

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

AN ASSESSMENT OF THE EFFECTIVENESS OF THE REGISTRY SYSTEM AT
THE ZIMBABWE INSTITUTE OF MANAGEMENT.

BY

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ABSTRACT

The research was conducted to ascertain the reasons behind the failure to create, use, maintain and retrieve student records in an effective and efficient manner at the Zimbabwe Institute of Management. It had been noticed that the problem of missing, inaccurate, incomplete and irretrievability of student records had become recurrent issues at the institution. Bearing in mind that the availability of the right information at the right time to the right people is the backbone for effective decision-making, the researcher sought to ascertain the reasons for these problems. The researcher also consulted relevant literature in order to define the frontiers of the research field. The methods most likely to yield the most valid and reliable results were employed, that is, questionnaires and interviews. The varied responses gotten from the research design and research instruments were logically organised, clearly presented with the aid of tables, graphs, pie charts and tables and then were systematically analysed and interpreted. The researcher came to the conclusion that the absence of a records management policy and therefore the absence of proper procedures for example for retention and disposal were among the chief causes for the ineffective and inefficient operations and service delivery of the institution as a whole. The researcher therefore recommended that the Records Management Programme and policies should be appreciated firstly by the top management before it can permeate the lower levels. This is because the success of the board hinges on the effective management of the proper management of the student records, as they are the reason why the institution is in operation in the first place.