

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMUNICATION INFORMATION SCIENCE**

**DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**

**MANAGEMENT OF STUDENTS RECORDS AT THE MIDLANDS STATE  
UNIVERSITY**

**BY**

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## ABSTRACT

An effective records management programme is one that caters for all records processes from creation, use, maintenance and final disposal. However, despite this crucial role played by records management, there is a consensus amongst researchers that many organisations, including universities, pay little attention to the management of student records. In Zimbabwe, government departments are under legislative obligations to adopt a systematic and organised approach to the management of records. The National Archives of Zimbabwe Act (1986) highlights that Government Departments including Universities should develop, implement and maintain proper records management systems.

The purpose of this study was to make an assessment of the manner in which student records at the Midlands State University were managed in order to make suggestions for improvements. Data was collected through questionnaires and aided by observation of storage equipment and records disposal procedures. The researcher used purposive sampling to select the most appropriate informants. Data was analysed through the use of Microsoft Excel and the findings were presented through the use of graphs and pie charts. The literature reviewed related to some past studies that helped to establish the ways in which student records can be managed in Universities within the SADC Region.

The key findings were that the records management function is not receiving adequate attention. Training of records personnel was identified as one of the key areas in which MSU should apply its focus on, as this ensures sound records management in registries. The study recommended that to improve the current records management practices at M.S.U., a records management policy should be established and a dedicated budget should be allocated for the registries. Over and above all, there is need to incorporate records management functions into the organisation's wide strategic plans and that records management should form part of the key performance areas for the University's top management.