NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

AN ANALYSIS OF THE RECORDS MANAGEMENT SYSTEM AT THE ZIMBABWE
REVENUE AUTHORITY HARARE REGION

BY

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Abstract

The twenty first century has seen a rapid increase in the creation and use of electronic records yet paper records were the recurring and dominant sources of information. The situation has inevitably called for the need to embrace electronic records and redesign recordkeeping systems to accommodate electronic records as authentic and reliable sources of corporate memory. The development has resulted to the speculation of the advent of a 'paperless office' were paper-based recordkeeping systems will be swept away while organisations rely entirely on electronic recordkeeping systems and create, maintain, make available and dispose of records in electronic format. The speculation is rather mythical in most less economically developed countries such as Zimbabwe were a viable telecommunication infrastructure has not been installed to support the extensive adoption and use of electronic system. Moreover, the legislative environment in its entirety does not provide for the acquisition and use of electronic records as evidential sources of information the result being a threat to lose of electronic corporate memory.

The research study was presented in form of a case study, the Zimbabwe Revenue Authority (ZIMRA) Harare Region being the central reference point. Both qualitative and quantitative methods formed the basis of the research design. The respondents who participated in the research were purposively sampled from the Registry departments within the ZIMRA. Questionnaires and interviews were used as data collecting instruments. The data collected was analysed along with the literature gathered in the second chapter.

Among the recommendations cited for the ZIMRA was to adopt an integrated records management system (IRMS). Such a system was viewed as one which embraces both the lifecycle and records continuum models in the management of corporate records. The lifecycle concept will be employed towards the management of paper-based records while the continuum concept will be adopted in managing electronic records. A central interface between the two systems was also recommended were duties and responsibilities in recordkeeping will be monitored at a central point. The underlying fact was to eliminate the development of a parallel recordkeeping system which will result in duplication of services.