



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
MAY - AUGUST 2023 SEMESTER**

**DIPLOMA IN RECORDS AND INFORMATION
MANAGEMENT/TECHNOLOGY**

COURSE CODE: DIRM 010/DIRM 018

COURSE TITLE: REGISTRY MANAGEMENT

DATE: 1 AUGUST 2020

TIME: 3:00 PM - 6:00 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 the registry management lifecycle **[10 Marks]**
- b) Discuss **five** key functions of a records registry in an organization **[10 Marks]**
- c) Discuss **two** types of registries that exist in organizations **[10 Marks]**
- d) When setting up a records registry, consideration needs to be given to security: Discuss **two** security issues facing records registry? **[10 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 **[15 Marks]**

Question three

- a) Discuss the **two** relevant records management systems available for use in records registry **[10 Marks]**
- b) Discuss **Five** benefits brought by implementation of records management systems **[10 Marks]**

Question Four

- a) Discuss **five** must have tools for effective paper records management **[15 Marks]**
- b) Highlight procedures for managing emails **[5 Marks]**

Question Five

- a) Account for the role of the file transit sheets/ file movement form **[10 Marks]**
- b) Discuss **five** qualities of a record **[10 Marks]**

Question Six

- a) Describe the procedure of records sorting **[10 Marks]**
- b) Discuss challenges experienced in handling internal correspondence **[10 Marks]**