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1. Ngoepe, Mpho, and Segomotso Masegonyana Keakopa. "An Assessment of the State of National Archival and Records Systems in the ESARBICA Region." *Records Management Journal* 21, no. 2 (2011): 145-160.

Abstract/summary from article:

- i. Purpose– The purpose of this paper is to assess and compare the current state of archival and records systems in two of ESARBICA member countries, namely South Africa and Botswana.
- ii. Design/methodology/approach– The paper uses a qualitative research approach. To draw inferences and make recommendations, a survey was conducted in national and provincial archival institutions of both countries. Secondary data were derived from literature search and primary data from questionnaires.
- iii. Findings– While archives and records services in both countries do have legislation, they are not being recognised and given status in the government and public arena. Archivists and records managers in either country are still marginalised by state administration. There is no political champion of archives and records management in either country. There is a shortage of funds and staff, accompanied by poor infrastructure and lack of vision by the leaders of archival institutions in both countries. In South Africa, the national archives have inherited a role from the previous dispensation and it still remains a subordinate functionary within the Department of Arts and Culture, rather than being relatively independent. In Botswana, the national archival system is centralised and is also a subordinate functionary within the Ministry of Youth, Sports and Culture. Practical implications– The findings and recommendations will help in guiding national and provincial

archival institutions in both countries to facilitate the effective management of records to determine those of archival value, to preserve them for posterity and to make them accessible to the public.

iv. Originality/value– This is the first comparative study on archival and records management systems between Botswana and South Africa.

v. Keywords - Archival system, Records management, Record-keeping, National archives, South Africa, Archives, Storage, Botswana, ESARBICA

vi. Paper type - Research paper

Annotation: This article focuses primarily on the state of archival management systems in the ESARBICA region as examined by comparing the practices and state of affairs (regarding archival management systems) of Botswana and South Africa. The study involves a literature survey, questionnaire surveys, and telephonic interviews. The study lays out that the ESARBICA region's archival management systems are under a great deal of strain due to a number of factors, which include lack of recognition of their significance by either the government or the public. The findings of the study indicated a number of things, primarily that problematic issues in South Africa and Botswana stem from how the archival services are structured in the bureaucratic governmental hierarchy, and also that they lack the resources and capability to properly digest electronic records. The authors recommend:

- that In order to acquire more recognition and support in pursuit of their goals, both national archival services should be independent and report to Parliament directly.
- The South African provincial archives' should be moved to the Premier's Office so as to ensure the stability of the heritage of governance as well as accountability.
- In order for the attraction and retention of skilled staff, there should be staff retention policies as well as "remuneration

and recognition benefits that are market related, as well as [develop] opportunities and career growth.”

2. Kamatula, Gwakisa A., Nampombe Mnkeni-Saurombe, and Olefihle Mosweu. “The Role of Archives in the Promotion of Documentary National Heritage in Tanzania, South Africa, and Botswana.” JOURNAL OF THE EASTERN AND SOUTHERN AFRICA REGIONAL BRANCH OF THE INTERNATIONAL COUNCIL ON ARCHIVES 32 (2013): 109-127.

Abstract/summary from article: *National heritage is an important part of a country’s Identity. When a nation appreciates its heritage, it becomes more likely that this heritage will be sustained. In Africa, a lack of appreciation for national heritage is not uncommon (UNESCO 2006), and therefore various efforts are directed towards changing this trend. This paper argues in the affirmative that archives are described as evidence of history and these records, therefore, have the potential to contribute to promoting national heritage. Archives serve as documentary evidence of the individuals or governments that created them. As such, citizens have a right to review such records to learn more about their national heritage. This article seeks to examine the role of archives in promoting national heritage. The perception and experience of national archival institutions on this matter is explored in three Eastern and Southern Africa Regional Branch of the International Council on Archives (ESARBICA) member states, namely Tanzania, South Africa and Botswana. Documentary review and questionnaires were employed to identify, among other things, the types of archival materials preserved in the national archives of each country with regard to national heritage, the number and description of individuals or groups that normally visit such repositories and the categories of information that visitors frequently request. The findings indicate that the three archives, RAMD, NARS, and BNARS, have a good number of archives of national heritage value. However, the number of professionals and strategies to manage, preserve and promote them is inadequate. There is a need to think out of the box to determine*

different ways to reach out to people and to promote access to information on our national heritage. For instance, social networking is an approach that none of the archival institutions in this study use to promote their collections, despite more and more people in these countries having access to social networks through mobile technologies. The study suggests that, while digitising records has proved to be one solution to preserving archival heritage, it is important that archival institutions use such technological advancement by digitising archival documents and then uploading them to their websites for easy public access.

Annotation: This article focuses on how national archives in Africa have the potential and capability to promote national heritage in their host/native countries. The authors delve into the topic of national heritage first – what it is, what is being done to promote it throughout Africa presently, and how archives tie into all of this. The approach engaged in regarding the study itself was a quantitative one – namely, a survey questionnaire and a documentary review so as to “collect data from the three national archives.” The article concludes with a conclusion and recommendation after the findings are listed. The conclusion is that archives in the ESARBICA region certainly have a purpose and role to play in both preserving and promoting Africa’s cultural heritage, and also that Web technologies have not been utilized to the full extent in pursuit of this endeavour. The recommendations the authors issue are as follows:

- Marketing the archival services in question so as to more greatly promote the cultural heritage that the archival services hold
- Strengthening archival legislation so as to “enable national archives in the ESARBICA region to have legal control of electronic archives management.”
- National archives engaging in large-scale preparation for custody and management of electronic records by “capacity building” in this realm

3. Keakopa, Segomotso Masegonyana. "Overview of archival and records management developments in the ESARBICA region." *Archives and Manuscripts* 38, no. 1 (2010): 51-77.

Abstract/summary from article:

This article traces archival and records management developments in the Eastern and Southern African Regional Branch of the International Council on Archives (ESARBICA). Using examples from selected countries in the region, the article argues that developments in this region have, ever since the establishment of archival institutions, focused on concerns that have mounted from the independence period. Some of these concerns included: collection and preservation of oral traditions; preservation and conservation of archival materials; congestion of registries; frustrations in retrieval of information; limited budgetary provision; and inadequate staffing levels. While the article argues that professionals in the region need to reposition themselves to play a new role in the management of electronic records, it recognises the need to also continue addressing the above concerns to ensure that archival institutions remain relevant in their 'traditional' role. To help cope with the challenges faced by archivists and records managers in the region, the article argues that strengthened archival leadership, and forming partnership with stakeholders, would be a good step in the right direction. The article concludes by proposing that the region needs coordinated efforts and detailed research to find better solutions and inform regional policies in archival and records management developments.

Revised annotation:

Annotation: The article opens with an introduction to the ICA, the ESARBICA branch of it, and a basic history of said branch. It also touches on various upheavals that have occurred in the ESARBICA branch, and following from this, that the purpose of the article is "an attempt to trace the challenges and progress made so far in archival and records management developments in the region with a view to proposing ways in which the challenges could be addressed if archival institutions in the region are to remain relevant in the information age."

The article then moves on to methodology. The article, the authors state, is based off of “extensive desk research of studies in archives and records management in the ESARBICA region”, as well as the conclusions being informed by “informal discussions with professionals.”

In the section on the purpose and significance of the paper, it is stated that the aim is to use particular examples of countries in the region to properly examine “archival and records management developments in ESARBICA.” As well, it is desired to “[review] the status of archival institutions and their role in the management of public sector records.”

The article then describes a number of challenges (where ESARBICA’s membership is concerned) that ESARBICA has focused on since its formation in 1969 - among these, “collection and preservation of oral traditions...outdated archival legislation...limited budgetary provisions” and more.

The article then delves into the topic of oral histories with regard to African archives. The author notes that oral history has a unique and central role in African society and culture, given that in the past, histories were - rather than being written down - passed down orally from generation to generation. The author elaborates on the progress made throughout ESARBICA on modifying and adapting archival services to be capable of properly integrating oral histories into archival collections.

The article then delves into a number of other areas of concern for archives within the ESARBICA region/system; such as, the repatriation of migrated records (records that were in the past taken out of their native countries), “backlogs of unprocessed records in registries,”; “human resource development and training,”; issues with severely outdated archival legislation; issues with preservation, digitisation and conservation (such as how for a good deal of time conservation and preservation were not seen as a priority, among other things; “outreach and marketing strategies”; “establishment of integrated records management programmes”; and “management of electronic records.”

The article then moves into laying out its conclusion and recommendations. The article concludes that while there are a number of problematic concerns, the

ESARBICA region is “soldiering on” and that decent progress is being made on multiple fronts. The recommendations are as follows:

- 1 National archives must play a more proactive role so as to ensure “proper guidance is given through national records management policies and other relevant procedures.”
- 1 Oral traditions programs must be “[established] and [strengthened]” because “the importance of oral traditions can no longer be taken for granted.”
- 1 Archival legislation must be updated appropriately so as to enable archival services to “address new developments” in various areas, particularly “in the management of electronic records.”
- 1 Collaboration and partnerships must be established between archival services and stakeholders, as well as between archival services and records management services.
- 1 Regional frameworks of cooperation must be established in the interest of pursuing “regional solutions to common problems.”
- 1 There is a need for “practical research approaches” to tackle major issues for which there are no clear solutions, yet which are at the same time ones for which serious research may yield answers to.

The article closes by noting a number of points on possible avenues of assistance for ESARBICA - namely, through the ICA, UNESCO and other agencies, and various paths for how these agencies can partner with and assist ESARBICA.

4. Kalusopa, T. & Ngulube, P. “Record management practices in labour organisations in Botswana.” *SA Journal of Information Management* 14 (1), (2012): 1-15.

Abstract/summary from article:

Background: This article is part of a doctoral research study that, amongst others, assessed

e-records readiness and examined the current records management practices in labour organisations in Botswana.

Objective: The main objective of the study was to examine records management practices in labour organisations in Botswana

Methods: A quantitative paradigm largely guided this study. The researchers used a survey research strategy. Methodological triangulation of both quantitative and qualitative data collection methods complemented the strategy. The researchers surveyed all of the 50 registered labour organisations in Botswana. Of these, 45 responded. This is a response rate of 90%. The researchers obtained their data through structured questionnaires, semi-structured interviews, document reviews and observations.

Results: The study showed that labour organisations in Botswana had some form of records management function. However, the management of both paper-based and electronic records was not satisfactory and fell short of the best-recognised records management standards and practices.

Conclusion: Although the researchers limited the study to labour organisations, it sheds light on the challenges of managing records that most organisations in Botswana face. Its results provide useful strategic recommendations to promote effective records management in labour organisations in Botswana and elsewhere in Africa.

Annotation:

The article opens with some words on how records management is a vital and necessary practice in organizations, not just labour organizations, and then opens the rest of the article as a piece focusing on an empirical examination of records management practices of labour organizations in Botswana.

The article then explains the context of labour organizations in Botswana, defining what a labour organization is for the purposes of the article, how they've existed and operated in Botswana in recent decades and what their

meaningfulness is to Botswanan society, and lastly, why they must improve their records management practices.

The authors explain that they used a “quantitative research paradigm” with a “survey research strategy”, employing the uses of “structured questionnaires, semi-structured interviews, document reviews and observations.” The article then moves into the study’s findings, using the records management standard ISO 15489-1 as a guide and framework. They touch on the following, laying out their findings:

- I Legislative and regulatory framework
- I creating and capturing records
- I uses of records
- I formats of records
- I organising and classifying record collections
- I accessing and retrieving records
- I appraising, retaining and disposing of records
- I storing and preserving records
- I staffing and training
- I managing vital records and disasters
- I managing mail
- I managing emails
- I managing e-records.

The authors then lay out their recommendations and strategies for each area, which are as follows.

In regard to legislative framework, in order for labour organizations to truly fulfil their statutory requirements in addition to achieve improved operational efficiency, the authors stress that they will have to “develop and introduce a range

of internal policies, standards and procedures” that will enable them to achieve the aforementioned aims.

The authors write that, in regard to capturing records, that labour organizations must “develop policies for creating records that stipulate the requirements for capturing, registering, classifying, retaining, storing, tracking, accessing records and disposing of them”, because said policies are necessary for

5. Dewah, Peterson, and Nathan Mnjama. "An assessment of the National Archives of Zimbabwe's Gweru Records Centre." *ESARBICA Journal* 32 (2013): 55-67.

Abstract/summary from article:

The paper gives an empirical assessment of the suitability of Gweru Records Centre in housing public records. The study employed the descriptive survey method and triangulation of both qualitative and quantitative methods of data collection. Data were collected through questionnaires, interviews, observation of the building premises and content analysis of institutional reports. The major findings were that records were at risk as a result of the ageing building, Gweru Records Centre’s location, lack of funding among other reasons. To improve on the records safety, funds should be channelled to the organization for the purposes of constructing a purpose-built records centre.

Annotation:

This article concerns the “suitability of Gweru Records Centre in housing public records”. It opens with a detailed explanation of records centres, their significance with regard to housing and preserving records, in addition to the criteria that qualify a suitable and effective records centre. The article then describes the background of the Gweru Records Centre. It then proceeds to the statement of the problem – that while the Gweru Records Centre has been operating in regularity for a number of years, no empirical study has been undertaken in order to measure its effectiveness. The methodology laid out is

quantitative and qualitative data gathering, making use of “questionnaires, interviews, observations and content analysis”. The findings are then presented, and following that the recommendations. The recommendations are also as follows:

- That a “purpose-built records center” be constructed
- That an “aggressive appraisal program of records held in the Centre” be conducted
- The final concluding, overall, recommendation is that “records need to be protected from various threats that can destroy the evidence in the records.”

6. Kalusopa, Trywell, and Saul Zulu. "Digital heritage material preservation in Botswana: problems and prospects." *Collection building* 28, no. 3 (2009): 98-107.

Abstract/summary from article: Purpose – The purpose of this paper is to present the findings of the baseline study on the state of digital heritage material preservation in Botswana.

