

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**  
MANAGEMENT OF ESTATE RECORDS AT THE HARARE CITY COUNCIL'S  
DEPARTMENT OF HOUSING AND COMMUNITY SERVICES.

BY

CHINYOWA NYASHA P.

(N007 0828Z)

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IN

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## ABSTRACT

Efficient and effective records management practices instill professionalism in the conduct of business. Without proper records management practices, transparency, accountability and efficiency in the public service would be heavily compromised, leading to corruption and loss of confidence in the Local Authorities.

In this regard, a study assessing how estate records were managed was conducted. The aim was to analyze the extent in which records management practices at the Harare City Council are professionally conducted. The records life cycle model formed the theoretical foundation of the study, as the elements of the framework include recordkeeping issues which the current study investigated.

Data was derived through questionnaires administered to records officers and interviews with top management of The Harare City Council's Department of Housing and Community Services, and National Archives of Zimbabwe personnel. Microsoft excel 2007 was used to process quantitative data emanating from questionnaires, while qualitative data obtained from interviews was content analyzed and, in some instances, presented in tabular form as well as the narrative form.

The findings of the study revealed that the existing policies and practices for managing estate records throughout their life cycle were not effective and affected the conduct of records office operations. The records office lacked, records management policies, records management manuals and top management support and did not have dedicated registry budgets. The records staff did not possess adequate qualifications required in records management .Absence of the records management qualifications hindered professionalism in the management of estate records. This was evident with problems faced by records officers in providing access, missing files, lost files as well as shortage of storage equipment. This compromised professionalism in the conduct of business.