

Artificial Intelligence in Records Management: Opportunities and Governance Challenges

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Abstract

The rapid proliferation of digital information has fundamentally transformed records management practices across many institutions in Nigeria, including educational, administrative, and business settings. Among the technologies, artificial intelligence has gained prominence due to its potential to improve information processing, automate routine administrative functions, and support data-driven decision-making. This study presents a comprehensive qualitative and exploratory analysis of the role of artificial intelligence in records management, focusing on the current research landscape and its future implications. The analysis employs a critical interpretive framework to explore artificial intelligence applications across the records lifecycle, highlighting governance and regulatory challenges; ethical issues, including bias and privacy; professional impacts on records managers; and the artificial intelligence readiness of developing countries. Moreover, it underscores the necessity of understanding the future trajectory of artificial intelligence in this field, addressing governance issues, and recognizing the challenges and risks tied to its adoption. Institutions, especially those in developing nations, need to invest in modern information and communication technology infrastructure that can support AI-enabled recordkeeping.

Keywords: Artificial Intelligence, Records Management, Information Governance, Ethical and Privacy Issues and Digital Transformation.

Introduction

The rapid proliferation of digital information has fundamentally transformed records management practices across institutions worldwide, including educational, administrative, and business settings. Traditionally, records management focused on the systematic handling of records through their creation, maintenance, storage, use, and disposal. These processes were largely manual and operated within relatively stable administrative systems. Today, however, records management functions within complex digital ecosystems are characterized by vast volumes of data, diverse information formats, distributed systems, and increasingly stringent legal and regulatory requirements (Franks, 2021; Smallwood, 2019; Barysheva & Ruchkina, 2021). In this evolving environment, emerging technologies have become essential for enhancing efficiency, accessibility, and governance in institutional recordkeeping. Among these technologies, artificial intelligence has gained prominence due to its potential to improve information processing, automate routine administrative functions, and support data-driven decision-making.

Artificial intelligence refers to computer systems capable of performing tasks that traditionally required human intelligence, such as learning from data, recognizing patterns, interpreting language, and making informed decisions (Ailakhu, Ambrose & Kalu, 2025). Recent advancements in machine learning, natural language processing, and data analytics have accelerated the adoption of artificial intelligence across multiple sectors, including education, information management, governance, and healthcare (Igbokwe, 2023). In educational contexts, artificial intelligence technologies are increasingly being applied to manage large-scale student information systems, optimize administrative workflows, support adaptive learning environments, and enhance automated assessment platforms (Akinniranye, Lamidi, & Ayeni, 2025). The technology also facilitates recordkeeping and information management in open and distance learning institutions, where the volume, distribution, and complexity of data necessitate advanced technological solutions (Mutsagondo, 2025).

The application of artificial intelligence in records management has the potential to significantly improve the efficiency and effectiveness of recordkeeping processes. AI-enabled systems can automate classification, metadata extraction, predictive retention scheduling, semantic search, and intelligent document retrieval, enabling institutions to process large volumes of records more accurately and efficiently. Additionally, artificial intelligence enhances the accessibility, reliability, and utility of information resources within institutional repositories and administrative databases. Despite its substantial promise, artificial intelligence adoption in records management introduces several challenges. Ethical and legal concerns, such as data privacy,

confidentiality, algorithmic bias, and lack of transparency in automated decision-making, may undermine institutional accountability and stakeholder trust (Kotso, 2025; Achugbue, 2024). Technical and infrastructural limitations, particularly in developing countries like Nigeria, further complicate the responsible deployment of artificial intelligence. Rapid technological adoption without adequate regulatory and professional safeguards may exacerbate risks, compromise record authenticity, and weaken governance structures.

Against this backdrop, this paper critically examines the opportunities, challenges, and governance considerations associated with artificial intelligence integration in records management. It explores how the integration of artificial intelligence can enhance recordkeeping efficiency while emphasizing ethical frameworks, professional oversight, and human-centered governance approaches. By highlighting both the potential and the risks of artificial intelligence, this study aims to inform sustainable, responsible, and innovative strategies for artificial intelligence deployment in institutional recordkeeping, thereby ensuring that technological advancement aligns with the core principles of authenticity, reliability, integrity, and accountability in records management practice.