Design/methodology/approach – The study was part of a three-country United Nations Educational, Scientific and Cultural Organization (UNESCO) Digital Heritage Preservation Project on the state of digital material preservation in Africa involving Botswana, Ethiopia and South Africa. The study uses the survey method consisting of various components data collection strategies including field work, document research, observations and the holding of a national consultative seminar an additional data input tool. The field study involved visiting 26 institutions that were identified as having the actual or potential of managing heritage materials in the country. Two other categories of institutions that were surveyed included the service providers of digitisation systems in the country.

Findings – Findings revealed weak policy formulation on digitization both at the institutional and national levels; weak legislative framework for digital preservation; ill-defined national digitisation co-ordination for digitisation activities at institutional, national and regional levels; lack of awareness about the potential of digital

preservation by national heritage institutions; a dearth of human resources for digitization; and lack of common standards on digital heritage materials preservation in Botswana.

Research limitations/implications – Although the study was limited to institutions dealing with digital heritage materials preservation, the outcome of the study sheds more light on the challenges of preservation of digital materials in most of the institutions in Botswana.

Practical implications – The results of this study presents useful strategic policy options for the management and preservation of digital materials in Botswana and other countries of Africa facing a similar environment.

Originality/value – There is a dearth of literature on preservation of digital heritage materials in Africa, and this study provides useful insights that are unique and comparative experiences that exist on this subject.

Annotation: This article concerns digital preservation efforts in Botswana. It utilizes “the survey method consisting of various components data collection strategies including field work, document research, observations and the holding of a national consultative seminar an additional data input tool.”

The article begins with an exploration of the subject of digital material preservation, including digital preservation initiatives in Africa and their present status. In regard to these African projects, it is revealed that, according to their review of the appropriate literature, “most African countries have been grappling with identifying strategies that they can use to deal with digital preservation issues.” It then describes how the study was prompted due to a lack of sufficient resources to guide how Botswana can handle and manage the preservation of an increasing number of digital materials. It then describes the methodology of the study before moving into the main area of discussion.

The findings are then explored, followed by the recommendations. The recommendations are as follows:

- “National policies on digital material preservation should be formulated.

- National policies on digital material preservation should be backed by relevant legislation.
- National Heritage Institutions should come up with coordinated digital material preservation initiatives or programmes.
- National Heritage institutions in Botswana should address the human resource gaps in digital material preservation by recruiting, developing through various short-term and long term training strategies as well putting measures in place for the retention of personnel.
- Standards on hardware, software, storage media and metadata should be implemented at institutional level.
- Digital material preservation programmes should be preceded by detailed studies on needs and reorganisation of analog systems for identification, selection, classification of materials for digitisation
- Botswana should develop Centres of Excellence on digital preservation.
- National museum institutions should take a lead in the documentation of indigenous knowledge, including heritage sites and their digitisation.
- National heritage institutions should put in place strategies for disaster planning, mitigation and recovery of digital materials in their holdings.”

The article concludes with a statement that Botswana is facing what a good number of other countries are facing, in regards to difficulties in preservation of digital heritage materials, and that consequently Botswana presently runs the risk of “losing a lot of their heritage materials forever, unless concerned bodies take appropriate measures to implement adequate digital material preservation programs.”

7. Keakopa, Segomotso Masegonyana. "Implementation of a records management strategy at the Botswana Unified Revenue Service." *Journal of the South African Society of Archivists* 46 (2013): 37-46.

Abstract/summary from article: This article gives an account of an academic's practical experience in implementing a records management strategy at the Botswana Unified Revenue Service (BURS). The article uses the author's personal experiences as Project Implementation Manager and also draws from the project management methodology that was used to guide successful implementation of the project. In doing this, the article starts by giving a brief background of the accounts that led to the development of the records management strategy and later the need for its implementation. The presentation follows the themes derived from the objectives that were outlined in the project implementation plan and how this was executed. It argues that an approved records management policy covering the whole life cycle of records accompanied by the necessary procedures for creation, maintenance, use and disposition of records is needed at the initiation stage. In addition, management buy-in and support; raising awareness on the importance of records; human capacity building and infrastructure development for both storage of semi-current records and management of electronic records are critical if implementation of any record management programme has to be realised. However, challenges always arise and these have to be tackled bearing in mind the organisational culture and overall strategic plan. In conclusion, it is argued that there are lessons to be drawn from the BURS records management strategy and these include: the need for organisations to develop policies and procedures that cover the life-cycle of records, appreciation of the importance of records as a strategic resource and the need to engage experienced professionals to lead the implementation exercise that will ensure monitoring and accountability.

Annotation:

This article concerns the implementation of a records management strategy at the Botswana Unified Revenue Service (BURS). The way the article is structured, it “starts by giving a brief background of the accounts that led to the development of the records management strategy and later the need for its implementation.”

The article begins with an introduction to the matter of setting up a records management strategy in a Botswanan context. It then moves into a description of the research methodology. The author notes that this article is significant in that it “forms

a contribution to literature and knowledge on practical cases that have been successfully implemented following best practice in records management.”

What follows in the article is some background information, laying out the context for the article, and then exploration into and elaboration upon implementation progress in the various aspects of the project action plan, which are as follows:

- Project governance structure
- Approval of policies and procedures
- Raising awareness on the importance of records
- Appraisal and disposal of semi-current records
- New classification system
- Mail management
- Staffing levels and training
- Appropriate storage for current and semi-current records
- Management of electronic records
- Development of a disaster management plan

Following this are challenges experience during the implementation, in addition to possible lessons for the ESARBICA region. The article concludes with the authors’ stressing that “a records management function in any organisation should be placed strategically if records have to play a meaningful role in organisational strategic directions and overall national development.”

8. Keakopa, Segomotso M., and T. Kalusopa. "Professional staff turnover at the Botswana National Archives and Records Services (BNARS)." *Zambia Library Association Journal* 24, no. 1&2 (2009): 53-65.

Abstract/summary from article: This paper documents findings of research work undertaken to assess the impact of professional staff turnover at Botswana National

Archives and Records Services (BNARS) with a view to recommending appropriate measures of staff retention. The study used the survey method consisting of various components such as interviews, document research and observations. The qualitative paradigm was used and 20 current professional staff at BNARS and 10 who had already left BNARS were purposefully sampled. Purposive sampling was useful because of the need to reach a targeted sample quickly and to have access to insights or special perspectives specifically on BNARS professional staff. Since this research had a heavy bias towards qualitative methodology, data was analysed by categorizing information into the significant themes on staff turnover. Results showed that high professional turnover of staff at BNARS is strongly influenced by key factors that include: low salaries, low grading, lack of attractive career structures; and the lure of the private sector. The study recommended that BNARS should realign their bureaucracy and structural rigidity, decentralize recruitment of staff government to departments, improve communication, reengineer the leadership and management style, create smart partnerships, recast their human resource skills development and engage in proactive job orientation of new entrants.

Annotation:

This article aims to document “findings of research work undertaken to assess the impact of professional staff turnover at Botswana National Archives and Records Services (BNARS) with a view to recommending appropriate measures of staff retention.”

It opens with an introduction to the subject matter at hand, and then moves into research methodology. The methodology listed/described is that of “the survey method consisting of various components such as interviews, document research and observations.”

The article then moves on into describing the literature review, and then the substantial focus of the article: an exploration of the various facets and aspects of staff turnover at the Botswana National Archives and Record Services. The findings are then laid out, and following that are the recommendations:

- A “need for professional support and flexibility in the adaptation of change and undo rigid communication structure by encouraging a rapport system for newly recruited employees.”
- Decentralization of records management functions to government agencies

9. Mosweu, Olefihle, Kelvin Joseph Bwalya, and Athulang Mutshewa. "A probe into the factors for adoption and usage of electronic document and records management systems in the Botswana context." *Information Development* (2016): 1-14.

Abstract/summary from article: Increasingly, public sector organizations are implementing records management systems with a view of improving service delivery. However, adoption and use of these systems has been found to be wanting. This study investigated the factors that influence the adoption and usage of a Document Workflow Management System at the Ministry of Trade and Industry in Botswana using a modified Unified Theory of Acceptance and Use of Technology (UTAUT) as a theoretical lens. The study adopted a survey research design hinged on a positivist approach. A questionnaire, with both open and closed-ended questions, was administered to all 61 Action Officers (with response rate of 87%) who were the key users of the system. The findings of the study indicate that the four major UTAUT constructs accounted for 55% of the variance in explaining behavioural intention to adopt and use the Document Workflow Management System. The study found technophobia, negative attitudes to system use, perceived system complexity and incompatibility with existing information systems as key factors contributing to low adoption and usage of the system. The study proposes a conceptual adoption framework that may be used to guide research and practice in similar contexts.

Annotation: This article is a study that “investigated the factors that influence the adoption and usage of a Document Workflow Management System at the Ministry of Trade and Industry in Botswana using a modified Unified Theory of Acceptance and Use of Technology (UTAUT) as a theoretical lens” for the purposes of investigating the adoption and use of records management systems in a public sector context.

The article begins with an introduction to introduce the context for the article and the subject matter. It then follows with a literature review, and an exploration of the issue

by way of an examination of “factors affecting adoption and use of information systems”, which include effort expectancy and performance expectancy, among others. It then follows with a statement of the problem of the study, and then leading into a description of the research methodology. The research methodology was “[a] questionnaire, with both open and closed-ended questions, modified from previous studies ... employed to collect quantitative data”. The results are then explored, which are followed by the conclusion.

The conclusion states that “[t]he study found that ‘performance expectance’, ‘effort expectance’, ‘facilitating conditions’ and ‘social influences’ explain a significant portion of the factors influencing DWMS adoption at MTI. Therefore, the study proposes that the identified factors are critical in designing responsive and requisite interventions to promote universal adoption of DWMS at MTI.” The article closes with the words that “[h]aving discovered the key factors that influence adoption and usage of DWMS, specific efforts can guide interventions to promote universal usage of technologies in the public sector” and “[t] he understanding of the key factors that influence DWMS adoption and usage at MTI is critical because it informs what interventions need to be put in place for technology adoption and usage to succeed.”

10. Wamukoya, Justus, and James Lowry. "A regulatory framework for the management of records: assessments in Kenya, Uganda and Tanzania." *ESARBICA Journal* 32 (2013): 68-75.

Abstract/summary from article: This article introduces the Regulatory Framework for the Management of Records, a high level statement of the elements that need to be in place at the national level if governments are to manage records adequately in the hybrid paper / digital environment and in support of FOI regimes. The authors use the framework to analyse the Kenyan, Ugandan and Tanzanian findings of an International Records Management Trust research project, in which both authors were involved.

Annotation:

This article is an analysis of “the Kenyan, Ugandan and Tanzanian findings of an International Records Management

Trust research project” through the lens of the “Regulatory Framework for the Management of Records, a high level statement of the elements that need to be in place at the national level if governments are to manage records adequately in the hybrid paper / digital environment and in support of FOI regimes.”

The article begins with an introduction to the subject matter, and then an introduction to the regulatory framework which was used in this study. It then explores and elaborates on the research findings from the assessments in Uganda, Kenya and Tanzania through the regulatory framework. It then summarizes the findings, and concludes with the conclusion.

The conclusion notes that “the findings suggest that government records, and ICT/e-government and FOI initiatives, are at considerable risk in Kenya, Uganda and Tanzania.” It also notes that the regulatory framework proposed in the article is useful in a number of ways – primarily that “[i]t can be used as a measure of national performance in the area of records management, as we have used it in Kenya, Uganda and Tanzania. It can also be used to inform strategies for development, by highlighting components that could be strengthened.”

11. Keakopa, Segomotso Masegonyana, and Dithapelo Lefoko Keorapetse, "Records Management as a Means to Fight Corruption and Enhancing Accountability in Botswana." *ESARBICA Journal: Journal of the Eastern and Southern Africa Regional Branch of the International Council on Archives*, Vol. 31, (2012): 24-35.

Abstract/summary from article: Botswana is the only country in sub-Saharan Africa to have sustained uninterrupted record of liberal democracy and political stability as well as good governance since independence. However, as observed by Transparency International, there is evidence to suggest that even the most democratic countries are prone to corruption. This article, therefore, contends that corruption of various kinds does exist in Botswana and that efforts should be made to fight it if the

country is to uphold its democratic stability and good governance and retain its accolades as an “African success story” and “An African Miracle”. The article discusses fundamental flaws in Botswana’s anti-corruption strategy and argues particularly that proper recordkeeping, albeit important, is not recognized as essential to the country’s anti -corruption strategy. Further, the article argues that inappropriate records management aid corruption and non accountability and that proper records management is imperative in corruption prevention and accountability. It is recommended that Botswana’s anti-graft strategy should be revamped to inter alia include proper recordkeeping and new legislation. The article particularly proposes stringent measures to modernize record keeping in the public sector as this would aid accountability and prevention of corruption.

Annotation: This article focuses on an examination of Botswana’s anti-corruption strategy, flaws in it, and how proper records management is key to preventing and impeding corruption and ensuring adequate levels of accountability.

It begins with an introduction, then follows with an exploration of corruption in Africa and then corruption in Botswana specifically, which includes sub-sections, including “records management as a means of combatting corruption”. This is followed by a section on “the nature and state of records management in Botswana” and the conclusion.

The article concludes with some recommendations, primarily being that “records management be recognized as imperative in the fight against corruption. There is a need to revamp national records management systems and build capacity in the area. It is vital to review existing legislation relating to corruption with a view to improve the nation’s anticorruption strategy.”

12. Chaterera, Forget. "Heading for a better understanding of outreach in the digital age: a look into the use of Web 2.0 as a communication tool by state museums and archives in Zimbabwe." *Journal of the South African Society of Archivists* 48: 21-33.

Abstract/summary from article: In this digital era, museums and archival institutions are increasingly encouraged to exploit Web 2.0 technologies to reach out to their potential clientele. The use of the social media space provides both museums and archival institutions with the opportunity to strengthen relations with the existing clientele and simultaneously reaching out to new audiences. Using the examples of the National Archives of Zimbabwe (NAZ) and Zimbabwe's National Museums, this paper provides a discourse on the opportunities offered by Web 2.0 technologies and the need to employ them as outreach and communication tools. Data used in the construction of this paper were gathered through structured interviews held with head of departments at NAZ and the National Museums and Monuments of Zimbabwe (NMMZ); analytical interactions done with the social media platforms and an examination of the literature that goes with the subject. With the exception of the Natural History Museum in Bulawayo, the research results indicated that archivists and museum management practitioners in Zimbabwe were not fully exploiting the free broadcasting platforms to communicate and reach out to the wider populace. As a way of acknowledging the social media space as a vital communication tool in reaching today's potential and existing clientele, this paper proposes a model within which archives and museums may use Web 2.0 technologies.

