

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE  
DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**

**THE SECURITY OF FINANCIAL RECORDS AT BULAWAYO CITY COUNCIL**

**BY**

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## **Abstract**

The study analysed the security of financial records at Bulawayo City Council. Literature related to the study was reviewed in broaden the researchers' knowledge base. The study adopted both the qualitative and quantitative research approach and drew on the records life cycle concept for its analytical framework. The study used the descriptive research design. The case study approach was used to gather data while judgmental sampling was used to reach to the targeted population. The study drew on data from both primary and secondary sources. Data collection from primary sources was carried out using preset questionnaires and structured interview schedules which made it possible to study the personal perspectives and experiences of the subjects under investigation. The study used the triangulation technique to enhance the objectivity, validity and reliability of the findings. Data gathered revealed that the security measures for safeguarding financial records were inefficient, to a greater extent. Responses from the respondents were then presented, analyzed and interpreted through the use of tables, pie charts and graphs in order to clarify points and answer the research questions. From the analysis of the results obtained, it was evident that problems being faced in securing financial records at BCC are largely due to undefined access controls, lack of policies, codified standards, disaster preparedness and recovery plans, vital records management programme, insufficient financial, human and technical resources. The researcher recommended that access levels should be well defined, development and implementation of a records policy, standards, a disaster preparedness and recovery plan, a vital records management programme and raising awareness on the importance of financial records management to senior management and political elites so as to enhance the financial, human and technical resources allocated towards the security of financial records.