

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

**RECORDS MANAGEMENT PRACTICES AT THE UMZINGWANE RURAL DISTRICT
COUNCIL**

BY

LISIMATI ENELANI. M

(N0109070B)

**A RESEARCH PROPOSAL SUBMITTED TO THE NATIONAL UNIVERSITY OF
SCIENCE AND TECHNOLOGY, IN PARTIAL FULFILMENT OF THE
REQUIREMENTS OF THE BACHELOR OF SCIENCE HONOURS DEGREE**

IN

RECORDS AND ARCHIVES MANAGEMENT

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

BULAWAYO, ZIMBABWE

YEAR 2014

ABSTRACT

The purpose of this study was to investigate the records management practices at the Umzingwane Rural District Council (URDC). The main objective of this study was to establish how records were managed in the council from their point of creation until their point of disposal. The study also sought to examine the records management policy and records procedures manual used by the council.

In order to achieve the research objectives, an in-depth literature study was undertaken. A qualitative case study research design was adopted in the study to examine the current records management practices at the URDC. The data was collected through a questionnaire administered to the registry personnel from different council departments and face-to-face interviews with the senior management staff. The overall response rate was 67%.

The findings of the study revealed absence of a records management policy and a records procedures manual for registry sections. Furthermore, the URDC also lacked records retention schedules and systematic disposal of records resulting in heavy congestion of records in the storage facility. The findings of the study revealed that the levels of skills and training of registry personnel was relatively low. All of the registry personnel had never attended any records management courses or workshops. There was some disconnect between the council and the National Archives of Zimbabwe.

The researcher recommends that the URDC should employ a qualified and experienced records manager to design and implement a records management policy and a records procedures manual for guiding the registry personnel in their daily operations. The URDC should also seek to work with the National Archives of Zimbabwe so that it gets guidance on the management of its records, especially with regards to matters pertaining to retention and disposal of records.