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THE MANAGEMENT OF PERSONNEL RECORDS IN THE MINISTRY OF
PRIMARY AND SECONDARY EDUCATION AT MASHONALAND WEST
PROVINCIAL EDUCATION OFFICES

BY

Tsaurai Kuvawoga
(N013 11081D)

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Dr O. Wutete

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ABSTRACT

There was absence of a Personnel Records Management System at Mashonaland West Provincial Education Offices as evidenced by poor record keeping structures, delayed personal data aggregation, poor talent management and poor staff files management. This had adverse consequences of unacceptable delays in processing employees' appointments, implementing salary changes, processing leave and calculating pension payment which demoralised stakeholders in the education system. The study therefore investigated how MWPEO were managing their current and semi-current personnel records for efficient service delivery based on the Records Life Cycle model's principles of creation, arrangement, maintenance, retrieval and storage among others. The study was premised on the assumption that there was no effective PRMS in use at MWPEOs although there was a correlation between RM and HR. The study was done at MWPEOs from January to May 2015. Among the limiting factors were time constraints, distance between the researcher and the supervisor and limited access to MWPEOs internal information sources which were minimised by concentrating on one case, seeking permission from the PED and using the email facility intensively. According to the reviewed literature, personnel records were considered safety nets that were targeted to improved HRM service delivery. The study used a mixed approach with a case study being the main research strategy employed. A total population of 20 was used. Questionnaires, observations and interviews were the major three data collection instruments that were used. Data presentation was achieved through the use of tables and qualitative statements. Analysis was achieved through the thematic approach. The research findings were that lack of funding, lack of enough skilled staff, inefficient use of RM policy, resistance by external stakeholders, poor training among others were major drawbacks to the implementation of PRMS. The study concluded that MWPEOs should develop a RM culture, redesign the organizational structure, make use of a RM policy, allocate more funds to records care, hold workshops and attract more skilled personnel as well as training its existing ones.