Annotation: This article pushes forth the thesis that social media should be utilized by archives and museums as "outreach and communication tools." It begins with an introduction to the article and the article's subject matter. It then continues with an overview of the national museums and archives of Zimbabwe. What follows this is a definition of the terminology 'Web 2.0' for the purposes of the article, and after this, a literature review. Then we come to the problem statement, research objectives and questions. The research methodology follows, where it is stated that the article followed a "pragmatic philosophical paradigm where both primary and secondary data was used to investigate the research questions" and that "the study mainly employed the qualitative research approach to understand the extent to which state museums and archives in Zimbabwe were using Web 2.0 technologies as a communication tool."

The findings and discussion follow. In the conclusion, it is stated that in order for archives and museums to "remain relevant and meaningful" to their societies, that "effective communication and outreach programmes should be a top priority." They

go on to state that policies regulating and determining the use of Web 2.0 technologies in archives and museums should be formulated, and when they have been formulated, that “museums and archives must go on to draw a plan that ensures a systematic use of the new communication technologies.” The article then describes the various aspects of this. It is then stated that “for a successful adoption of Web 2.0 technologies by museums and archives, the required resources must be identified and secured. “.

13. Bwalya, Kelvin Joseph, and Mike Healy. "Harnessing e-government adoption in the SADC region: a conceptual underpinning." *Electronic Journal of E-government* 8, no. 1 (2010): 23-32.

Abstract/summary from article: There has recently been an escalation of e-Government initiatives in the Southern African Development Community (SADC) region, with South Africa, Mauritius, Seychelles and Botswana leading the way towards this cause. Evidence indicates e-Government implementation projects in this region either fail or succeed. Therefore it is important that before actual implementation is commissioned, there is need to understand the different challenges that come with e-Government implementations such as investment risks, failure to be adopted by the general citizenry, abandoning already-commissioned e-Government activities, and so forth. Such problems can be avoided by putting in place a properly and carefully authored e-Government adoption strategy that takes care of the local context and the multi-dimensionality of e-Government. This paper, with strong reference to Davis’ 1989 Technology Acceptance Model (TAM) theoretical underpinning, proposes a conceptual e-Government adoption model that may be commensurate with promoting the growth of e- Government in the SADC region. However, the limitation of this proposed model is that it has not been empirically tested and leaves room for its further validation. The paper follows up on the status of e-Government implementation in the SADC region by presenting two case studies that detail what interventions and initiatives have been put in place to encourage e-Government in Botswana and Zambia.

Annotation:

This article proposes an e-Government adoption model for use in the South African Development Community region. The article begins with an introduction to the article itself and to the broader issues at play in said article, and what follows this is a layout of the background of the subject matter in the article, thoroughly exploring, explaining and elaborating on the issues involved regarding e-Government. What follows this are an exploration of case studies in Botswana and Zambia, where e-Government is concerned.

After this, the actual proposed model is laid out. It is a combination of Wangpipatwong's e-Government adoption model, and Davis' Technology Acceptance Model, which was "based on Fishbein and Ajzen's (1975) reasoning that that user's behavioral intention is the single best predictor of actual system use. This intention is determined by two particular beliefs: Perceived Usefulness (PU) and Perceived Ease of Use (PEOU). Davies defines PU as "the degree to which a person believes that using a particular system would enhance his or her job performance" (Davis, 1989), and PEOU as "the degree to which a person believes that using a particular system would be free of effort" (Davis, 1989). TAM also [sic] hypothesizes that PU is influenced by the PEOU."

After the proposed model is explained, the article concludes with a note on how more empirical study, and testing of this model, is required and how certain factors (such as Zambia's own particular idiosyncracies as a country and society) need to be taken into account.

14. Dube, Thembani. "Short Communications: archival legislation and the challenge of managing archives in Zimbabwe." *ESARBICA Journal* 30 (2011): 279-290.

Abstract/summary from article: The concept of records and archives management reached Africa south of the Sahara through colonialism. As a result of the colonial legacy, Zimbabwe established its National Archives in September 1935 through the Archives Act of 1935. Nowadays the department is under the Ministry of Home Affairs and operates on the basis of the National Archives of Zimbabwe Act of 1986. At the time the 1986 Act came into operation, issues relating to the management and preservation of electronic records and the need for a more liberal access policy were

not considered. Therefore, there is a need for the amendment of the Act as the National Archives of Zimbabwe proposes to embark on a records and information management restructuring project. These issues are of great concern, as the amended legislation would signal a change of direction in managing records and archives as a nation's heritage. This article seeks to show the extent to which the National Archives of Zimbabwe Act of 1986 has been overtaken by modern technology in records and archives management, hence the need for the National Archives of Zimbabwe to overhaul its legislation in order for it to remain a viable and relevant institution.

Annotation:

This article focuses on the need for the Zimbabwean National Archives to update its legislation to properly account for the modern realities of electronic records and more. The article begins with an introduction to the subject matter, and then moves into an explanation of the relevant legislation and the need to update it. It continues with words on the potential for organizational restructuring and amendment of the legislation as solutions to the various problems faced by the National Archives of Zimbabwe.

The article concludes with words on how the NAZ needs to, in order to improve the situation, implement and enforce the appropriate legislation governing it, and how it needs to “overhaul and upgrade systems including legislation, records and procedures, records appraisal and automation. The duty to amend the legislation heavily lies with the NAZ as an institution itself.” It is also noted that “the existence of a progressive and comprehensive legislation is not likely to bring about any changes in the management of public records and archives unless resources to implement the laws are made available to the NAZ.”

[15. Ngulube, Patrick. "Strategies for Managing Digital Records and Documents in the Public Sector in Sub Saharan Africa." 67th IFLA Council and General Conference August 16-25, 2001.](#)

Abstract/summary from article: Government is the largest collector and disseminator of records and documents in Sub Saharan Africa (SSA). Traditionally, the bulk of the information has been paper-based. The advent of information

technology brought about digital formats. Plans for ensuring the survival of digital information are inadequate. In fact, instances have been reported whereby vital digital information has been lost as result of obsolete technologies. Strategies for managing digital documents over time in order to ensure that they are retrievable and usable must be developed. Skills development and collaboration with countries that have made advances in digital preservation will also be decisive

Annotation:

This article concerns the necessity for implementing skills and strategies for ensuring the survival of digital documents in Sub Saharan Africa.

The presentation that this article constitutes begins with a background look at the issue in question, and then dives into the issue of management of information in Sub Saharan Africa and how the advent of information technology has impacted this. It then moves into challenges for the preservation of information in Sub Saharan Africa at the present time, and concludes with words on what must be done going forward. The author states that Sub Saharan African countries “should take advantage of the growing trend towards international co-operation in technological research and development and forge strategic alliances with countries and organisations that have made advances in digital preservation.” Further, “information professionals should play a visible role in helping their national governments to formulate policies that provide for procedures for the creation, use, disposition and preservation of electronic records. Equally, the creation of specialised training institutes as well as re-engineering national educational plans to include IT management skills should also be high on the agenda of information professionals in SSA.”

16. Kemoni, H., Patrick Ngulube, and Christine Stilwell. "Public records and archives as tools for good governance: reflections within the recordkeeping scholarly and practitioner communities." *ESARBICA Journal* 26, no. 2 (2007): 3-23.

Abstract/summary from article: The article presents the various points of view regarding the definitions and uses of records and archives amongst the recordkeeping scholarly and practitioner communities. It demonstrates that whereas records and archives are useful tools for facilitating transparency, accountability and good

governance in society, they could be used as instruments of repression and human rights abuses. Attempts made by various regimes to destroy evidence documented in records to conceal actions related to misuse of power and human rights abuses are highlighted. The article concludes by emphasizing the need for records and archives personnel to collaborate in order to establish good recordkeeping regimes that facilitate the exploitation and use of records and archives as tools for governance, enhancement of public service delivery and achievement of the United Nations Millennium Development Goals. It is hoped that the article will stir further debate and encourage more research among recordkeeping scholars, consultants, researchers and practitioners into the use of records and archives as tools for good governance and protection of human rights.

Annotation:

This article argues that archivists and records managers should collaborate with each other in order to further the use and exploitation of records and archives as “tools for governance, enhancement of public service delivery, and achievement of the United Nations Millennium Development Goals.”

The article begins with an introduction and overview of the matter at hand. It then continues in a discussion of records as a tool of and for enhancing transparency and accountability, explaining and elaborating in great detail on the potential and practical value of records as tools of accountability and transparency. The article then continues with an exploration of archives as tools for facilitating human rights, and governance, in a variety of ways. In this section, this potential is explored and analyzed in great detail.

The article continues with an exploration for why and how archivists and records managers should collaborate with each other in their work.

The article then concludes, summarizing the main points touched on in the article.

17. Abankwah, Ruth. "An examination of the e-governance position of selected National Archives in ESARBICA." *ESARBICA Journal* 29 (2010): 165-183.

Abstract/summary from article: This article undertakes a critical examination of the role of national archives in the East and Southern Africa Regional Branch of the International Council on Archives (ESARBICA). Based on a literature review, this article summarises findings and reports from previous studies on e-Governance adoption and capacity building strategies undertaken by various ESARBICA states. The major revelation is that while countries in the region are at different levels in their e-governance strategies, some national archives play a more active role than others. The article highlights efforts individual countries have taken in a bid towards e-governance. It explores the extent to which national archives are involved in the e-governance initiatives. The article concludes that most of the national archives in the region have not been pro-active enough to be involved in their countries' e-governance agenda. This could be attributed various factors including the low status accorded to archival institutions in the region, the absence of a supportive legal and regulatory framework, and a lack of IT skills to effectively contribute to the e-governance initiatives.

Annotation: This article “explores the extent to which national archives [in the ESARBICA region] are involved in the e-governance initiatives.”

The article begins with an introduction to the matter at hand. It then continues with an examination of infrastructure development where e-governance is concerned. It thoroughly explores how infrastructure development in the ESARBICA region intersects and coincides with ICT policies in the same region. The article then continues with the question and matter of resources where e-governance in the ESARBICA region is concerned, examining this matter in great detail.

What follows is then an exploration of the role played by national governments where e-governance in ESARBICA is concerned, exploring this issue thoroughly from a variety of angles. The article then continues into challenges where adopting ICTs and e-governance in the ESARBICA region are concerned. It explores this section in depth, and then continues with efforts made to address these challenges. It explores this and then continues with a conclusion and words on how to proceed, noting that Information Communication Technologies (ICTs) are essential in the implementation and usage of e-governance, and that national governments should get more involved

in e-governance, such as through national archives integrating themselves with rural communities.

18. Chaterera, Forget. "Beyond regress: museum records management in Zimbabwe." *Journal of the South African Society of Archivists* 47 (2014): 1-17.

Abstract/summary from article: Although museums are information centres, it has been observed that they do not have records management procedures, systems and programmes in place. The situation owes its existence to the absence of records managers in museums and a negative attitude towards records management issues by museum practitioners. In Zimbabwe's five National Museums, records are created and kept at departmental levels with no records management guidelines in place. Such behaviour compromises the museum's operational needs, collections management and threatens the role of museums as information centres. Through observations, interviews done with Regional Directors and questionnaires distributed to head of departments at all the five national museums that are found in Zimbabwe; the study concluded that the absence of professional records management practices leads to uncoordinated systems, poor preservation strategies and restricts the ability of a museum to innovate. This paper sought to demonstrate the need for professional museum records management practices without which the collections found in museums will become a meaningless box of material culture and the security of collections will be threatened, thereby compromising the position of museums as information centres.

Annotation:

This article argues for the need of records managers and records management programmes to be implemented and present in museums.

The article begins with an introduction to the main subject matter of the article, and is followed by background to the study. This is explored, and then followed by the research problem being stated and examined, and then the theoretical model used and the literature review that was undertaken for the study. Following this is the study's methodology - the author states that the survey research design was used, with "Questionnaires, interviews, observations and facebook as well as whats-App" being

used as data collection instruments. Following this section is a lengthy section exploring the findings and the related discussion. The article finishes with recommendations - primarily, that NMMZ is being urged to “capitalise on its good relations with NAZ and seek advice on how to develop a sound records management programme.”

The article goes further, laying out the challenges involved in introducing records management practices in Zimbabwe’s National Museums, and then finishes with the article’s conclusion.

19. Ramokate, Kago, and Trevor Moatlhodi. "Battling the appraisal backlog: a challenging professional obligation for Botswana National Archives and Records Services." *ESARBICA Journal* 29 (2010): 67-86.

Abstract/summary from article: This article discusses the challenges faced by Botswana National Archives and Records Services (BNARS) in addressing its appraisal backlog. The backlog is a result of a fragmented records management system where the Department played a custodial role for semicurrent records and preservation of archival records. Management of current records was not in the control of BNARS, but rather lay with creating agencies. For various reasons no appraisal was done in these agencies resulting in accumulation of unappraised materials. The backlog of unappraised records presents challenges of denying access to information which, according to law should be availed. It also presents a space management problem as Records Centres and records management units get congested with ephemeral records. The Department initially struggled to make an impact on the backlog, but with the introduction of new initiatives and resources significant progress has been made. An assessment of attempts to resolve the backlog is made and lessons are drawn from that. The challenges presented relate to professional records management matters, the records management structure in the public sector, human resource issues and BNARS operational issues. Ongoing strategies and planned solutions addressing the challenges are also discussed.

Annotation:

This article focuses on an appraisal backlog experienced by the Botswana National Archives and Records Services (BNARS) and how that relates to a variety of issues, such as professional records management matters and more.

