

2913/102

RECORDS MANAGEMENT

November 2021

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN INFORMATION SCIENCE

MODULE I

RECORDS MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of **SEVEN** questions.*

*Answer any **FIVE** questions in the answer booklet provided.*

All questions carry equal marks.

Candidates should answer the questions in English.

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.

1. (a) Rolls Documentation Centre is planning to carry out a records survey. Describe the procedure that may be used. *- identify records for survey* (10 marks)
 (b) Explain the purpose of retention and disposal of records. *- visit departments* *- determine the methods of survey* (10 marks)
2. (a) Highlight **four** types of registries that may be found in a manufacturing company. *Accounts Registries* *- General registries* *Confidential registries* (8 marks)
 (b) Explain the importance of e-records management in a university. *- Can be accessed any at your convenient place & time* (12 marks)
- Easy removal *- Secures information* *- Not easily mutilated* *- Saves on cost of physical space*
3. (a) Desert Lake School is facing challenges in filing its records. Explain **five** filing methods that they may use to deal with the challenge. (10 marks)
- Alphabetical method *- Geographical method* *- Numbering method* *- Time of arrival or creation*
 (b) Describe **five** storage facilities that may be found in a records centre. (10 marks)
- Files and folders *- Computers* *- Cabinets* *- Hard discs* *- Drawers* *- Album*
4. (a) Explain **six** advantages of using computers in records management. (12 marks)
- They are accurate *- Store large amount of data* *- Faster compared to manual work* *- With this one may limit access thus security*
 (b) Explain the procedure you may follow in receiving incoming mails. (8 marks)
- There must be the message *- Both sender and receiver should have the email-address* *- Reading or specify the e-mail* *- Ensure that the receiver is connected to the internet*
5. (a) Highlight **five** activities that records management professional associations may engage in to promote the profession. *(Security measures)* *- Educating the members* *- Rewarding the members* *- Conducting seminars* *- Making it easier to join the association* (10 marks)
 (b) Stoit Municipal Council has set a budget to start a records centre. Describe **five** types of records that they may receive. *- Paper records* *- Public records* *- Personal records* *- Electronic records* *- Architectural records* *- Confidential records* *- Top secret records* (10 marks)
6. (a) Highlight **five** security measures that may be taken to protect documents in an archives. *- Inserting of alarms* *- Carrying out pest management activities* *- Controlling the environmental conditions* *- No checks at entry and exit* *- Using non-acid inks* (10 marks)
- Having marks on information materials
 (b) Explain the procedure you may use to establish a vital records protection programme. (10 marks)
7. (a) Highlight **five** principles of electronic records file naming system. (10 marks)
 (b) Describe **five** duties of a records officer in a public institution in Kenya. (10 marks)

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