Methodology

This study presents a comprehensive qualitative and exploratory analysis of the role of artificial intelligence in records management, focusing on the current research landscape and its future implications. Through a literature review of peer-reviewed articles, conference proceedings, and policy papers from 2010 to 2026, it identifies significant moral, legal, and professional issues linked to artificial intelligence integration. The analysis employs a critical interpretive framework to explore artificial intelligence applications across the records lifecycle, highlighting governance and regulatory challenges; ethical issues, including bias and privacy; professional impacts on records managers; and the artificial intelligence readiness of developing countries. The paper uses a narrative review methodology, as detailed by Paré et al. (2015); the study synthesizes empirical findings related to its central themes and situates them within the contemporary context of records management. It underscores the necessity of understanding the future trajectory of artificial intelligence in this field, addressing governance issues, and recognizing the challenges and risks associated with its adoption.

The literature reviewed exposes current challenges and suggests directions for future research within the domain of artificial intelligence in records management.

Review of related literature.

Artificial Intelligence in Records Management: Conceptual Foundations

Artificial intelligence is the branch of computer science that examines how to create machines that can perform tasks that would normally need human intelligence, such as learning from data, finding patterns, comprehending language, and making sound decisions (Russell & Norvig, 2021). Artificial intelligence systems mimic certain aspects of human cognitive functions by analyzing large amounts of structured and unstructured data to provide insights or automated responses. In modern digital contexts, artificial intelligence has evolved from a purely experimental technology to a strategic tool that aids organizational decision-making, improves operational efficiency, and supports intelligent information management (Susar & Aquaro, 2019). Artificial intelligence is gaining recognition in the field of records management as a transformative technology that can enhance the maintenance of documents over their lifetime. Historically, record management relied heavily on human processes for sorting, indexing, storing, discovering, analyzing, and disposing of records. However, with the rapid expansion of digital information and the increasing complexity of institutional information systems, manual recording has become less useful (Elenwo, 2025), leading to inefficiencies and potential errors in recordkeeping that can hinder organizational effectiveness. As businesses create more digital documents, the need for smart and automated recordkeeping solutions becomes clearer. Artificial intelligence is important in records administration because it combines several related technologies, including machine learning (ML), natural language processing (NLP), and advanced data analytics. Machine learning allows systems to analyse large data sets and identify patterns that aid in automatic classification, anomaly detection, and prediction (Pulijala, 2024). Collectively, these technologies enable sophisticated information processing, making records easier to access and use. As a result, AI-powered solutions can assist with a variety of activities during the record's lifetime. The assimilation of artificial intelligence in records management practice would automatically assist in categorizing documents, identifying duplicated records, extract metadata from unstructured documents, and assist with expected retention schedules based on usage trends and guidelines. Artificial intelligence would also facilitates information discovery through

semantic search, which allows information seekers to find relevant data based on their context rather than only matching keywords (Njiru et al., 2025). These elements significantly improve institutional records management systems' efficiency, accuracy, and usability. Kwashabawa et al. (2025) underline the importance of using artificial intelligence in records management in this digital era. Their logic is particularly valid in schools, where the volume and complexity of records are too large for traditional manual methods to handle. There are numerous approaches to using artificial intelligence in records management. These technologies include machine learning, natural language processing, and analytics-based optimization. Artificial intelligence needs these cutting-edge technologies to fulfil its transformative promise of simplifying record-keeping. As a result, they enable businesses to manage their information systems more effectively and efficiently than traditional management methods would allow (Svärd, 2024).

The adoption of artificial intelligence in records management facilitates record organization by employing advanced classification and indexing techniques based on machine learning and natural language processing. Using machine learning algorithms on large sets of data to automate tasks like sorting, finding duplicates, and spotting errors makes record management better by making it more consistent, accurate, and efficient. Natural language processing is critical for classifying material. It entails determining what the unstructured materials represent, collecting the necessary metadata, and categorizing records based on regulatory classifications. Linking unstructured and structured data is critical for quickly identifying records and obtaining context-aware information. Several universities, including the University of Lagos and the University of Ibadan, have demonstrated the practical application of AI-assisted optical character recognition (OCR) and automated classification. According to Eyikorogha and Chigozie (2024), these systems can convert handwritten and printed documents into their structured digital counterparts with greater than 90% accuracy and organize them for storage.

