

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
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AUTOMATION OF ARCHIVAL SERVICES AT THE NATIONAL ARCHIVES OF
ZIMBABWE

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ABSTRACT

This study investigated the automation levels of archival services at the National Archives of Zimbabwe (NAZ), with particular focus on Harare headquarters and Bulawayo Centre. The main purpose of the study was to understand the levels of automation on archival services at NAZ. The study also sought to establish the level of skills and competencies of NAZ staff in terms of delivering services to clients visiting NAZ. The study utilized records lifecycle model and the continuum theory. A case study research design was conducted using a qualitative methodology. Data was collected through the use of questionnaires and interviews. The results showed that the NAZ automation level was at infancy stage and at an immature level. Results which came up showed that there is lack of skilled personnel, absence of an automation policy and lack of funds. It was recommended that NAZ should incorporate technical training program in its institutional activities, develop an automation policy, and engage strategic plans to try and source funds from the government budgetary allocations and to make use of available computer equipment for improved service delivery.