The article begins with an introduction, and follows with an exploration of the background of the main situation that the article is focused on. Following this is a section exploring records appraisal as it occurred at BNARS, which is explored in depth. Following this is an examination and description of the appraisal process - which involves the appraisal method and the appraisal criteria.

After this section concludes, there is a section on the major challenges in appraisal, which includes “the nature of appraisal”, “poor classification of records”, lack of schedules of retention or disposition, “lack of primary appraisal”, “unavailability of administrative history,” “shortage of staff,” “lack of skilled personnel,” and “exodus of professional staff.”

Following this is an exploration of “strategies and possible solutions adopted.” These involve: “monitoring and evaluation of RMUs”, “Decentralization of records centre functions”, “Swift and efficient destruction”, “Records Centre stocktaking”, “Business process re-engineering”, “Continuous appraisal”, “Computerized records management systems”, “Skills development and training”, “Recruitment and retention of records managers”, “Development of records retention and disposition schedules”, and a “Team approach to appraisal.”

The article then ends with a conclusion, where it is noted how critically important records appraisal is to and for “effective management of public records”, and recommendations that “the BNARS explores the possibility of partnership with relevant stakeholders such as the University of Botswana Department of Library and Information Studies and other ESARBICA members to assist in addressing this [appraisal] backlog.” The final recommendation is that the Department “must also speed up the development of relevant instruments such as the records transfer manual, the classification scheme and retention schedule for records common across government and the processing manual. These instruments will guide the inexperienced officers and ensure consistency in appraisal decisions.”

20. Mukono, Dunwell, Rodreck David, and Adock Dube. "Marketing Commercial Records Centres in Zimbabwe: The Success Story Of Archive-It Services®." *Global Journal of Commerce and Management perspective* 2, no. 3 (2013): 106-120.

Abstract/summary from article: This research project presents an assessment that was carried out to investigate the marketing activities of Commercial Records Centres (CRCs). The major aim of the project was to find out how CRCs, Archive-It Services as a typical case, managed to penetrate the Zimbabwean market especially during the economic meltdown period. Of major interest to the study were the marketing strategies that are employed by Archive-It Services in its endeavour to gain ground and recognition. The case study research method was adopted. Questionnaires and interviews were employed as primary data collection tools. Secondary data was collected through content analysis of the company's records such as director's annual reports, company's profile, brochures and registers. For data presentation, tables, pie-charts and graphs were used. The research study found out that, although there are some financial and technical challenges that are being faced, marketing is actually one of the top priority functions at Archive-It Services as manifested by the number of marketing activities that the company carries out. This eventually explains the company's success in introducing such an uncommon idea especially in the Zimbabwean market where the current economic conditions are not so favourable for ventures of such nature. Recommendations include familiarisation with the marketing concept, introduction of advertising as part of its promotion toolkit, aggressive campaigns and continued prioritisation of marketing on resource allocation

Annotation:

This article concerns a study of Commercial Records Centres and their success in Zimbabwe during the economic meltdown period.

The article begins with a background exploration of the study, and follows with a statement of the problem - that sought to engage with the question of "how Archive-It Services, as one of the pioneers of commercial records management services in Zimbabwe, has managed to break the ground and convince the corporate world to consider it as an alternative records storage facility or rather a facility of choice," given that Commercial Records Centres are, as the authors state, "a relatively new phenomenon in Zimbabwe."

The purpose and significance of the study are laid out in their own sections, the significance being as follows:

“The only way that any organization, whether profit oriented or non-profit making, can achieve its goals and objectives is by first making its existence and its products and services known to its various stakeholders, that is, through marketing. The study therefore is beneficial to information professionals as it highlighted some of the strategies that are proving useful in the marketing of information services.”

Following this is the assumptions of the study, the scope of the study and review of the existing scholarship. The research methodology is then laid out in great detail, which is a qualitative research study methodology.

The results are then laid out, followed by the article’s conclusions and recommendations.

21. Tshotlo, Kebarate, and Nathan Mnjama. "Records management audit: the case of Gaborone City Council." *ESARBICA Journal* 29 (2010): 5-35.

Abstract/summary from article: This study aimed at auditing records management practices at Gaborone City Council (GCC). The study sought to establish how records are created, used, maintained and disposed of at GCC. It also sought to determine the usage of information communication technologies in the creation, maintenance, use and disposition of records, the existence or non-existence of records management policies and procedures, as well as records security measures at GCC. A case study methodology was used and questionnaires were distributed to 35 officers selected from senior members of staff and records/ administrative personnel. Personal observations were carried out and interviews were conducted to substantiate data gathered from the questionnaires. The study revealed that GCC lacks organization-wide policies and procedures for the creation, use, maintenance and disposition of records resulting in uncoordinated procedures for managing its records and that most of the processes for managing records were manual. The study recommends that GCC develops and implements Council-wide records management policies and procedures to ensure the creation and maintenance of authentic, reliable,

complete and useable records, capable of supporting business functions and activities for as long as they are needed.

Annotation:

This article concerns the drive and attempt to “establish how records are created, used, maintained and disposed of at GCC” and also to “determine the usage of information communication technologies in the creation, maintenance, use and disposition of records, the existence or non-existence of records management policies and procedures, as well as records security measures at GCC.”

The article begins with an introduction to the article’s subject matter, and follows with an exploration of and introduction to the Gaborone City Council. It then follows with a statement of the problem, and then the objectives of the study and research questions.

What proceeds is then a literature review, reviewing and exploring all the relevant literature, and then the study’s methodology. The methodology outlined is “a combination of open ended and closed ended types of questionnaires.”

Following this are the study findings and the related discussion.

The study’s conclusion was the finding that “in the past GCC has not undertaken any records management audits” and that regular records management audits are necessary if the GCC is going to properly benefit from its records management programme. Further, “with the ever changing ICT technologies which are now driving information management initiatives, there is a need for GCC to benchmark its records management programme with other well established records management programmes for local councils in the region or in the West.”

22. Matangira, Violet. "Tracing colonial and postcolonial recordkeeping in Zimbabwe." *ESARBICA Journal* 33 (2014): 1-17.

Abstract/summary from article: The article traces archival development in Zimbabwe from the colonial to the postcolonial periods. Like in many African colonies, the foundations for formal recordkeeping in Zimbabwe were laid during

colonial administration and this article argues that there is a direct relationship between what is happening today and the past whether good or bad. It covers the historical background of Zimbabwe and the Zimbabwean government from the colonial to the postcolonial periods. A historical understanding of the country provides a picture of the archival scene for the period under discussion. In addition, it also gives an overview of records management in Zimbabwe from the colonial to postcolonial periods, as well as the role of the National Archives of Zimbabwe. The article analyses the positive and negative aspects of both the colonial and postcolonial recordkeeping periods and brings out the relationship between the two. The article was guided by the stages of the records life-cycle concept and information was gathered through literature review which included annual reports, legislation, archival documents, published and other academic articles and books on Zimbabwe. It is part of a work in progress and methodology for this article is desk research

Annotation:

This article concerns the tracing of the “archival development in Zimbabwe from the colonial to the postcolonial periods.”

The article begins with an introduction to the subject matter at hand, and then delves into a background exploration of archival work in Zimbabwe. What then follows is a history of archival practice and work in Zimbabwe, and then an overview of recordkeeping during the colonial and postcolonial periods.

What follows is then a discussion of the article’s points, and then the conclusion. The article concludes with a statement that “emerging from a solid records and archival foundation of the colonial period, archival services expanded significantly in the postcolonial era especially in the first two decades after independence. Some weak areas from the colonial period such as the weak archival legislation were only improved in the postcolonial period,” and further, that “an empirical and pragmatic study is required to make first-hand assessment of what is currently happening regarding the management of records and archives in present Zimbabwe.”

23. Masuku, Mehluli, and Notice Pasipamire. "Going against the grain: questioning the role of archivists and librarians in the documentation and preservation of indigenous knowledge." *ESARBICA Journal* 33 (2014): 117-130.

Abstract/summary from article: Recently, archivists and librarians have been advocating for and re-affirming their role in the documentation and preservation of indigenous knowledge (IK). Whilst literature on this position abounds, we argue in this article that archivists and librarians are running the risk of imposing themselves on a system that “naturally” preserves itself. In face of the challenges that these collecting professionals encounter in trying to document IK, coupled with the nature of IK itself, we argue that IK should be left to “preserve” itself as it has always done. We argue that IK is a complex subject matter that can be equated to an ecosystem and has natural means of preserving and multiplying itself. We further argue that IK is naturally resilient to forces of extinction and efforts by librarians and archivists, which employ scientific methods of documentation and preservation, are actually detrimental to IK. Although such efforts may appear to be the talk of the day, they are actually incompatible with IK and archivists and librarians may be wasting efforts by preserving something that otherwise “naturally” documents and preserves itself in a variety of means, including language, traditional ceremonies, books (novels) and other “natural” means. We therefore conclude that IK is an ethnographical issue that should otherwise be left to take care of itself in local indigenous knowledge systems (IKS).

Annotation:

This article concerns the preservation of indigenous knowledge - mainly, that indigenous knowledge should “be left to “preserve” itself as it has always done.”

The article begins with an introduction to the subject matter at hand, and then proceeds with a definition of ‘indigenous knowledge’ for the purposes of this article, and other aspects such as the “nature of IK, its generation and acquisition.” Following this is a detailed literature review, which the article then moves on from, proceeding with an exploration of why librarians and archivists should not “document and preserve IK.” Among these reasons are the explanation that “the oral and constantly changing nature of IK implies that this knowledge is capable of taking care of itself in the form of a system,” as well as that “IK is preserved through practice. In other

words, IK taken away from its people, community or practitioners is no longer IK. Thus, IK is an ethnographical issue that is preserved through practice. Therefore, any effort by librarians and archivists in trying to document and preserve IK is sheer waste of time and resources.”

After the lengthy section on why Indigenous Knowledge should not be preserved by archivists/librarians, the article concludes with an explanation on the concept that “Librarians and archivists should concentrate on their core duties and stop purporting to be the documentalists and preservers of IK.” This sentence is explained and expounded upon in great detail and with much justification, thereby closing the article.

24. Mazikana, P. "A missed opportunity: archival institutions and public sector reforms." *ESARBICA Journal* 28 (2009): 36-51.

Abstract/summary from article: This article takes a critical view of archivists in the region, their conservative interpretation of their mandate, the outdated legislations under which they still operate and their failure to make themselves relevant within the context of the public sector reforms that have been going on for almost two decades. The article tries to demonstrate that most of the archival institutions have sidelined themselves in the reform process and to some extent have become irrelevant in the ongoing reforms. The article reviews the general response of national archival institutions in Eastern and Southern Africa to the opportunity offered by the public service reforms to integrate records management into the reforms and thus lift its profile and relevance to national development. The article recognizes that there are indeed some countries in the region that have been able to raise the profile of their institutions and to become relevant to the development of their nations (notably South Africa), but that such countries are the real exception rather than the rule. Keywords: Archival Institutions,

Annotation:

This article argues that most archival institutions in the region examined in the article have “sidelined themselves in the reform process and to some extent have become irrelevant in the ongoing reforms.”

The article opens with an introduction to the subject matter at hand, and follows with an exploration of and elaboration upon “public sector reforms in eastern and southern Africa.” The article’s authors then move into an examination and exploration of opportunities that have been missed “in linking records management to the public service reforms.” This section is detailed, thorough, and well-fleshed out.

What next appears in the article is an explanation and exploration of why these institutions have failed to take advantage of the opportunities offered regarding involvement in reform efforts. This includes factors such as “failure to mainstream records management into the reforms,” “failure to monitor key developmental stages of the reform process,” and more.

Following this section is the conclusion, where the article concludes with the points that in order for records management in the region to remain relevant to the reform process, that “the archival institutions have to re-configure themselves both in terms of their structures, systems and procedures as well as in their human resources.” A further point is made that “[t]here is also a need to change the culture of archival institutions so that they can embrace new concepts and new ways of doing things.”

[25. Dube, Themhani. "Short Communications: archival legislation and the challenge of managing archives in Zimbabwe." *ESARBICA Journal* 30 \(2011\): 279-290.](#)

Abstract/summary from article: The concept of records and archives management reached Africa south of the Sahara through colonialism. As a result of the colonial legacy, Zimbabwe established its National Archives in September 1935 through the Archives Act of 1935. Nowadays the department is under the Ministry of Home Affairs and operates on the basis of the National Archives of Zimbabwe Act of 1986. At the time the 1986 Act came into operation, issues relating to the management and preservation of electronic records and the need for a more liberal access policy were not considered. Therefore, there is a need for the amendment of the Act as the National Archives of Zimbabwe proposes to embark on a records and information management restructuring project. These issues are of great concern, as the amended legislation would signal a change of direction in managing records and archives as a nation’s heritage. This article seeks to show the extent to which the National Archives

of Zimbabwe Act of 1986 has been overtaken by modern technology in records and archives management, hence the need for the National Archives of Zimbabwe to overhaul its legislation in order for it to remain a viable and relevant institution.

Annotation:

This article is one that seeks to “to show the extent to which the National Archives of Zimbabwe Act of 1986 has been overtaken by modern technology in records and archives management” in the pursuit of arguing for the National Archives of Zimbabwe to “overhaul its legislation in order for it to remain a viable and relevant institution.”

The article opens with an introduction to the subject matter at hand. What follows is then an unpacking/exploration of the National Archives of Zimbabwe Act of 1986 and the argued need for an amendment to said Act. What follows this is an exploration of “[o]rganizational restructuring and the amendment of the 1986 NAZ Act ... as solutions to the problems faced by NAZ”

The article then concludes with the point that the National Archives of Zimbabwe “has to overhaul and upgrade systems including legislation, records and procedures, records appraisal and automation,” and further, that it can “also adopt the models of archival legislation such as those formulated by UNESCO and the International Records Management Trust (Ketelaar 1985)”. It closes with the point that “the existence of a progressive and comprehensive legislation is not likely to bring about any changes in the management of public records and archives unless resources to implement the laws are made available to the NAZ.”

26. Ngoepe, Mpho, Jan Maluleka, and Omwoyo Bosire Onyancha. "Research collaboration in the archives and records management field across and beyond universities in Africa: an informetric analysis." *Mousaion* 32, no. 3 (2014): 119-135.

