

SC 2126

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

AN EVALUATION OF THE EFFECTIVENESS OF RECORDS SURVEYS IN THE  
MANAGEMENT OF PUBLIC RECORDS IN MASVINGO PROVINCE

BY

DANMORE MABOREKE  
(N0052799A)

A RESEARCH PROJECT SUBMITTED TO THE NATIONAL UNIVERSITY OF SCIENCE AND  
TECHNOLOGY IN PARTIAL FULFILMENT OF THE MASTER OF SCIENCE DEGREE

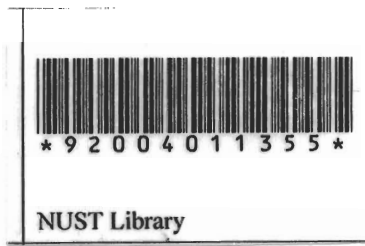
IN

LIBRARY AND INFORMATION SCIENCE

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

BULAWAYO, ZIMBABWE

YEAR: 2007



\* 9 2 0 0 4 0 1 1 3 5 5 \*

NUST Library

LIBRARY NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY P.O. BOX 202 BULAWAYO		CLASS No.
DATE	ACCESSION	CD 95
13-07-09	SC2126	OMA B

## ABSTRACT

This thesis addresses the topic of the effectiveness of records management surveys in the management of public records in Masvingo province. Records surveys are a critical function of the National Archives in the management of public records. Public records need effective management because their management determines the quality of service delivery by public offices. The production of future public archives is derived from efficiently managed records. To achieve this noble national obligation public records surveys have to be effectively conducted.

The current study aimed to evaluate the effectiveness of records surveys by the National Archives in Masvingo province. The study examined the records survey methods to ascertain how they were responsible for ensuring effectiveness of the surveys. The study examined archival legislation and its role with regards the conduct of records surveys by the National Archives. The study established that the National Archives indeed conducted records surveys and also examined how far the stakeholders responded records management advice brought to them through the conduct of records surveys. The study used various methods to gather data in order to capture in detail the phenomenon under study. Self administered questionnaires; interviews and observation were used as data gathering tools. While the study established that the National Archives was mandated by statute to manage public records, public records were not effectively managed despite the authority given to the National Archives to manage public records to achieve economy and efficiency.

The study found out that records surveys were not effective and that this threatened public service delivery within the public sector. The study concluded that surveys were important in the management of public records and therefore recommended that there be a closer professional relationship between the National Archives and the public registries in an effort to enhance proper management of public records so as to achieve effective service delivery by public offices.