Santosh Kumar (2024) states that artificial intelligence is an important component in proactively managing data retention and deletion. It reduces the likelihood of human error and makes it easier to adhere to rules and standards. Machine learning analyses prior usage patterns, regulatory requirements, and risk evaluations to determine the appropriate terms for document retention. Risk-based retention

scheduling simplifies things thanks to automation in records management systems. This technology enables the retention of administrative documents for significantly shorter durations, ranging from weeks to hours or even minutes. This strategy speeds up the decision-making process for dealing with papers while also making it more evidence-based. This improves records management efficiency and compliance overall. Using artificial intelligence makes retrieving records easier, more accurate, and situationally relevant (Ranjithkumar, 2025). One of the most significant new features is the improvement of semantic search. AI-powered systems can determine what individuals are looking for when they search, rather than simply matching phrases. Using natural language processing and machine learning techniques makes it easier to locate items based on their context (Ailakhu, Ambrose, & Nkata, 2025).

Applications of Artificial Intelligence in Records Management

Artificial intelligence is becoming important in today's records management systems. Its application in recordkeeping settings has aided organizations in the efficient and precise handling of large amounts of digital information. Artificial intelligence enables tools like machine learning, natural language processing, and smart data analysis help automate tasks that make it easier to create, organize, store, find, and evaluate records throughout their life. As organizations accelerate their digital transformation, AI-powered recordkeeping solutions will become increasingly important for improving information governance and operational efficiency. One of the most important applications of artificial intelligence in records management is automatically sorting and indexing records. Traditional classification methods usually rely on manual procedures that are labor-intensive and prone to errors. Artificial intelligence systems, particularly those that use machine learning algorithms, may examine document content, identify trends, and automatically sort data into appropriate categories using organizational categorization schemes (Bhimani & Willcocks, 2019). Natural language processing improves the process by allowing systems to read unstructured data, extract relevant metadata, and create descriptive tags that make records easier to arrange and retrieve (Jurafsky & Martin, 2023). This automation ensures more consistency and reduces the workload associated with manual indexing.

Another important application of artificial intelligence in records management is predictive retention scheduling and lifecycle management. Artificial intelligence

systems can use historical records, laws, and institutional standards to suggest how long particular sorts of documents should be maintained. Artificial intelligence systems can use predictive analytics to automatically deliver retention notifications, begin the process of conserving documents for archiving, or recommend safe disposal of records after their retention period expires (Smallwood, 2019). This tool helps firms comply with the requirements while reducing the risks associated with holding documents for too long or discarding them too soon. Artificial intelligence also makes it easier to locate and search for data in recordkeeping systems. Most traditional search engines use keyword-based retrieval, which may not always produce accurate or relevant results. AI-powered semantic search solutions enable computers to understand the relevance and context of user queries rather than simply aligning keywords (Bengio & Courville, 2017). Artificial intelligence systems can provide more accurate search results by analyzing the relationships between documents and contextual metadata. This makes information easier to discover and allows businesses to make decisions more swiftly.

Artificial intelligence can also aid with compliance monitoring and identifying risks in records management systems. Automated monitoring systems have the ability to scrutinize the use of records and identify unusual activity, potentially signifying policy violations, illegal access, or even data breaches. Artificial intelligence systems can use anomaly detection algorithms to alert administrators to suspicious activities and assist with proactive governance measures (Smallwood, 2019). These elements hold organizations more accountable and ensure that records management practices adhere to laws and norms. AI-powered solutions can also assist with decision-support systems and data analytics in records management. Artificial intelligence can assist individuals in making evidence-based decisions by analyzing massive datasets generated by organizational information systems. These insights may include identifying patterns in how records are used, predicting what information will be required in the future, and assisting with strategic planning for record infrastructure and storage systems (Bhimani & Willcocks, 2019). These analytical abilities assist businesses in improving their records management strategies and making information governance processes more effective overall. While there are numerous advantages to employing artificial intelligence in records management, it is critical to deploy it cautiously to ensure that automated procedures adhere to professional standards and ethical recordkeeping norms. As a result, record management experts must monitor artificial intelligence

systems to ensure that automated procedures for document classification, storage, and retrieval maintain the authenticity, trustworthiness, and integrity of institutional records (Franks, 2021). When applied properly, artificial intelligence technology has the potential to significantly improve records management by increasing efficiency, assisting with compliance, and improving how businesses handle their information.

