



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2021 SEMESTER

DIPLOMA IN RECORDS AND INFORMATION MANAGEMENT

COURSE CODE: DIRM 010

COURSE TITLE: RECORDS AND OFFICE MANAGEMENT

DATE: 06 MAY 2021

TIME: 8:00 AM – 11:00 AM

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) Assuming you have been employed at Kenya Revenue Authority as Assistant Records Officer. Briefly discuss five types of current records you are likely to encounter. **[15 Marks]**
- b) Discuss five day to day tasks that you will be expected to perform **[10 Marks]**
- c) Discuss five measures that you would take to monitor movement of files that have been requisitioned by action officers. **[15 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

QUESTION TWO

- a) Suppose in your new job as Assistant Records Office at KRA you discover there is a lot of duplication of records and most of the records exist in multiple copies. What risks does the institution face as a result of this? **[15 Marks]**
- b) Highlight measures that you would take to remedy the situation **[5 Marks]**

QUESTION THREE

- a) Your company has a firm policy regarding access to company records. You see a valued employee who is unauthorized personnel in the registry and two months from retirement slip a personnel file from the registry. As Assistant Records Manager what is expected of you? **[10 Marks]**
- b) Discuss measures you would put in place to safeguard records against unauthorized access **[10 Marks]**

QUESTION FOUR

- a) Organizations around the globe have accepted electronic documents such as emails as organizational records. What are the inherent risks that electronic documents pose to organizations? **[15 Marks]**
- b) Highlight five advantages of paper records over electronic records **[5 Marks]**

QUESTION FIVE

- a) Discuss five finding aids that may be used in accessing records in a records centre **[10 Marks]**
- b) Discuss two uses of records transfer list in management of records **[10 Marks]**

QUESTION SIX

- a) A long-time employee who is known for his expertise in product design and development is retiring soon. As a records officer explain how you would capture his expertise for institutional knowledge heritage. **[10 Marks]**
- b) Identify five challenges you are likely to face when capturing tacit knowledge for future reference **[10 Marks]**