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MANAGEMENT OF REGISTRIES AND THEIR INFLUENCE ON BUSINESS ACTIVITIES
WITH A SPECIAL FOCUS ON THE COLD STORAGE COMPANY

BY

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A RESEARCH PROJECT SUBMITTED TO THE NATIONAL UNIVERSITY AND SCIENCE
TECHNOLOGY, IN PARTIAL FULFILLMENT OF THE REQUIREMENTS OF THE
BACHELOR OF SCIENCE HONOURS DEGREE

IN

RECORDS AND ARCHIVES MANAGEMENT

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

BULAWAYO, ZIMBABWE

YEAR: 2013

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ABSTRACT

This study investigated the management of registries and their role in business activities with a special focus on the Cold Storage Company as a parastatal. The management of records in a registry is crucial in meeting business objectives so that an organisation can achieve its goals, and inadequate records management poses risks to the organisation. The study mainly focused on how records are managed from the time of their creation to their final disposition, and how this affected the operations of the company.

The study utilized the records life cycle as its theoretical foundation, and this was done following the various phases of the life cycle. A qualitative research method approach was used and the case study research design was chosen for this study. Both qualitative and quantitative data were gathered using questionnaires and interviews. The questionnaires were administered to the registry staff and other departmental staff while the senior management was interviewed. The overall response rate of the questionnaires was 86% and that of interviews was 80%, then the total response rate was 86%. The data was analysed and presented in graphs, charts and written descriptions.

The findings of the study indicated that the records in the parastatal were not adequately managed and this was having a negative impact on the business activities of the organisation. The study established that inadequate records management in the company was exposing it to many various risks such as loss of information and poor decision making. Furthermore, the study revealed that though there was a classification scheme it was outdated and needed to be update. It also revealed a lack of comprehensive vital records and disaster preparedness programmes. It also revealed the lack of permanent and qualified staff as a major weakness to effective records management. The study recommended the appointment of permanent and qualified records personnel, as well developing retention and disposal policies. The study also made recommendations for further areas of study by other researcher in the field of Records and Archives Management on topics like management of electronic records in parastatals.