



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2021 SEMESTER

CERTIFICATE IN INFORMATION SCIENCE

COURSE CODE: CIIS 004

**COURSE TITLE: ESSENTIALS OF RECORDS AND OFFICE
MANAGEMENT**

DATE: 12 MAY 2021

TIME: 11:30 AM – 1:30 PM

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) Discuss five requirements of a good file classification system. **[10 Marks]**
- b) Discuss any five challenges that you will likely come across in the process of appraising records **[10 Marks]**
- c) Describe any five types of agents of destructions that affects record keeping **[10 Marks]**
- d) Explain any five benefits associated with digitizing records **[10 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

QUESTION TWO

- a) When working as a records officer in a public office, one encounters numerous challenges in management of records. Discuss **six** ways of overcoming such challenges. **[12 Marks]**
- b) Discuss any four storage spaces for electronic records **[8 Marks]**

QUESTION THREE

- a) Explain any four classification levels applied in registries to protect records from unauthorized access **[8 Marks]**
- b) Explain any **six** possible challengers that affects smooth management of records **[12 Marks]**

QUESTION FOUR

- a) Discuss any five benefits of file indexing **[10 Marks]**
- b) Your office has piled records that needs to be disposed. Explain five reasons why you will need to conduct a record survey exercise before disposal **[10 Marks]**

QUESTION FIVE

- a) Top secret records should be handled carefully in an organization. Surprisingly you have been given the responsibility of disposing such records, discuss five ideal ways you will accomplish that task **[10 Marks]**
- b) Describe any five qualities of a good file **[10 Marks]**