

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

**ISO 15489-1 AS AN AUDIT TOOL FOR THE RECORDS MANAGEMENT
PROGRAMME AT MATER DEI HOSPITAL**



BY

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RECORDS AND ARCHIVES MANAGEMENT

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ABSTRACT

The aim of the study was to evaluate the records management programme at Mater Dei Hospital (MDH), Zimbabwe using the international records management standard ISO 15489-1. The specific objectives of the study were to: understand the records management activities at MDH; establish the records management policies governing the creation, maintenance and storage of records at MDH; ascertain the records management responsibilities defined, assigned and promulgated to staff throughout MDH; establish the kind of training provided to that staff on records management at MDH; establish the mechanisms in place at MDH to monitor and audit its records management programme and to recommend ways of improving records management at MDH based on the ISO 15489-1 standard.

The study population comprised of twenty three (23) personnel who were involved in the creation and management of records at MDH. Purposive sampling was used to select all the cases for study. Data was collected through the use of closed-ended questionnaires. Data collected was subjected to quantitative data analysis techniques. The study findings revealed that the records management programme at MDH does not comply with the ISO 15489-1 standards. The study recommends MDH to comply with the ISO 15489-1 standard. The ISO 15489 standard encourages MDH to formulate or establish records management policies and ensure that everyone in the hospital respects them and adheres to them. It also encourages MDH to develop training programmes and to monitor and audit records management programmes improving them whenever the need arises, amongst other vital records management issues.