Abstract/summary from article: Due to technological developments, innovation and globalisation, research is becoming more complex, requiring wide-ranging skills. A lack of resources and publishing platforms has led to low research output in archives and records management (ARM) in most developing countries in Africa. However,

experienced researchers from different countries can collaborate by sharing and transferring knowledge and making optimal use of resources that will lead to the sustainability of research output. Utilising informetrics analysis, as well as co-authorship as the measure for collaboration, this article examines the nature, trend and type of ARM research collaboration in Africa by identifying individuals, institutions and countries that collaborate in order to recommend ways of improving such activities. Quantitative data was extracted from the database of African Journals Online (AJOL) and analysed. The key finding suggested a low level of collaboration among ARM researchers, with the work produced emanating mostly from one institution. The study argues that social and physical proximity contribute to research collaboration in ARM in Africa. The scarcity of literature on ARM in Africa led the article to recommend more collaborative projects whereby established researchers nurture and mentor novice researchers to become self-sustainable in producing scholarly literature. Hopefully, this would help to formulate research agendas to address grand societal challenges, such as a lack of accountability, poor audit results and poor service delivery, which all stem from a breakdown in the records system and a non-sustainable ARM profession in Africa, in order to become on par with the rest of the world.

Annotation:

This article is one that “examines the nature, trend and type of [archives and records management] research collaboration in Africa by identifying individuals, institutions and countries that collaborate in order to recommend ways of improving such activities.”

This article begins with an introduction to the subject matter at hand, which is followed by the problem statement, it being that it is “necessary to examine the nature, trend and type of collaboration in ARM research in Africa by identifying individuals, institutions and countries collaborating in ARM research” due to “the perilous state of archives and records management in African countries.”

This is followed by the research objectives being laid out, which the article then moves on to the literature review, and the scope and research methodology. The research methodology laid out is that of an “informetrics approach in order to quantitatively examine the nature, trend and type of collaboration in ARM research in Africa by

identifying individuals, institutions, and countries collaborating in ARM research in the region.”

Following this is the results of the study and the discussion, followed by the conclusion and recommendations. The section on the conclusion and recommendations lay out recommendations that “more collaborative projects between novice and established researchers in the view of nurturing and mentoring novice researchers to become self-sustainable in producing scholarly literature,” and further, that “ARM practitioners and scholars should find ways of getting into discussions with other fields and expressing what is offered by the field.”

27. Nengomasha, Cathrine T. "The past, present and future of records and archives management in sub-Saharan Africa." *Journal of the South African Society of Archivists* 46 (2013): 2-11.

Abstract/summary from article: In this article, the author highlights some of the issues that have drawn the attention of records and archives management professionals in sub Saharan Africa. The article draws from the author’s experiences as a practicing archivist, administrator and educator over a period of thirty years in Zimbabwe, Botswana and Namibia. A look at the resolutions of the East and Southern African Regional Branch of the International Council on Archives (ESARBICA) conferences over the years, tell a story of a profession that is still grappling with the old challenges of managing records and archives. These include poor records storage, lack of records management policies or where they exist, a failure to implement the policies, failure to follow the basic procedures involved in managing records throughout their entire life cycle such as none existence of or failure to implement filing systems and retention schedules. Audit reports still paint a gloomy picture over the poor state of records and records keeping systems. These issues are repeated in almost every ESARBICA resolution document and reiterated by many studies as presented in research reports and publications. The article argues that some of these challenges seem to have persisted and have transcended time and space, from the past into the present and affect many of the sub Saharan Africa countries, albeit in varying degrees. If not put in check these issues will be carried over into the future. The author acknowledges the growth that the profession has experienced in terms of

training and the impressive number of Diploma, Degree, Masters and PhD holders. It even boasts of a sizeable number of Professors. The question is: What can the professionals do to make their research and studies have more impact in solving these records keeping problems? This is a theoretical study based on some desk research which looked at ESARBICA resolutions as well as some reports on studies conducted on records and archives management in sub Saharan Africa.

Annotation:

This article argues that specific challenges facing records and archives management in sub-Saharan Africa, including poor records storage, lack of records management policies, and more, “seem to have persisted and have transcended time and space, from the past into the present and affect many of the sub Saharan Africa countries, albeit in varying degrees. If not put in check these issues will be carried over into the future.”

The article begins with an introduction to the matter at hand, which then is followed by an exploration and examination of the discussion of records management problems as discussed in the literature (examining the state of affairs in a number of African countries), and a section on records and archives management training. Finally, the future is looked at and examined in a section devoted specifically to that, with a number of strategies being proposed, which include outreach activities and ensuring that training institutions “strengthen experiential learning.”

The article concludes with the point that “[t]he profession needs to do a self-evaluation and come up with practical measures to break this “curse” of persistent poor records keeping. This should be the focus for the profession for the immediate future.”

28. Ngulube, Patrick. "A lost opportunity to foster E-Democracy and service delivery: E-Government in Sub Saharan Africa." *ESARBICA Journal* 29 (2010): 184-209.

Abstract/summary from article: Electronic government (e-government) is an innovative attempt to take advantage of information and communication technologies (ICTs) to facilitate the citizens’ access to government information and services in

order to support social, economic and political development and provide an avenue for the public to interact with government institutions and processes in a democratic, transparent and equitable way. E-government has the possibility of improving service delivery and enhancing the relationship between the government and the public. It may also help to foster electronic democracy (e-democracy). However, Sub Saharan Africa (SSA) faces a lot of challenges when it comes to implementing e-government programmes. The ICT infrastructure is weak and is not widely available to rural populations. In most cases, both government officials and the people who may want to use government services online lack basic skills. Government information is not properly organized as records management systems in many countries are collapsing. E-government projects are deficient in many countries in SSA, and they are grossly under resourced. Consequently, SSA may lose the opportunities offered by ICTs to improve government service delivery and foster democracy and accountability.

Annotation:

This article concerns the vast potential offered by e-government in Sub-Saharan Africa, yet a number of challenges presently obstruct its success and therefore make it incredibly possible that Sub-Saharan Africa may “lose the opportunities offered by ICTs to improve government service delivery and foster democracy and accountability.”

The article begins with background and introduction to the article’s subject matter. Following this is a section dedicated to defining e-government in the context of the article, and a number of other sections that pertain to e-government in various ways - including the appeal of e-government, the challenges of e-government, the major drivers of e-government, and more.

Following these sections is a section on “access to information and telecommunications technologies in Africa,” describing the state of affairs regarding that aspect where it intersects with e-government and ICTs. After that is a section on information literacy and how that intersects with ICT.

Following this are a number of other detailed and in-depth sections, such as the value of e-government and raising awareness about that, information management and how

this intersects with e-government in Sub-Saharan Africa, and “continued access to e-government.”

It ends with conclusion and recommendations, namely that “e-government has the possibility of making government processes efficient, transparent and accountable. However, SSA has to overcome a number of obstacles before it can have fully fledged e-government programmes. The barriers include: low tele-density, exceptionally high bandwidth costs, high illiteracy levels, weak records and information management systems, lack of e-government vision and strategy, weak e-government awareness, limited access to the Internet and low connectivity, lack of government agencies to coordinate the implementation of e-government programmes, limited personnel with ITC skills and inadequate government commitment to e-government projects.” It is further stated that “It is recommended that governments in SSA should coordinate and utilize the existing information infrastructure to implement e-government programmes as a starting point.” It is also stated that “The education system also has a role to play. It should be sensitive to the challenges ushered in by e-government and come up with strategies to equip students with skills required in e-government environments.”

29. [Bwalya, Kelvin Joseph, Tanya Du Plessis, and Chris Rensleigh.](#)

["Multi-Dimensional Factors Impacting on E-Government Adoption in Botswana, Mozambique, and Malawi." International Journal of E-Adoption, 3\(3\), \(2011\): 20-32.](#)

Abstract/summary from article: With widespread adoption of ICT usage in public service delivery platforms (e-Government) throughout the world, African countries have vowed not to be left behind in this marathon. Robust e-Government adoption depends on the strategy employed to implement it. This paper presents the different initiatives that have been employed to promote e-Government development and development in Botswana, Mozambique and Malawi thereby showing the impact of such initiatives on overall e-Government agenda. Using extensive document and literature reviews, this paper further intends to investigate the status of e-Government implementation in these three countries and understand the multi-dimensional factors that dictate adoption and use of e-Government services. The paper has found that deliberate fiscal ICT policies, trust of e-applications, availability of ICT infrastructures such as appropriate mobile phone and base stations technology,

usability of ICT platforms, and relevant ICT skills of ordinary citizens have a lasting positive impact on people's intention to engage in e-Government.

Annotation:

This paper critically examines the e-Government initiatives put forth in Botswana, Mozambique and Malawi.

The article opens with an introduction to the matter at hand. It then dives into a literature review, thoroughly examining the literature that presently exists on this topic. There is then a short section on the status of the adoption of e-Government measures by the governments in question, followed by the section detailing the study's research methodology. The methodology is the usage of extensive literature reviews and document analysis. What follows is sections focused on the matter in each of the three countries, and then analysis of findings and then the recommendations. The recommendations are: that the countries mentioned/detailed in the paper "come up with e-Government implementation strategy that is going to inform how the encouragement of the adoption and use of e-Government should be approached." Further, that "[f]or future works, it is desired that a massive survey be carried out to ascertain the level of adoption of e-Government in these different countries." The article concludes with a number of statements, the final one being that "Prospects are high that e-Government can be a success in the countries surveyed in this paper. This is because the background to e-Government implementation is being laid right now. The countries surveyed have shown that they are committed in erecting appropriate e-Government and ICT infrastructures, institutional, legal and regulatory frameworks that can be major success factors in as far as e-Government implementation is concerned."

30. Katuu, Shadrack, "Assessing the functionality of the enterprise content management maturity model", *Records Management Journal*, Vol. 26 Iss 2, (2016): 218 - 238

Abstract/summary from article: Purpose – The implementation of enterprise content management (ECM) software applications has been a subject of extensive discussion. Although a number of ECM scholars have provided guidance on ECM

implementation, there is a gap in how to assess benefits accruing from the implementation. One of the approaches of assessment is the use of maturity models. This paper aims to examine the utility of other ECM maturity model (ECM3) as an assessment tool.

Design/methodology/approach – The study was undertaken based on two related research questions, the first explored ECM3 assessment within a South African context and the second explored the utility of other maturity models for ECM implementation and lessons learnt to improve ECM3.

Findings – The results show that all the South African institutions assessed using ECM3 had a low level of maturity and there are a number of maturity models comparable to ECM3, and the global survey provides the closest parallel to the survey conducted in South Africa.

Originality/value – The study offers a unique discussion on the possible utility of ECM3 as a maturity model for assessing ECM implementation. This was done by comparing it with maturity models developed or used by records professionals and through assessing the results of two surveys, one conducted amongst South African institutions and another conducted by the Real Story Group.

Keywords Information management, Maturity model, Enterprise content management,

Electronic records management, Document management, EDRMS

Paper type Research paper

Annotation:

This article concerns the maturity model where it concerns/intersects with ECM (Enterprise Content Management).

It opens with an introduction to the article subject matter, and then follows with an introduction to the maturity models, and then further introductions to a number of other integral issues (such as ECM).

What follows is a section on research design and research questions, where the research design and research questions are laid out and described. Also described in

this lengthy section is the research analysis and the entire process of the analysis of data. What follows this section is the discussion section, thoroughly discussing the findings. Finally, closing the article is the concluding remarks.

Amongst the concluding remarks is the author stating that an assessment described in this article “demonstrated that ECM3 has both strengths such as the ability to assess 13 ECM3 maturity dimensions at five different maturity levels as well as weaknesses such as missing criteria for assessing organisational culture and change management. Comparing ECM3 with RMCAS offered specific lessons including the possible benefits of using international standards but the vulnerability of depending on standards that undergo periodic change.” Finally, one of the last concluding remark is that “[l]astly, as the discussions have illustrated, no one maturity model could ever be considered a silver bullet since it could never single-handedly address all the possible assessment challenges in a given subject or domain.”

31. Chaterera, Forget. “Towards Harnessing E-Government Adoption in Zimbabwe.” *MOUSAION* 30(2), (2012): 78-94.

Abstract/summary from article: This article initiates a discussion into factors that influence citizens’ adoption of e-government services in Zimbabwe. Guided by the Technology Acceptance Model, questionnaires were distributed and interviews conducted to establish the position of Zimbabweans with regards to adopting e-government services. These methods revealed that awareness of e-government is low, while inadequacies, poor maintenance of sites as well as outdated information were cited as the major weaknesses. If e-government services are not known by members of the public and if they are inadequate or unavailable to citizens, then, it may not be an overstatement to conclude that time and resources are being wasted. However, this study is not calling for an end to e-government initiatives but recommends that attention be paid to social, economic and political factors that influence e-government adoption.

Annotation:

This article primarily discusses “factors that influence citizens’ adoption of e-government services in Zimbabwe.”

The article opens with an introduction to the article's subject matter, which is then followed by a "background to e-government initiatives in Zimbabwe", which thoroughly describes the background and status of the problem. This is followed by the statement of the problem, which is that "[t]his study, therefore sought to conduct an empirical field research on e-government adoption in Zimbabwe. The objective was to understand what Zimbabwean citizens think about e-government as a communication channel with the citizens and to establish factors that affect their level of both awareness and usage."

What follows this section is the literature review and "review of related literature", where various sorts of literature relating to this, directly or indirectly, are examined. The methodology is then explained, which is a "survey research design [that] used the mixed methods research methodology (qualitative and quantitative)."

The findings, and related discussion, are then delved into, on the various aspects of e-government adoption examined in this study.

Following this is the recommendations and conclusion. The recommendations are as follows:

- "There is need by the Zimbabwean government to increase general public awareness about the benefits of using e-government."
- "Obtaining feedback from e-government users is an important strategy that promotes e-government adoption."
- "E-government initiatives must not be an authoritative or rigid exercise. Citizens must find the information on government websites meaningful to them."

The article then concludes.

