

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**

**DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**

MANAGEMENT OF VITAL RECORDS AT THE COLD STORAGE COMPANY IN

ZIMBABWE

BY

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## **ABSTRACT**

This study investigated the management of vital records at the Cold Storage Company. The management of vital records is crucial in the management of disasters and any possible threats, and inadequate vital records management poses risks to the organization such as vulnerability to litigation. The study mainly focused on how vital records are managed and how inadequate management of vital records affects the Cold Storage 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. Qualitative 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 91% and that of interviews was 100%. The data was analyzed and presented in graphs, charts, tables and written descriptions.

The findings of the study indicated that vital records in the parastatal were not adequately managed and this was having a negative impact on the business activities of the organization. The study established that inadequate vital records management in the company was exposing it to many various risks such as loss of information. Furthermore, the study revealed that though many employees knew about vital records management, they did not know that inadequate management of them can actually hinder developments within the company. 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 vital records management. The study recommended the use of alarms and CCTVs for vital records security, appointment of

permanent and qualified records personnel to improve vital records management, as well as developing a vital records programme that would help the company in the management of vital records.