

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

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DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

**THE APPRAISAL OF RECORDS TO FOSTER CORPORATE MEMORY OF THE
CITY OF BULAWAYO. A CASE OF BULAWAYO**

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ABSTRACT

The aim of this study is to identify the appraisal of records at BCC which can help in the fostering of corporate memory of the city of Bulawayo. This will ensure that generations to come benefit if significant or historic events are documented. Moreover if records are appraised BCC will be able to provide documents that protect the rights and benefits to the people of Bulawayo and can even provide these records as evidence in its litigation cases.

Various related literature were consulted to find out what other authors are saying about the appraisal of records and to find a gap that the study is filling. In this, it was concluded that appraisal in fostering corporate memory is indeed important in the documentation of events for future and the current times. A descriptive survey was used in this research and questionnaires and interviews were used. Ten people from the Town Clerk's and Chamber Secretary's department were involved in the study. Bar graph, pie charts and line graphs were used to present data and the researcher visited BCC to collect data.

From the responses, it was revealed that appraisal was rarely done and respondents were not even aware of such a process but after it was explained to them, they appreciated that appraisal was important in fostering corporate memory. The researcher therefore concluded that BCC should appraise its records as this will revive the City of Bulawayo and which might be turned into a cultural city if history is documented. Moreover organizational goals will be achieved if records are produced as evidence for all the transactions done both in the organisation and various other external stakeholders.