32. Katuu, Shadrack. "Enterprise content management (ECM) implementation in South Africa." *Records Management Journal*, Vol. 22 Iss: 1, (2012): 37 - 56

Abstract/summary from article: Purpose – This article aims to assess how enterprise content management (ECM) has been implemented in South Africa.

Design/methodology/approach – The article is a five-part analysis of the concept of ECM. The first part outlines a perspective to ECM based on predecessor and related terms such as EDMS and ERMS. The second part reviews literature generated in South Africa on electronic records and document management over the last decade as well as a discussion on value added resellers in the country. The third part provides the results of the survey of ten South African institutions. This section includes an outline on the research methodology used as well as analysis of the data and a brief discussion of the research implications. The fourth part provides concluding remarks and the fifth part is a list of references.

Findings – A literature review conducted by the author reveals that there have been few published sources on institutional experiences related to implementing electronic document and records management in South Africa. However, the survey published in this article reveals that South African institutions have as much as eight years of ECM implementation experience, a majority using ECM applications from one company and the most common ECM applications modules installed within the organizations being records management, document management and imaging. These survey results suggest additional research is needed to assess proprietary vs non-proprietary applications as well as the impact of value-added resellers to ECM implementation.

Originality/value – As the literature review has shown, ECM implementation in South Africa has received minimal attention beyond graduate level research. This article provides an analysis of empirical data on ECM implementation in South Africa and serves as a baseline for more comprehensive studies in the future.

Keywords ECM implementation, Electronic document and records management, Enterprise content management, Snowball sampling, South Africa, Value-added resellers, Document management, Electronic document delivery

Paper type Case study

Annotation:

This article primarily concerns “how enterprise content management (ECM) has been implemented in South Africa.”

The article begins with an introduction to the subject matter at hand. What follows is then an introduction to ECM, which is quite thorough, lengthy and detailed. Following this is an introduction to the matter of ECM in South Africa, which includes the literature review. Following this is a large section on the study's survey, this section including the research methodology, along with survey results and data analysis.

Finally, the article concludes with the conclusion, which includes the statement that "South African institutions need to address not just the current challenges of managing digital content using ECM applications but also continuing challenges of long-term preservation in an environment where the national archival institution does not have the infrastructure necessary to ingest any electronic records for permanent preservation (Ngoepe and Keakopa, 2011)."

33. Keakopa, Segomotso Masegonyana. "A Critical Review of the Literature on Electronic Records Management in the ESARBICA Region." *ESARBICA Journal* 28 (2009): 78-104.

Abstract/summary from article: This article provides a critical review of existing articles addressing the management of electronic records in the Eastern and Southern African Regional Branch of the International Council on Archives (ESARBICA) region. The article argues that while the literature in developed countries has come up with practical solutions to the management electronic records, this has remained theoretical in most developing countries. In particular, the article argues that the literature in the ESARBICA region has not provided sufficient guidance that could help practitioners deal with the management of electronic records in this developing region. Further, the article concludes that academics in the area of archives and records management need to generate challenging debates based on critical thinking that can help practitioners come up with practical solutions to the management of electronic records in the region.

Annotation:

This article "provides a critical review of existing articles addressing the management of electronic records in the Eastern and Southern African Regional Branch of the

International Council on Archives (ESARBICA) region” and “argues that while the literature in developed countries has come up with practical solutions to the management electronic records, this has remained theoretical in most developing countries.”

The article begins with an introduction to the article’s subject matter. What follows is then a detailed “Overview of the general literature on the challenges of managing electronic records”. This includes sub-section on “technological obsolescence and long-term preservation,” and “concerns of records authenticity and reliability”. Following this are a variety of sections, including “Overview of research activities in developing countries,” “developments in eastern and southern Africa”, “Concerns and challenges of computerisation in recordkeeping”, “General strategies for management of electronic records”, “Surveys of computerisation efforts at national and regional levels”, and finally, “Summary of the literature and way forward”. This section focuses on the way forward, primarily, and the recommendations it offers are as follows:

- “The need to launch an ESARBICA web-site for continuing networking and cooperation among members.”
- “Efforts in the developed countries have shown that cooperative relationships are important in accelerating the capacity to develop programmes for the management of electronic records.”
- “At the SADC level, a task force should be formed to develop specifications for the management of electronic records.”
- “At the national level task forces of professionals including academics, ICT industry and the archives and records professionals should be formed to chart out technical, procedural and policy issues regarding the management of electronic records, including email management”
- “More analytical review of archives and electronic records management practices in ESARBICA as the basis for creating models for the application of ICTs in archives administration and records management”

34. Thanye, Koziba Goitse, Trywell Kalusopa, Kelvin Joseph Bwalya. "Assessment of the Appraisal Practices of Architectural Records at the Gaborone City Council in Botswana." *ESARBICA Journal* 34 (2015): 45-64.

Abstract/summary from article: The purpose of the study was to investigate the appraisal practices of architectural records at Gaborone City Council (GCC) in Botswana. The study was guided by the American Taxonomy approach and the ISO 15489; complemented with the Shrock (1996) guidelines to cater for the appraisal of intrinsic values found in architectural records. A case study research design was adopted. Quantitative and qualitative data were collected through open and close ended questionnaires, semi-structured interviews from action officers, records management staff in the key departments at the GCC, of which 32 responded out of 47, representing a response rate of 68%. Personal observations and documentary reviews were also conducted at the GCC to supplement the data collection. Furthermore, the Botswana National Archives and Records Services (BNARS) personnel dealing with appraisal were interviewed. The study revealed that the appraisal practices of architectural records at the GCC were inadequate as evidenced by overwhelming unappraised architectural of records generated; poor identification of records for appraisal; lack of staff to do appraisal; lack of competencies and skills of records personnel in the appraisal of architectural of records; lack of financial and material resources to conduct appraisal; and lack of guidance from BNARS on the appraisal of architectural of records. As a result of this, architectural records were not properly managed as per records management standards. The study concluded that the absence of an effective record management system at the GCC had led to the disorganisation in the management of architectural records. It is therefore recommended that the GCC adopts and promotes best practices on the appraisal of architectural records.

Annotation:

The primary purpose of this article/study was "to investigate the appraisal practices of architectural records at Gaborone City Council (GCC) in Botswana."

The article opens with an introduction to the article's subject matter and the background to the "statement of the problem." Following this is a section on the location and context of the study, which is Gaborone City Council, describing the

contextual factors of the study. The research objectives follow this section, and then a section on “the importance of records appraisal in organisations”, then “appraisal practices of architectural records”, and then “a synopsis status of the appraisal practices of architectural records in the world.”

Following these sections is a section on the study’s research methodology, which is “largely guided by a qualitative research approach.” The finding and discussion over said findings are then laid out.

What follows this is a series of sections on a variety of aspects of the study, including “Appraisal Practices of architectural records at the GCC”, “Training needs, competencies and skills of records management personnel at the GCC”, “Resource needs for conducting an effective appraisal exercise at the GCC”, “Role of the BNARS in the appraisal of public sector architectural records at the GCC”.

The article then lays out a conclusion and recommendations. The recommendations include the following:

“[T]he study recommends that the GCC plans for the development of a record keeping system and policies and procedures that will facilitate the effective creation and capture of [paper] records.”

“[T]he study recommends that the GCC starts arranging and labelling the location of closed files and this information should be safely kept.”

“[The study] recommends adherence to the current file classification scheme by all the GCC departments. Staff sensitisation about basic records management procedures should be undertaken.”

“It is ... recommended that proper procedures and guidelines should be developed and be implemented to regulate the transfer of closed records.”

“[The study] recommends that the schedules be developed and applied to architectural records that have accumulated over the years.”

“[The study] recommends that the GCC should review and adapt elements of the American taxonomy and macro appraisal approaches and supplemented with Shrock guidelines on the appraisal of architectural records.”

“[The study] recommends that the GCC recruits professionals to manage non-active architectural records and work with training institutions such as University of Botswana introduce tailor-made specialised short courses on the care and management of these records.”

“The study recommends that the GCC utilises the trade-off initiative and increase the existing manpower.”

35. Mutsagondo, Samson, Forget Chaterera. “Mirroring the National Archives of Zimbabwe Act in the context of electronic records: lessons for ESARBICA member states.” *Information Development* (2014): 1-6.

Abstract/summary from article: Many countries in the Eastern and Southern African Regional Branch of the International Council on Archives (ESARBICA) have embraced electronic government as a matter of priority. This is a programme where government business is conducted through use of different information communication technologies. Unfortunately, many members of the organization, including Zimbabwe, do not have archival legislation that specifically caters for the creation, use, maintenance and disposal of electronic records. This has resulted in records management practitioners resorting to a hit or miss approach when managing electronic records. This paper highlights the inadequacies of the National Archives of Zimbabwe (NAZ) Act (1986) as well as the challenges facing records management practitioners in as far as the management of electronic records is concerned. The survey research method was used to collect data specifically on inadequacies of the NAZ Act and challenges faced by information practitioners in using the act to deal with the creation, use, maintenance and disposal of electronic records.

Annotation:

This article primarily “highlights the inadequacies of the National Archives of Zimbabwe (NAZ) Act (1986) as well as the challenges facing records management practitioners in as far as the management of electronic records is concerned.”

The article opens with an introduction to the article’s subject matter, and then continues with the “statement of the problem”, then the aim of the paper and the

“objectives of the study”, and the research methodology (which is that it’s “of a qualitative nature and made use of a survey research design”. Following a small bit on the biodata of the respondents, the presentation and interpretation of the results follows.

After this lengthy and detailed section comes the recommendations. The recommendations, which include: “the adoption in Zimbabwe of the explicit reference model as opposed to the implicit coverage model”.

The article concludes with the core statement that “Zimbabwe needs to revise its archival legislation in order to fully address the management of electronic records.”

36. Nasieku, Agnes Peninah, Henry Kemoni, Japhet Otike. “Management of E-Records at Moi University Eldoret, Kenya.” *ESARBICA Journal* 30 (2011): 177-210.

Abstract/summary from article: k The article discusses the findings of a study that was carried out to investigate the management of electronic records (e-records) at Moi University. The aim of the study was to investigate the management of e-records within the context of the records continuum principle with a view to recommending a framework that can be used to manage e-records. The sampling frame consisted of 60 respondents drawn from Moi University main campus, Chepkoilel campus and Town campuses. Purposive sampling technique was used to select respondents from Moi University management, ICT, general administration, records/accounts and secretarial staff. Data was collected using semi-structured interview schedules supplemented by observation. The study results revealed that despite Moi University embracing the use of computers as a critical tool for information management and communication in support of its business transactions, the management of e-records remained a neglected area of the university record keeping system. Factors contributing to this were found to include lack of policies and procedures to guide the management of e-records and lack of knowledge and skills in records management and in particular e-records management. The authors’ recommendations include equipping staff and especially those responsible for managing e-records with knowledge and skills in records management and in particular e-records management, staff and users be

equipped with ICT skills to enable them to work in an electronic environment and the university should raise awareness amongst staff on the importance of managing e-records.

Annotation:

This article primarily “discusses the findings of a study that was carried out to investigate the management of electronic records (e-records) at Moi University.”

The article begins with an introduction to the article’s subject matter. Following this is the problem statement, which is followed by the study’s aim and objectives. Included in this section is the statement that “[t]he main aim of the study was to investigate the management of erecords at Moi University within the context of the records continuum principle with a view to recommending a policy framework/model that can be used to manage e-records.” The significance of the study and the theoretical considerations are then described and laid out for the reader.

Then begins a section connecting the record continuum model to the study, elaborating upon its relevance to the study. This section is quite thorough and detailed.

Following this is the section describing/detailing the research methodology for the study, which is as follows: “Both qualitative and quantitative research designs were used. Nonprobability sampling method was used where the sample for the study was obtained by use of purposive sampling method. Data was collected through face to face interviews with the respondents and an interview schedule was used to guide the interviews. This was supplemented by observation”

The findings of the study are then laid out in a lengthy section, with various sub-sections, including “strategies used for managing e-records”, “ICT infrastructure and resources available to cater for the management of e-records” and more.

The article then presents the conclusion and recommendations.

37. Ngulube, Patrick, Patience Sibanda, Norah LS Makoni. "Mapping Access and Use of Archival Materials Held at the Bulawayo Archives in Zimbabwe." *ESARBICA Journal* 32 (2013): 135-149.

Abstract/summary from article: The purpose of this qualitative case study was to map access and use of archival materials at the Bulawayo Archives (BA) in Zimbabwe. The study investigated how access policies influenced access and use of archival collections at BA; the finding aids used to provide access to archives; the use of information and communication technologies to provide access to archives; how backlogs of unprocessed archival materials affected access to the collection; the systemic barriers that influenced access to archival materials; the skills and knowledge of staff in promoting access and use of archival materials; and the profile of the users of archival materials and the purpose that they utilised the information for. A case study research design was employed with face-to-face interviews, observation and artefact analysis as data collection methods. The respondents included the Director of National Archives of Zimbabwe, Acting Principal Archivist who was in charge of BA, two archivists and two records management assistants working with him, and ten users who consulted archival materials at BA during the period 1 August 2012 to 30 May 2013 when the study was conducted. Data were analyzed using thematic content analysis with an interpretivist perspective. The results showed that legal authorization of access to archives exists, archival finding aids were not adequate, there were huge backlogs of unprocessed archives, systemic barriers hindered users from accessing archives, staff had limited knowledge of promoting access to archives and the major users of archival materials were researchers from various fields. The study recommended that BA should improve their policies, procedures and practices by making them access-friendly so that they do not adversely impact on access and use of archival materials.

Annotation:

This article had the purpose "to map access and use of archival materials at the Bulawayo Archives (BA) in Zimbabwe."

The article begins with an introduction to the article's subject matter, which then follows with the problem statement. Following this is the "contextual profile of Bulawayo Archives", so as to establish the context for the article. What follows this is

the conceptual framework, which is an incredibly detailed section, and then the research methodology (which is a qualitative methodology).

The findings and the discussion on those findings are then laid out, which include various subsections.

Finally, the article closes with the conclusion and recommendations.

