NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

AN ASSESSMENT OF THE CHALLENGES ENCOUNTERED IN THE DESIGN AND IMPLEMENTATION OF THE RECORDS MANAGEMENT PROGRAMME AT NOCZIM (HARARE)

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ABSTRACT

The concern for the establishment of sound records management programmes has prompted interest in carrying out a research project to assess the challenges encountered in the design and implementation of the records management programme at NOCZIM. An economic and simplified descriptive survey was used to collect data for qualitative research. Questionnaires and interviews were also used as research instruments. Different responses were given, logically organised, presented and systematically analysed. The results of this study were analysed using tables, pie charts and graphs and the results showed that the NOCZIM registry has been faced with various challenges ever since the initial launch of its records management programme. The greatest challenge was the lack of appreciation of the programme by most staff members and top management staff with the exception of those from the government. This has presented problems in the deployment of company resources. It was observed that registry requests are usually not catered for. Lack of resources has also been a major challenge as it has hampered the speedy implementation records management programme. The records management system at NOCZIM is still paper-based, is characterized by shortage of staff and infrastructure, poor disaster preparedness and conflict with other company departments which are all indicators of a poorly developed system.