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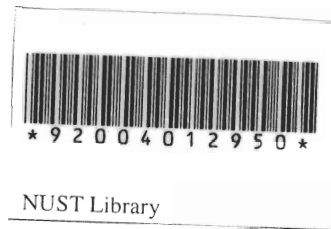
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

AN ANALYSIS OF THE EFFECTIVENESS OF THE PHYSICAL RECORDS
STORAGE FACILITIES AT THE NATIONAL UNIVERSITY OF SCIENCE AND
TECHNOLOGY IN THE MANAGEMENT OF STUDENT RECORDS AND
SERVICE DELIVERY

BY

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IN

RECORDS AND ARCHIVES MANAGEMENT

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

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ABSTRACT

The purpose of this study was to analyse the effectiveness of the physical records storage facilities employed at National University of Science and Technology (NUST). The research was qualitative. A case study research methodology was used. To consolidate the research, the case study was buttressed by interviews and questionnaires in gathering data so as to gain an indepth understanding of the effects of poor storage facilities in the management of student records and service delivery. The findings of the research revealed that records storage was crucial in the efficient management of student records although acceptance of records management is still minimal. The findings also showed that the university lacks a comprehensive records storage system due to lack of support of records management activities by top management. According to the findings the university does not have purpose built records storage facilities such as the archives, records center and the registry. It also lacks a clearly written down records management policy and disaster preparedness plan. Based on the findings of the research it was also discovered that most staff were ignorant of the the issues to do with records management. Recommendations based on the research findings were therefore made to NUST, Records Management professionals and researchers. In conclusion it was discovered that the university needs to establish well furnished and functional records storage facilities, invest in records management as it does to other professions by allocating it a budget, purchasing standard records storage equipment, employing qualified records management staff and investing instaff development programmes to ensure proper storage of student records and efficient service delivery.