

**An investigation of the knowledge levels and practices of the records  
management staff in the Ministry of Education, Science and Vocational  
Training and Early Education Headquarters**

**By**

**Juliana Filomina Chirwa**

A Dissertation submitted to the University of Zambia in partial fulfillment of the  
requirements of the award of the degree of the

**Master of Library and information Studies**

**The University of Zambia**

**Lusaka**

**2015**