



# **GRETSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY – APRIL 2017 SEMESTER**

### **DIPLOMA IN RECORDS AND INFORMATION MANAGEMENT**

**COURSE CODE: DIRM 010**

**COURSE TITLE: RECORDS AND OFFICE MANAGEMENT**

**DATE: 6 APRIL 2017**

**TIME: 3.00 PM – 6.00 PM**

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#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** All exam rooms are under CCTV surveillance during the examination period.

## **SECTION A (COMPULSORY)**

### **QUESTION ONE**

- A. What is a record? (2mks)
- B. Briefly state what records management entails? (3mks)
- C. Why is records management important in any organization? (15mks)
- D. Discuss four principles underlying records management. (20mks)

## **SECTION B**

### **QUESTION TWO**

- A. Define records retention and disposal schedule (5mks)
- B. Discuss **five** major benefits likely to result from a well-structured and implemented records retention and disposal schedule (15mks)

### **QUESTION THREE**

- A. Assuming you have been employed as a records manager in an organization that previously did not have a records registry and you are expected to develop one as your first assignment. Discuss your responsibilities in this assignment. (20mks)

### **QUESTION FOUR**

- A. Records are valuable assets of organizations and it is the responsibility of an organization to identify and protect its records. Briefly discuss **five** measures that an organization can put in place to protect its records (10mks)
- B. Development of information technology (IT) and the widespread use of networked computers to conduct business have resulted in exponential growth of records being created digitally. What security related threats do organizations face when managing electronic records (10mks)

## QUESTION FIVE

- A. Records management programs are not generally organization's primary business. Even though Records Management programs do not usually generate income, they remain an integral part of any organization. Discuss the importance of records management in any organization of your choice. (15mks)
- B. State **five** factors to consider when preserving records that have been identified to have archival value. (5mks)