Governance and Ethical Implications of Artificial Intelligence in Records Management

The introduction of artificial intelligence through its various enabled tools into records management practice has resulted in fresh governance and ethical issues that go beyond simple technological implementation. Artificial intelligence technologies offer significant benefits in automation, efficiency, and data-driven decision-making, but their use in recordkeeping raises important questions about accountability, transparency, data security, and professional ethics. These concerns highlight the importance of strong governance frameworks to ensure that artificial intelligence systems operate in accordance with basic records management principles such as ensuring that records are authentic, dependable, honest, and easily accessible (Franks, 2021). Records are audited for missing information and reviewed for completeness and accuracy of data. Gartner,(2018) defined information governance as the processes, roles and policies, standards, and metrics that ensure the effective and efficient use of information in enabling an organisation to achieve its goals. All information is not created equal and different types have different values to the organisation. Information Governance is also about managing the redundant, out-dated, and trivial information to ensure effectiveness, efficiency, and financial benefits; it becomes costly for organisations not to manage resources. Information governance is critical in ensuring that artificial intelligence is used in a moral and ethical manner in institutional recordkeeping systems. Information governance is a set of rules, regulations, and procedures that ensure an organization's information assets are handled effectively and in compliance with legal, regulatory, and ethical standards (Smallwood, 2019). Within this context, artificial intelligence systems must follow established records management guidelines to ensure that automated activities do not jeopardize evidential integrity or regulatory compliance. For example, automated classification, retention scheduling,

and data analytics systems must operate inside well-defined governance frameworks that clearly identify who is responsible for artificial intelligence technology decisions.

Algorithmic bias is one of the most serious ethical concerns of utilizing artificial intelligence in records management. Artificial intelligence systems rely on training data to produce automated predictions and decisions. If the datasets used to train these systems contain historical biases or insufficient information, the resulting algorithms may reproduce or exacerbate existing disparities (O'Neil, 2016). Biased algorithms in records management may result in misclassification, unequal precedence, or incorrect assessment judgments. To address algorithmic bias, we must carefully design training datasets, constantly monitor algorithmic outcomes, and establish ethical principles that promote justice and accountability in automated decision-making. Another key governance difficulty is ensuring that artificial intelligence systems are clear and intelligible. Many advanced artificial intelligence models, particularly deep learning algorithms, operate as complex systems, and it is difficult to grasp how they make decisions. This lack of clarity complicates record management because classification, retention, and access decisions must frequently be explained and documented. Institutions may struggle to explain how specific records were handled or why automated systems made certain decisions if they do not have adequate means to be transparent about their operations. To address this issue, businesses must utilize understandable artificial intelligence frameworks that ensure algorithmic processes remain clear and can be verified.

Data privacy and security are also significant ethical considerations for AI-powered records management systems. For artificial intelligence software to function properly, they typically require access to a large amount of organizational data. These datasets may contain private, institutional, or secret information in various scenarios. As a result, artificial intelligence must adhere to data privacy regulations and standards to protect sensitive records from unauthorized access, misuse, or exposure (Floridi et al., 2018). Strong cyber-security protections, regulated access limitations, and secure data management infrastructures are all necessary components of good governance.

Concerns regarding professional responsibility and human oversight are increasing as recordkeeping duties become increasingly automated. Artificial intelligence technologies can do various fundamental recordkeeping tasks, such as sorting and creating metadata, but they should not replace records managers' expert

judgment. People in records management must occasionally utilize their discretion when making decisions based on context, ethics, and policy (Franks, 2021). Relying too heavily on automated technologies may undermine professional responsibility and make it more difficult for institutions to properly examine their recordkeeping processes. As a result, many experts prefer human-led governance models in which artificial intelligence technology assists in decision-making but qualified individuals are ultimately responsible and in charge.

Artificial intelligence in records management requires clearly defined lines of duty. When automated systems decide how long to preserve records, how to classify them, and who may see them, it's critical to understand who makes such judgments. Liability may extend to software developers, system administrators, organizational executives, and records specialists. When errors or system breakdowns occur, institutions may face legal and ethical quandaries if there are no well-defined accountability mechanisms in place, such as clear guidelines on who is responsible for oversight and remediation of these issues. To maintain confidence in AI-powered recordkeeping systems, it is critical to establish governance protocols that define roles, responsibilities, and audit procedures.