38. Okello-Obura, Constant. "Positioning of Records and Archives Education in Uganda: An Analysis of the Trend." *ESARBICA Journal* 28 (2009): 172-194.

Abstract/summary from article: The value of good records and archives management in the promotion of accountability, good governance and human rights cannot be overemphasized. However, this can only be possible when a pool of well-trained human resources exist in the field of records and archives management. This article, based on a literature review explores and makes the situation analysis of records and archives management education in Uganda. The article reviews the administrative history of Uganda to highlight the value of good records and archives management for the promotion of national heritage. It makes among others a review of records and archives management demand in Uganda; and states the intrinsic values of sound records management. The syllabus of Bachelor of Records and Archives Management (BRAM) in Uganda is presented. The challenges of records management education with reference to Uganda and the way forward are addressed.

Annotation:

This article primarily "explores and makes the situation analysis of records and archives management education in Uganda."

The article begins with an introduction to the article's subject matter, and follows with the "administrative history of Uganda (1858-1978). Following this is a section on the "terrain of records and archives management demand in Uganda." There is then a section detailing and elaborating on "records and archival institutions in Uganda", and then a section describing the state of affairs in Uganda where the regulatory and legislative framework for records and archives management is concerned. This section is quite detailed, with a number of sub-sections. Following this is a section

exploring the nature and variables of education for records management and archives, and the complexities therein. There is then a section on the “[c]hallenges faced in providing records and archives education and training in Uganda”, with numerous sub-sections. There is then the conclusion, which notes that “An overview of the administrative history of Uganda signifies the relevance of good records and archives management in Uganda.”

In the section entitled ‘The Way Forward’, the author states that these things are needed: distance education for records and archives management in Uganda; international partnerships for the purposes of education and training; and, finally, advocacy among policy makers on the necessity of good records management.

39. Moloi, Julie. “E-Records Readiness in the Public Sector in Botswana.” *ESARBICA Journal* 28 (2009): 105-127.

Abstract/summary from article: This article presents the findings of the study that was carried out in 2006. The objective of the study was to evaluate the status of e-records readiness in the public sector in Botswana. Data was collected through in-depth interviews and analysed using the Statistical Package for Social Sciences. The key findings of the study revealed that e-records readiness in Botswana is low on account of a lack of policy and legislative framework for e-records. The study population consisted of government ministries.

Annotation:

The aim of this article/study is to “evaluate the status of e-records readiness in the public sector in Botswana.”

The article begins with an introduction to the article’s subject matter. Following this are sections on e-government in Botswana - on e-government in Botswana’s public sector, the concept of e-readiness and its relevance to the article’s subject matter, and a lengthy section (with a sub-section) on e-records readiness. In the article, the study’s findings are laid out and discussed. The article explores, in great detail, the matter of e-records in Botswana and the various aspects and factors involving this, particularly

regarding Botswana's readiness for e-records and where it does and/or does not meet expectations in this regard.

The article concludes with this striking statement: "The current status regarding the management of e-records in Botswana suggests that the level of e-records readiness in Botswana is almost non-existent. In order to address the current situation regarding the management of e-records, government could consider enacting legislation on e-records including the use of e-signatures to formalize the acceptance of e-records as official records and legalize their admissibility as evidence of business transactions even in the courts of law."

40. Mwangi, Peninah W., Justus M. Wamukoya. "Digital Preservation of Agricultural Information at Kenya Agricultural Research Institute." *ESARBICA Journal* (2009): 105-127.

Abstract/summary from article: Kenya Agricultural Research Institute (KARI) through its research and related activities generates a lot of digital agricultural information and records. While some of the information and records are born digital, others are the product of digitization. The information and records generated serve to improve and promote transfer of agricultural technologies, provide knowledge, inform the clientele, respond to demands and opportunities leading to the enhancement of agricultural production. The article examines the current practices underpinning digital preservation of agricultural information and records at KARI, the KAINet Pilot Project, and challenges in preservation of digital agricultural information and records at Kenya Agricultural Research Institute. The article further reviews literature pertaining to digital preservation and concludes with some recommendations directed towards improving and promoting preservation of digital agricultural information.

Annotation:

This article primarily "examines the current practices underpinning digital preservation of agricultural information and records at KARI, the KAINet Pilot Project, and challenges in preservation of digital agricultural information and records at Kenya Agricultural Research Institute."

This article introduces the subject matter, and then proceeds to lay out in a very detailed fashion the background information on the article's subject matter (KARI and the like). It then moves into aspects relating to digital preservation, exploring this aspect and related aspects in great detail and much thoroughness.

It then lays out a series of recommendations, which are (briefly) as follows:

- Develop means to coordinate digital preservation activities at the Institute
- Implementation of digital preservation strategies
- Need for additional resources
- Establishment of standards to govern digital records preservation
- Development and implementation of digital records preservation policy
- Methods for error detection and correction during creation and reformatting processes
- Legal issues
- Develop means to coordinate digital preservation activities within the institution
- Development of digital records preservation programs
- Security of digital records

The article then concludes.

41. Wato, Richard. "E-Records Readiness in the ESARBICA Region: Challenges and the Way Forward." *ESARBICA Journal* 25 (2006): 69-83.

Abstract/summary from article: Managing e-records is one area that has always challenged archivists and records managers, especially in the developing countries, partly because of the following reasons:

- Their creation, use and preservation requires acquisition of costly hardware and software.

- The archivist and records manager may be required to undergo re-training in the use of information technology in order to be conversant with the management of e-records.
- Preservation of e-records is determined by the storage media which are quickly becoming obsolete.
- Training institutions where archivists and records managers are being trained locally may be lacking in personnel to teach e-records management.

However, today a lot of government records are being created with the use of information technology. There is also an increase in online transactions through e-mails and the internet. Such transactions need to be captured in the institutional records management system for accountability and good governance. National archives in the ESAR-BICA region, however, seems to be shying away from their core responsibility of safeguarding the documented heritage of their respective countries in whatever format (including electronic). This article, therefore, endeavours to examine the e-readiness of each of the ESARBICA national archives and establish the reasons that may have contributed to the current state of affairs.

Annotation:

This article primarily focuses on and examines e-readiness of “each of the ESARBICA national archives” and seeking after the establishment of “the reasons that may have contributed to the current state of affairs.”

The article explores the background of the issue, and then an entire host of relevant factors to the article’s subject matter - ICT issues, e-governance, record authenticity, “resources and training for records management personnel”, and more. Ultimately, the article explores fully the various aspects, factors and dimensions of e-readiness and e-records, in a very detailed and thorough fashion.

The article concludes with the statement that ESARBICA is not e-ready yet, but that a possible way forward is to “come up with some minimum standards for e-records that each of the countries would be expected to implement on a pilot basis.”

42. Ngulube, Patrick, Mehluli Masuku, Delight T. Sigauke. "The Role of Archives in Preserving Indigenous Knowledge Systems in Zimbabwe: Is (RE) Inventing Themselves the Answer?" *ESARBICA Journal* 30 (2011): 261-278.

Abstract/summary from article: The management of indigenous knowledge (IK) should take a centre stage in the archive. However, archivists in Zimbabwe do not seem to be seriously concerned with preserving IK. Their disposition is largely influenced by their notion of an archive based on the Western epistemologies that dominated their training as archivists. IK was only considered for preservation if it complemented the written "official record". Archivists need to change that mindset and reinvent archival practices in order to play a prominent role in the preservation of IK.

Annotation:

This article concerns the management of indigenous knowledge in archives.

The article opens with an introduction to the article's subject matter. Following this is a great amount of detail in defining IK (indigenous knowledge), and aspects tying archives and IK together (such as the "role of archivists in integrating IK into the archive"), and more. There is also an exploration of the topic of oral curation, and how this connects to the topic of archives and IK.

Also touched on is the possibility of "indigenous knowledge centres" being established "as a strategy to preserve indigenous knowledge", as a component of the broader archival system so as to meet the contextual necessities that indigenous knowledge specifically demands in any hypothetical or actual curation of it. Other aspects, such as copyright and intellectual property, are also touched on.

The article concludes with some words on the way forward for IK and archives, such as: "Where IK centres are to be established it is vital to develop a fully participatory and consultative process to identify and prioritise the material to be captured. In addition, where technology is used to preserve valuable artefacts or record the oral information from an IK source, care must be taken to ensure that the intellectual and cultural rights of indigenous peoples as owners of their cultural heritage are acknowledged and respected."

43. Salamntu, Lumka Thami P., and Lisa Seymour. "A review of enterprise content management (ECM): Growth and maturation of ECM from the year 2001 to 2011." In *Digital Information Processing and Communications (ICDIPC)*, 2015 Fifth International Conference on, pp. 31-37. IEEE, 2015.

Abstract/summary from article: Managing information and content in organisations can be a challenging task hence the implementation of the Enterprise Content Management (ECM) systems. ECM can be classified as integrated approach to information management. The ECM concept has received much attention from the practitioners and vendors perspective but ECM research is still an emerging field in Information Systems (IS) research. ECM research is approximately more than one decade but it only received little consideration from scholars and a lot of attention from industries. This paper will provide an in-depth review of the ECM literature mainly its implementation and the benefits associated with it. When looking at the four ECM dimensions, research indicates that the majority of the literature focuses on content mainly on the information and system views. However, ECM research still lacks consistency and well accepted definitions as it is a concept that is still evolving. Most of the literature consists of case studies and most frequent contribution in field studies with a promising trend towards contributing theory. This is a comprehensive analysis of the ECM literature across a number of sources and offers an important insight about the directions of the ECM research.

Annotation:

This article primarily “provide[s] an in-depth review of the ECM literature mainly its implementation and the benefits associated with it.”

The article opens with an introduction to the article and then delves into an exploration of the background issues to the discussions, then the findings are laid out and described, along with the review’s methodology.

The article concludes with the statement that ECM is still “in its immature state ... and has a very small body of literature[.]”

44. Sebina, Peter. "ISO Standards and Records Management: The Case of the Botswana Meat Commission." *Afr. J. Lib. Arch. & Inf Sc.* Vol.11, No.1 (2001): 49-59.

Abstract/summary from article: In 1997 the Botswana Meat Commission (BMC) appointed consultants to advise on ways of improving records management activities in the company. This paper presents the results of the efforts of the BMC to set up effective ways of managing its records. It also explores the use of ISO (International Standards Organisation) 9000 standards in the management of BMC records. The paper explains the steps followed by BMC and the consultants to have their records systems streamlined to meet ISO requirements and concludes by arguing that there is no way BMC could have resisted ISO 9000 certification if it was to continue being a player in the world beef industry.

Annotation:

This article primarily "presents the results of the efforts of the BMC to set up effective ways of managing its records. It also explores the use of ISO (International Standards Organisation) 9000 standards in the management of BMC records."

The article opens with an introduction to the article's subject matter, and then begins a thorough exploration of "records management initiatives at BMC", including the laying out of its survey results. The way forward is then laid out, followed by the conclusion.

45. Kalusopa, Trywell. "E-Record Readiness - Can We Build a Contextual and Conceptual Framework for Labour Organisations in Botswana?" *ESARBICA Journal* 29 (2010): 124-146.

Abstract/summary from article:

This article primarily "interrogates the usefulness of e-records readiness assessment tools in labour organizations in Botswana. Based on a literature review, the article

seeks to review the content, context and implementation of e-records readiness tools in labour organisations in Botswana.”

The article begins with an introduction to the article’s subject matter, and follows with a definition of the necessary aspects of the article, such as e-readiness and “e-records readiness assessment tools.” The article then delves into a deep and thorough exploration of “e-records readiness in labour organizations”, including trends, the status of e-records readiness in countries such as South Africa and Botswana, the “efficacy of the e-record readiness assessment tools”, and what lessons could be learned by relevant organizations in Botswana. The article then closes with the conclusion.

46. Murambiwa, Ivan, and Patrick Ngulube. “Measuring Access to Public Archives and Developing an Access Index: Experiences of the National Archives of Zimbabwe.” *ESARBICA Journal* 30 (2011): 83-101.

Abstract/summary from article: The reason for the existence of national archival institutions and, indeed, archives is to preserve and give access to the national cultural heritage. The level of access to archives may be used as a measure to establish how far the archives have been taken to the people. One of the National Archives of Zimbabwe’s strategic goals is to increase access from 75 to 100% by 2013. This goal raises several questions including: Is access measurable? What exactly is constituted by the current 75% and the proposed 100%? The National Archives of Zimbabwe (NAZ), in seeking to answer some of the above questions, has embarked on an exercise to develop an auditable access regime. This development coincides with ongoing efforts by the International Council on Archives (ICA) to develop an access standard and global thrust towards open and transparent societies. A discussion of access invariably leads to other debates that include acquisition policies, archival automation, legislation that have a bearing on, for instance, closure periods, freedom of information and copyright, archival processing, access fees, facilities capacity and access times. This article looks at current efforts to develop an access index for the National Archives of Zimbabwe. To achieve 100% access by 2013 requires that an access baseline be established using quantifiable parameters such as accessioning and processing volumes, reader figures, finding aids, publications and access carrying

capacity. Although this is work in progress, the numbers so far seem to show that access can be objectively quantified at the National Archives.

Annotation:

This article primarily looks at “looks at current efforts to develop an access index for the National Archives of Zimbabwe.”

The article opens with an introduction, which is then followed by a section on the necessity of the development of an index for the purpose of measuring access. The article then fully explores the issue of archival access in the article’s context, examining “International Council of Archive (ICA) access principles”, “trends influencing access to archives”, and also the usage of Web 2.0 by archives and the decentralisation of archives. Many more aspects relating to archival access are explored, rendering this article an excellent introduction to and exploration of the issue of archival access in the African context.

The article then concludes with the statement that “[a]n appropriate framework can help archivists to collect meaningful, helpful and usable data to assess and monitor progress achieved, establish a baseline against which to measure the effects of the access programme’s change on service performance, and demonstrate the contribution of archives to the advancement of society”

47. Kalusopa, Trywell. “Challenges of information and knowledge management in trade unions in Botswana within the context of millenium development goals.”

