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EVALUATION OF THE ARCHIVAL PROGRAM AT THE NATIONAL ARCHIVES OF
ZIMBABWE

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Abstract

This study evaluated the archival program at the National Archives of Zimbabwe using the guidelines on evaluating archival institutions as propounded by the Society of American Archivists (SAA). The researcher reviewed literature on the statements put forward by SAA on evaluating archival institutions; this helped in identifying a gap in a pool of existing literature, showing relevance of the study and what other authorities are echoing with regards to evaluating an archival program. A case study method was employed in this study to get in-depth and detailed information from the staff at NAZ, which enabled the researcher to evaluate the archival program. Purposive sampling was adopted by the researcher to represent the population at NAZ. The chosen sample possessed relevant knowledge regarding the study. Triangulation was used by collaborating interviews with questionnaires to collect data. Telephone interviews were also conducted to augment the questionnaire; the interview involved the, Director, deputy acting director and principal archivist at NAZ, while questionnaires were sent to respondents and received at a later date. The research findings were presented in a table, graph and chart in order to analyse data and present comprehensible results. The results from the study, especially questionnaires revealed that NAZ since its inception has never evaluated its archival program and a majority of the staff members advocated for the evaluation of the archival program as this would help in measuring progress and effectiveness of the institution. Recommendations were made to NAZ; one of them was to evaluate its archival program so as to measure development and effectiveness of the institution.