and feedbacks to encourage sense of belonging among union executives and members.

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