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**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE  
DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT  
AN EVALUATION OF THE PRESERVATION OF PAPER-BASED PERSONNEL  
RECORDS: A CASE STUDY OF MPIOLO CENTRAL HOSPITAL BULAWAYO**

BY

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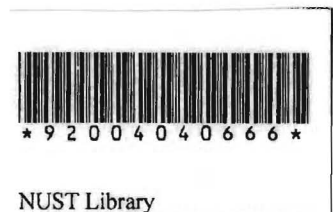
RESEARCH PROJECT SUBMITTED TO THE NATIONAL UNIVERSITY OF SCIENCE  
AND TECHNOLOGY IN PARTIAL FULFILMENT OF THE REQUIREMENTS OF BSC  
HONOURS DEGREE

IN

**RECORDS AND ARCHIVES MANAGEMENT  
NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
BULAWAYO, ZIMBABWE**

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## **Abstract**

The research project evaluated the preservation of paper-based personnel records at Mpilo Central Hospital. Its main focus was to assess how the personnel records were preserved for long term accessibility and retrieval. The study used a case study research design, the study being a qualitative research, as a preferred method as it scaled down the research. The study's gathering tools were questionnaires, interviews and non-participant observation. The respondents included the Records and Information Supervisor, two record clerks, two record-keepers, two Human Resources staff members and a non-managerial worker. The study revealed that preservation of paper-based personnel records was not adequately performed at Mpilo Central Hospital due to lack of resources and capacity for an effective preservation programme. The sources of related literature were reviewed and helped to shape the study that was carried out. Different archival scholars highlighted different views pertaining to the archival threats that caused the personnel records to discolor, yellow, become weak and brittle and also others being eaten by termites. These views helped the researcher to link the data collected and hence analyze results in an effective manner. Data was presented in tables, figures and analyzed. The study recommended that Mpilo Central Hospital should formulate and implement an effective preservation programme and train staff on preservation strategies and actions to effectively preserve paper-based personnel records. The researcher recommended further comprehensive studies to be carried out as an in-depth appreciation of the subject still needs to be done.