

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

AN ASSESSMENT OF THE MANAGEMENT OF ELECTRONIC RECORDS  
AT THE BULAWAYO CITY COUNCIL (BCC)

BY

HEATHER NDLOVU  
(N010 6565D)

LIBRARY NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY BULAWAYO P.O. BOX 1020 BULAWAYO		
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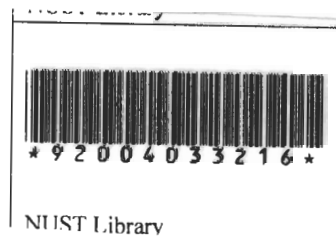
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## **Abstract**

The study focused on electronic records (e-records) management at the Bulawayo City Council (BCC). The aim of the study was to assess the management of electronic records at the BCC within the context of the records continuum principle. The assessment was also guided by the management issues key to the management of e-records and these management issues included the concern for collaboration between all the stakeholders involved in e-records management; the concern that managing information electronically is not just a technology issue, it is also a policy issue, a business issue and a training issue; the need to capture enough contextual and structural information to ensure that the record can be understood when retrieved in future; including the need to assign responsibility for managing the integrity of electronic records.

The sampling frame consisted of 55 respondents drawn from BCC's three main departments which were involved in e-records management and these included the Chamber Secretary (CS), Engineering Services (ES) and the Financial Services (FS) departments. The purposive sampling technique was used to select respondents from the BCC and these comprised of senior management, administrative officers, and records office staff. Data was collected using questionnaires supplemented by semi-structured interviews and documentary review. Study results revealed that despite the BCC embracing the use of computers as a crucial tool for information management and communication in support of its business transactions, the management of e-records remained a neglected area of the local authority's recordkeeping system. Factors contributing to this were centred on the lack of a framework and resources to support e-records management. The recommendations of the study were that the BCC should provide e-records management training, bring together all key stakeholders involved in the management of e-records and formulate an organisational ICT policy for the management of e-records.