

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
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**RECORDS MANAGEMENT AS A BUSINESS STRATEGIC TOOL: A CASE OF
CAPERNAUM TRUST.**

BY

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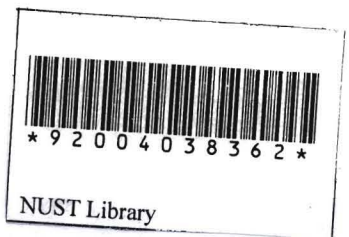
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ABSTRACT

The research presents an assessment on how records management can become a valuable business strategic tool at Capernaum Trust. The research was triggered by the fact that Capernaum Trust's records management unit is dysfunctional according to the annual reports of 2014 since the records management unit has been failing to discharge its duties in a way that promotes timely decision making and effective service delivery. Due to delays in retrieving records and at times non-availability of information, it results in business compromise at Capernaum Trust. Thus the purpose of the research was to establish whether it is a fact, the assertion that records management can be a strategic business tool which helps in the achievement of effective service delivery at Capernaum Trust. The research is premised on a quantitative research design. The study is a case study which adopted a sectional survey and data was collected through questionnaires and interviews. The research findings revealed that there was no support for records management activities from top management, there was lack of integration of records management into the organisation's strategic objectives, lack of records management training, and these shortcomings were challenges affecting records management to become a business strategic tool at Capernaum Trust. The study concluded that only proper records management and the integration of records management into organisational strategic objectives can help records management activities to become a strategic tool. Capernaum should incorporate records management into the organisation's strategic objectives, top management should support records management as well as providing training to all staff members to ensure that records management can be transformed into a business strategic tool.