

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

**ASSESSING THE APPLICATION OF RECORDS APPRAISAL ON
THE RECORDS MANAGEMENT PROGRAMME
AT SUNSET FUNERAL ASSURANCE (Pvt) LIMITED; BULAWAYO**

BY



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ABSTRACT

Records appraisal plays a crucial role in facilitating relevant and informed decision making in records management programmes. Records appraisal is viewed from various perspectives but mainly from the archival practice point of view. This records management process is often viewed as a difficult and demanding task resulting in it being done on ad hoc basis, a situation which leads to various records management problems. This study was done to describe and evaluate the records appraisal scenario at Sunset Funeral Assurance (Pvt) Limited. The study aimed at evaluating this description against views and ideas from various sources on records appraisal. Thus, the study consulted various literature sources and authors in order to have a fair and balanced template to evaluate against for the purposes of this study. Structured questionnaires, personal interviews, observations and secondary sources were used as data collection techniques for this study. These techniques complemented each other in gathering data that was authentic and reliable enough to describe the records appraisal situation at the organization. Twenty- four questionnaires were hand delivered and the researcher received back twenty-three completed questionnaires to give a response rate of 96%. This was well enough for a representative total of the organization. The analysis and interpretation of the collected data revealed that records appraisal was largely unknown and done on ad hoc basis which the reviewed literature and records management theory despise. The researcher recommended that the organization have a records management policy to guide its records operations and also to have specialized or trained records management personnel in its ranks in order to improve on its management of records.