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**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**

**DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**

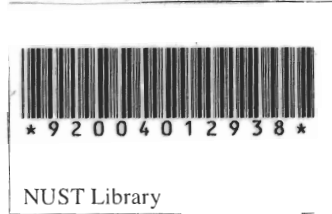
AN ASSESSEMENT OF THE EFFECTIVENESS OF MAINTENANCE AND STORAGE IN THE MANAGEMENT OF X-RAY FILES. A CASE STUDY OF MATER DEI HOSPITAL.

BY

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A RESEARCH PROJECT SUBMITTED TO THE NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY IN PARTIAL FULFILMENT OF THE BACHELOR OF SCIENCE HONOURS DEGREE

IN



**RECORDS AND ARCHIVES MANAGEMENT**

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**BULAWAYO, ZIMBABWE**

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## **ABSTRACT**

The purpose of this study was to assess the effectiveness of the maintenance and storage of X-ray files at Mater Dei Hospital. The aim of this study was to reveal the role of records management in ensuring effectiveness in managing X-ray files. The management of X-ray files has often been neglected and marginalised in most hospitals. This has led to poor service delivery in case of the X-ray file being requested to aid in the treatment of patients and it's not available due to certain factors such as poor maintenance and incorrect storage conditions. A case study as a methodology and unit of analysis was used. Data was gathered using questionnaires and interviews. Using questionnaires and interviews, the administrator, records managers, radiographer and the X-ray clerk were all asked about the importance managing X-ray files and how they could be managed. The responses revealed that records management was so critical to the effective maintenance and storage of X-ray files. According to the findings, Mater Dei does not have a well-structured records management programme that is comprehensive enough to facilitate effectiveness maintenance and storage of X-ray files. The researcher concluded that they were no appropriate procedures for maintaining these records. Recommendations based on the research findings were made to Mater Dei Hospital and the other stakeholders, which included the records management practitioners and the other researchers. It was recommended that Mater Dei Hospital adopts a sound records management programme, and also make some investments in records management through developing a policy on recruitment and development of well qualified records management staff to manage X-ray files.