Besides, building capacity and developing professionally are critical components of appropriate artificial intelligence governance in records management. As artificial intelligence technologies become more ubiquitous in recordkeeping systems, records professionals will need to master new skills in digital governance, algorithm evaluation, data ethics, and technology management. To ensure that artificial intelligence technologies are used responsibly and effectively, records managers, information technologists, and legal experts must continue to study and collaborate across professions.

Challenges and Risks of Artificial Intelligence in Records Management

There are many advantages to adopting artificial intelligence in records administration, there are also numerous issues and risks that institutions must be aware of. Artificial intelligence can improve the efficiency of records management systems, automate jobs, and assist people in making choices. However, incorporating them into corporate operations involves technological, ethical, legal, and organizational concerns that, if not addressed properly, may render records governance less effective. One of the most difficult challenges is ensuring that the data is correct and reliable. Artificial

intelligence systems require a large amount of data to see patterns and make effective decisions. Data in records management systems is often missing, inaccurate, or improperly formatted, which might impede artificial intelligence algorithms' performance. When datasets are incorrect or biased, artificial intelligence algorithms may misclassify records, assign inappropriate retention schedules, or fail to identify critical documents that must be retained (Shittu et al., 2022). As a result, poor data quality can reduce the authenticity, reliability, and usefulness of records, all of which are essential records management principles.

Another major issue is bias and openness in algorithms. Artificial intelligence systems rely on algorithms, which may have biases from the data used to train them. In records management, biased algorithms may influence decisions on which records to maintain, archive, or discard. These kinds of outcomes can unintentionally alter how institutions remember things or cause them to lose critical historical information. Many artificial intelligence models also function as "black box" systems, which makes it difficult to comprehend how they make judgments. This lack of transparency raises concerns about who is accountable, particularly in public organizations where records are used to demonstrate what choices and actions were taken (Shittu et al., 2022).

Concerns about privacy and data protection are also significant risks for AI-enabled records management systems. Records frequently contain private, financial, or institutional information that could be detrimental. The use of artificial intelligence technologies, particularly those that rely on cloud computing and large-scale data analytics, may make it simpler for persons who should not have access to this information to obtain it or use it inappropriately. When businesses adopt AI-based recordkeeping systems, they must adhere to data protection legislation and ethical standards. If you fail to protect private information, you may risk legal consequences, reputational damage, and a loss of public trust (Ailakhu, 2025). A lack of technology and expensive expenses are significant issues, particularly in developing countries. To make artificial intelligence systems work, you need a strong digital infrastructure, advanced computing resources, and trained personnel who can design, maintain, and monitor AI-driven systems. Many businesses, particularly those with limited resources, may lack the funds and technology to implement and maintain such sophisticated systems. This difficulty could exacerbate the digital divide between schools with strong digital skills and those with limited resources (Calderón et al., 2025).

One major issue is that people are not prepared to work, and there are skills gaps. To effectively manage AI-powered recordkeeping operations, records management professionals must learn new skills in data analytics, digital preservation, information governance, and artificial intelligence literacy. Employees who do not receive adequate training and professional development may be unable to understand or use automated systems, resulting in workplace errors or a lack of faith in artificial intelligence technology. Businesses must continue to expand their capacity so that records specialists can effectively use artificial intelligence technologies. The fear of employing artificial intelligence in the management of records is that the system may not be trustworthy, and people may become overly reliant on technology. It is a given if we rely too heavily on automated systems, there may be less human oversight in record-keeping. Artificial intelligence systems may fail, incorrectly configure, or exploit hackers, potentially leading to the loss, alteration, or inaccessibility of crucial records. Records management requires long-term preservation and stability, with technical failures potentially jeopardizing the integrity and accessibility of records over time (N'Jie, 2025). So, human oversight remains a crucial component of AI-powered records management. Legal and regulatory ambiguity are another obstacle to the adoption of artificial intelligence in the management of records. With the rapid advancement of artificial intelligence, technology has outpaced the development of legal standards governing how it can be utilized in records management. There is still much debate over topics such as responsibility, accountability, intellectual property, and automated decision-making. Institutions must develop internal governance policies and frameworks that explain the proper use of artificial intelligence technology in recordkeeping while also ensuring compliance with existing regulations (Floridi et al., 2018).