Journal of African Studies and Development Vol. 1(1) (2009): 001-007

Abstract/summary from article: The attainment of the Millennium Development Goals (MDGs) is closely tied to the challenges of globalization in Africa. Under the globalization drive, issues that centre on privatization, trade liberalization and foreign direct investment now call for most non-state actors such as the labour organizations to advocate for human centred approaches that stipulate MDGs projections. Globalization has also meant that the traditional processes of collective bargaining and advocacy in the labour movement have undergone a swift paradigm shift hastened global interactions of a high geographical spread facilitated by the advances in

Information Communication Technologies (ICTs). This has in essence deepened the transformation of decision-making processes of most governments, multinationals and non-state actors. Several suggestions now point to the fact that to remain viable and relevant, the labour movement requires, as a matter of necessity, to exploit the capabilities of ICTs to counter the effects of globalization by developing renewed cutting-edge skills based on information appreciation and use. This paper explores the challenges that the labour movement faces in the changing e-environment in Southern Africa, with particular emphasis on Botswana. It identifies some of the impediments for the slow response of the labour movement in using ICTs as a tool that can open up opportunities for education, training, mobilization and solidarity. The paper underscores the need for the labour movement to embrace the ICTs as a tool for information and knowledge management in their planning, implementation and evaluation of its activities within the context of MDGs.

Key words: Globalization, labour movement, trade union, information management, Information Communication Technology, Millennium Development Goals, Botswana, SADC.

Annotation:

This paper primarily “explores the challenges that the labour movement faces in the changing e-environment in Southern Africa, with particular emphasis on Botswana.”

The article opens with an introduction to the article’s subject matter, and follows with a number of sections fully and thoroughly exploring the interlocking subject matter of information/knowledge management, the process and progress of labour unions in Botswana, and the Millennium Development Goals with the hopes of achieving them.

The article concludes with the striking statement: “The challenges of conception, initiation, implementation, monitoring and evaluation of activities in labour organizations will always require the provision of reliable, pertinent and timely information. Consequently, it can be acknowledged that well-managed information delivery systems propelled by ICTs in labour organizations in Botswana can actually facilitate problem definition, measurement and analysis, taking inventories and gainful decisions, evaluation of the plans, programmes and projects within the context of MDGs.”

48. Keakopa, Masegonyana Segomotso. "Automated records management systems in the ESARBICA region." *ESARBICA Journal* 21 (2002): 41-48.

Abstract/summary from article: N/A

Annotation:

This article concerns automated records management systems in the ESARBICA region, such as the computerization of records management throughout the ESARBICA region.

This article contains a full and thorough exploration of the issue at hand, exploring - and describing - it from a number of angles and facets. Amongst the facets of the issues explored are current developments in the ESARBICA region (the challenges and breakthroughs, and what necessarily needs to occur for progress to be made), experiences in developed countries (such as the United States), and an exploration of the ethical issues involved (such as "right of access to information, individual privacy and intellectual property rights, standardization, and relevant training.") Finally, the article closes with a detailed and thorough section on what the way forward is and can be where the automation of records management in the ESARBICA region is concerned.

49. Ngoepe, Mpho and Amos Saurombe. "Provisions for managing and preserving records created in networked environments in the archival legislative frameworks of selected member states of the Southern African Development Community." *ARCHIVES AND MANUSCRIPTS*, VOL. 44, NO. 1 (2016): 24-41

Abstract/summary from article: In most states in the Southern African Development Community (SADC), the national archives acts were enacted shortly after independence and modelled closely on British archival legislation. These acts were mostly written with paper records in mind, while being silent on records that appear in other media such as microfilm, audiovisual and electronic. This study provides a qualitative content analysis of archival legislation to assess the extent to which provision is made for the management and preservation of records created in

networked environments in selected countries (Botswana, Lesotho, Malawi, Namibia, South Africa, Swaziland, Tanzania Zambia, and Zimbabwe) in the SADC region. The key finding suggests that while the archival legislation in South Africa makes provision for the management of electronic records, the pieces of legislation for the other countries are silent on this issue. Furthermore, all the pieces of legislation are silent on whether electronic records can be admissible as evidence in a court of law. The study recommends that the SADC should consider adding a legal instrument in the form of a protocol treaty on archival legislation and designing a model law or statute on electronic records management and preservation to be customised by member states.

Annotation:

This article “provides a qualitative content analysis of archival legislation to assess the extent to which provision is made for the management and preservation of records created in networked environments in selected countries (Botswana, Lesotho, Malawi, Namibia, South Africa, Swaziland, Tanzania Zambia, and Zimbabwe) in the SADC region.”

This article examines and explores, in great detail, the legislative framework for the selected record categories (records created in networked environments) in the selected countries for the purposes of the article. Each country is given its own section and a full elaboration of the legislative framework that exists within that country for its category of records.

The article concludes with the statement: “As observed by Parer, legislation for the future must also reflect the impact emergent issues have on the business of the archives. Such emergent issues that need to be taken into account include but are not limited to: cloud computing, convergent technologies, e-business, e-transactions and the Internet.”

50. Ngulube, Patrick and Vivan Fuh Tafor. "The Management of Public Records and Archives in the Member Countries of ESARBICA." *Journal of the Society of Archivists* 27, no. 1 (2006): 57-83.

Abstract: This article discusses the findings of a cross-sectional study conducted between 2004 and 2005 to determine the extent to which archival institutions within

the East and Southern Africa Regional Branch of the International Council on Archives (ESARBICA) region managed public records and archives. It is important that public records and archives are managed efficiently and effectively because the information they contain is the cornerstone of holding government accountable and fostering good governance. Data for the research were obtained through interviews, content analysis of documents and self-administered questionnaires that were mailed to the 13 member states that comprised ESARBICA. The study revealed that national archives within ESARBICA had limited resources for records management functions. Secondly, records management processes were neither governed by standards nor guided by a professional code of ethics. Thirdly, records management staff were not adequately trained. Fourthly, electronic records were in danger of being lost due to benign neglect. Fifthly, legislation that mandated archival institutions to manage records through their life-cycle was not comprehensive in certain instances. Sixthly, strategies used for public programming activities were rather limited and not clearly targeted at some archival institutions. However, there was growing recognition that stakeholders were best served by the management of records throughout their life-cycle.

Annotation: This article was an intriguing piece of work that delved into the state of archives and records management in the ESARBICA region, including delving into the various flaws, faults and issues (both minor and crisis-level) that existed within that pattern of practice and the various frameworks therein. It was very thorough, detailed, and accessible. If one wished to know where to begin when studying the state of archives and records management in sub-Saharan Africa in general, one could not go wrong starting with this article. However, there was a minor fault. The article could have benefited from connecting the flaws in ESARBICA archives and records management with broader causal influences - such as, perhaps, the role government corruption or national economic difficulties play in degraded archives and records management capacity. Even if these broader influences and ones like them had little to no effect on the matter at hand, it was still worth a mention.

51. Katuu, S. & Van der Walt, T., 2016, 'Assessing the legislative and regulatory framework supporting the management of records in South Africa's public health

sector', South African Journal of Information Management 18(1), a686. <http://dx.doi.org/10.4102/sajim.v18i1.686>

Abstract: **Background:** The process of improving the quality of health care delivery requires that health systems function efficiently and effectively. A key component of health care systems' efficiency is the administration of records that are often poorly managed. Any improvement in the management of records has to be done in full cognisance that records are generated in an organisational setting and based on a national legislative and regulatory framework. **Objectives:** The purpose of this article is to assess the contextual legislative and regulatory framework of South Africa's health care system and its impact on the effectiveness of records management in public health care institutions. **Method:** Data for the study were obtained from two sources. On the one hand, the study conducted a review of literature that not only provided background information but also informed the research process. On the other hand, a varied number of respondents were identified through purposive sampling, and their expert knowledge solicited through semi-structured interviews. **Results:** The literature review, as well as the interviews, revealed that findings on the legislative and regulatory environment are multi-layered. For instance, respondents echoed observations made from the literature review that, whilst South Africa had a complex array of legal instruments, compliance levels at public health institutions were very rudimentary and contrary to the levels of sophistication expected by the legal instruments. A number of respondents noted the lack of specific guidelines for health records and that in most government departments there was 'a very low key focus on the regulatory issues'. Several respondents stated that even when there were general guidelines for managing records, very few public institutions were compliant. A majority of the respondents noted a lack of an integrated approach in the different legislative and regulatory instruments, for instance, on the issue of records retention. **Conclusion:** The study revealed three related observations: firstly, that there is substantial legislative and regulatory dissonance in the management of health records in the country's public health sector; secondly, understanding the complex interplay of different legal and regulatory instruments in the country's public health sector is a critical first step, but it remains the beginning of the process; thirdly, there are lessons to be drawn from the extensive experiences of other countries such as the United Kingdom in addressing the legislative and regulatory challenges.

Annotation: This article was an intriguing and insightful exploration into the matter of records management in the South African health sector. It vividly illustrated the confusion and contradiction in the sheer number of legislative frameworks where records management is concerned. Further, it was an excellent exploration of the crisis, and later, of potential solutions to the issue at hand. Particularly insightful was the connection between the legislative arena of South Africa and the ‘on the ground’ reality of records management in the health sector of South Africa. This could possibly lead to more study/work being done into the realm of archival and records legislation and the processes of the creation of said legislation, and connecting those processes and the like to records management in South Africa in general. The seeds for such work have clearly been laid in this work.

52. Katuu, Shadrack. “Transforming South Africa’s health sector The eHealth Strategy, the implementation of electronic document and records management systems (EDRMS) and the utility of maturity models.” *Journal of Science and Technology Policy Management* 7, No. 3 (2016): 330-345

Abstract: Purpose – The purpose of this paper is to explore the challenges of transforming South Africa’s health sector through the country’s eHealth Strategy and particularly one of its key components, the implementation of an integrated Electronic Document and Records Management System (EDRMS).

Design/methodology/approach – The study conducted an extensive review of literature and used it as a basis to analyse the challenges as well as opportunities in South Africa’s transformation path within its health sector based on the nation’s eHealth Strategy.

Findings – South Africa’s health sector faces three main transformation challenges: inequity, legacy of fragmentation and a service delivery structure biased towards curative rather than preventive services. Health information systems provide a solid platform for improving efficiency but, within South Africa, these systems have been highly heterogeneous. A recent study showed the country had more than 40 individual health information systems scattered in all provinces, with over 50 per cent not adhering to any national or international standards and more than 25 per cent being stand-alone applications that shared information neither locally nor externally. The

eHealth Strategy offers a robust platform to start addressing the legacy of fragmentation and lack of interoperability. However, it also raises a few other concerns, including the use of different terminology such as Electronic Medical Record (EMR) interchangeable with Electronic Health Record (EHR), or EDRMS parallel with Electronic Content Management (ECM). In addition, there is the opportunity to explore the use of the maturity model concept in the EDRMS implementation experiences within South Africa.

Originality/value – This paper demonstrated the complex nature of the legacy of fragmentation in South Africa's health information systems and explored three aspects relating to terminology as well as maturity models that should be considered in the country's future eHealth Strategy.

Keywords South Africa, Maturity model, eHealth, Health information systems, Electronic content management, Electronic document and records management, Electronic medical record, Electronic health record

Paper type Literature review

Annotation: This article was an insightful and well-detailed, as well as well-written, exploration of the status of South Africa's health information systems, the problems therein, and possible solutions. The positives of this article were that it laid out the crisis facing South African records management in the health sector in great detail, touched on the crisis of the disparity between public/private sector in the health sector, and laid out in detail the strategies the SA government has adopted to tackle the problem. However, there was room for improvement. I can't help but feel that some exploration of the roots - material and ideological - of the disparity between the public sector and private sector in South African health care would have benefited the paper. Some citation of neo-Marxist theory or scholarship in connection with this could have helped, in tying the roots of this disparity back to the crisis as it materially exists today and in how it can be tackled.

53. McDonald, John, and Valerie Leveille. "Whither the retention schedule in the era of big data and open data?" *Records Management Journal* 24 No. 2 (2014): 99-121

Abstract: Purpose – This article, which is one of the products of an international collaborative research initiative called iTrust, aims to explore these questions and offer suggestions concerning how the issues they raise can be addressed.

Design/methodology/approach – The article describes the results of the first stage in a multi-stage research project leading to methods for developing retention and disposition specifications and formal schedules for open data and big data initiatives. A fictitious organization is used to describe the characteristics of open data and big data initiatives, the gap between current approaches to setting retention and disposition specifications and schedules and what is required and how that gap can be closed. The landscape described as a result of this stage in the research will be tested in case studies established in the second stage of the project.

Findings – The argument is made that the business processes supporting open data and big data initiatives could serve as the basis for developing enhanced standards and procedures that are relevant to the characteristics of these two kinds of initiatives. The point is also made, however, that addressing the retention and disposition issues requires knowledge and leadership, both of which are in short supply in many organizations. The characteristics, the issues and the approaches will be tested through case studies and consultations with those involved with managing and administering big data and open data initiatives.

Originality/value – There is very little, if any, current literature that addresses the impact of big data and open data on the development and application of retention schedules. The outcome of the research will benefit those who are seeking to establish processes leading to formally approved retention and disposition specifications, as well as an instrument – the approved retention and disposal schedule – designed to ensure the ongoing integrity of the records and data associated with big data and open data initiatives.

Keywords Big data, Open data, Retention, Business process, Schedule, Disposition

Paper type Conceptual paper

Annotation: This paper was deeply insightful and intriguing. The concept model of a hypothetical organization, used to conceptually map out the intricacies of the proposed models at work, was bold, innovative and intriguing. The various subjects

(open data, big data, retention and disposition) were thoroughly and insightfully explored in an accessible, well-detailed and well-written manner. One thing this paper did well is that its explanation and exploration of the concept of Big Data was elaborate and accessible enough that one could easily, on their own, connect it to other instances and frameworks where it would be applicable - such as the case of data gathered by government agencies in situations of mass surveillance, and the connected question of how to sift through and utilize this data for whatever purposes the government may have for it. In this way, it was extremely accessible and an excellent introduction to big data, open data, retention and disposition, and how all of these interplay in a (hypothetical) government ministry in the modern digital era.