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DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT  
MANAGEMENT OF PERSONNEL RECORDS IN THE MIDLANDS MINISTRY OF  
EDUCATION, SPORTS, ATRS AND CULTURE.

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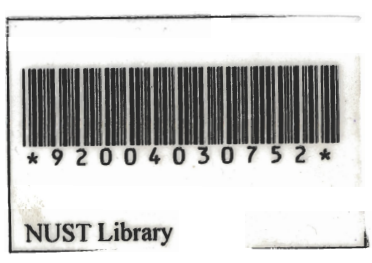
A RESEARCH PROJECT SUBMITTED TO THE NATIONAL UNIVERSITY OF SCIENCE  
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RECORDS AND ARCHIVES MANAGEMENT

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
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## ABSTRACT

The research document addresses the personnel records management at the Midlands Ministry of Education, Sports, Arts and Culture in Gweru. The study assesses and analyses the problems that the Ministry faces in the proper management of personnel records as a strategic resource for organisational development, focusing on records management policies and strategies and their effect to effective personnel records management.

The exploration of literature was done to establish what has been covered so far in the related field of personnel records management in governmental offices. It is imperative that most literature available is based on developed world records management practices and most of the literature relevant to the study was not current. The researcher had to rely on both current and old literature. The literature revealed the significance of records management policies in the effective and efficient management of personnel records.

After the expositions around the subject matter the study determined to unveil how personnel records management was conducted at the Midlands Ministry of Education, Sports, Arts and Culture. The research was based on the qualitative methodology using the case study. The respondents were the registry staff and the human resources officers. Results of the study revealed lack of formal policies to govern creation, control, access, appraisal and disposal of personnel records. This had an effect on the personnel records retrieval and service delivery.

The Ministry should design and use formal standards and policies on personnel records management to govern and professionalise records management procedures. Improving of access and security systems would minimise file theft, file loss and file manipulation which is causing litigations for the Ministry. The filling of the vacant supervisory post will also enhance registry administration and improve registry activities and the implementation of personnel records management policies.