Artificial intelligence systems, particularly those that use machine learning, require a large amount of data to function well. Privacy and secrecy are critical because this often involves private or institutional documents. In Nigeria, agencies such as the Nigeria Data Protection Act (NDPA), 2023, and the National Data Protection Regulation (NDPR), 2019, safeguard individuals' private information. However, improper adherence to these guidelines could jeopardize privacy (Omigie, Krubu, & Solomon, 2023). Automated retention systems may preserve records longer than necessary, increasing the likelihood that they will be accessed without permission and

used for their objectives. These issues highlight the importance of developing AI-specific data privacy and governance guidelines (Ailakhu, Ambrose, & Nkata, 2025).

Suggestion/Way Forward:

- ❖ Establishing clear institutional norms and governance frameworks is one of the most important things you can do to help artificial intelligence perform properly. Companies should establish defined standards for purchasing, implementing, and monitoring artificial intelligence technologies in records management systems. These laws should include means to hold people accountable, ensure that legal and ethical standards are fulfilled, and promote transparency in automated decision-making. Strong governance frameworks assist businesses in striking the appropriate balance between using new technologies and handling information responsibly.
- ❖ Another important technique is to assist records management experts in improving their skills and expertise. As we become more reliant on artificial intelligence technology, records managers, archivists, and information workers must develop new skills in data analytics, digital preservation, information governance, and artificial intelligence literacy. Ongoing training and professional development programs will provide practitioners with the skills and knowledge they need to effectively manage AI-driven systems and understand automated results. Without adequate training, businesses may be unable to properly use artificial intelligence technologies in their recordkeeping processes.
- ❖ To effectively use artificial intelligence in records management, we must improve technological infrastructure and digital preparation. Artificial intelligence applications require robust digital infrastructure, secure data storage, and powerful computers capable of handling large amounts of information. As a result, institutions, particularly those in developing nations, must invest in modern information and communication technology infrastructure capable of supporting AI-enabled recordkeeping. Strengthening digital infrastructure will allow for improved system reliability, data processing capabilities, and long-term record preservation.
- ❖ Collaborate with data scientists, technology developers, and information specialists. To ensure that technological solutions adhere to established records management

rules, artificial intelligence system design and deployment require expertise in various domains. Working collaboratively, these stakeholders may develop artificial intelligence systems that properly filter, categorize, and store records while adhering to professional and legal standards.

- ❖ Institutions should implement ethical guidelines and risk-reduction strategies. Institutions must establish procedures for monitoring artificial intelligence systems, detecting algorithmic bias, and ensuring that automated processes do not reduce the legitimacy, reliability, or accessibility of records. Regular audits of artificial intelligence algorithms and datasets should be conducted to identify any potential errors, biases, or security flaws. These kinds of inspections help users trust AI-powered recordkeeping systems and protect institutional papers (Floridi et al., 2018).
- ❖ There should be research and fresh ideas on how artificial intelligence may be utilised to keep records. Ongoing research is required to identify fresh artificial intelligence applications that can improve document classification, metadata creation, predictive analytics, and digital preservation approaches. Academic institutions and research organizations should collaborate to build context-specific artificial intelligence solutions that address the unique challenges faced by records management systems, particularly in developing countries and in open and distant learning institutions (Davenport & Ronanki, 2018).
- ❖ There should be an emphasis on human-centered artificial intelligence adoption, which ensures that technology assists humans with record management rather than replacing their abilities. While artificial intelligence can automate simple tasks, humans still need to interpret complex information, make moral decisions, and ensure adherence to laws. A balanced approach that combines artificial intelligence capabilities with human oversight will enable the long-term and suitable adoption of artificial intelligence technologies in recordkeeping systems.

Conclusion.

The application of artificial intelligence to record administration has fundamentally altered how organisations handle, process, and govern information. Artificial intelligence offers enormous potential for automating common tasks, improving information accuracy, and helping people make data-driven decisions in schools, offices, and organisations. However, adopting technology poses fundamental

ethical and governance challenges, such as discrimination, privacy, and adherence to the norms. As a result, records managers must not only keep up with new technologies but also devise solutions to these issues, particularly in developing countries with limited information and communication technological infrastructure. Finally, the successful application of artificial intelligence in records management necessitates a balanced strategy that safeguards ethical and legal standards while maximising efficiency and innovation. This guarantees companies' readiness for the digital recordkeeping future.

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