

Name \_\_\_\_\_ Index No. \_\_\_\_\_ / \_\_\_\_\_

1913/201  
RECORDS MANAGEMENT  
November 2015  
Time: 3 hours

Candidate's Signature \_\_\_\_\_

Date \_\_\_\_\_



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN INFORMATION STUDIES  
MODULE II**

RECORDS MANAGEMENT

3 hours

**INSTRUCTIONS TO CANDIDATES**

*Write your name and index number in the spaces provided above.*

*Sign and write the date of the examination in the spaces provided above.*

*This paper consists of 16 questions in TWO sections; A and B.*

*Answers ALL questions in section A and any FOUR questions from section B in the spaces provided.*

*Do NOT remove any pages from this question paper.*

*Candidates should answer the questions in English.*

**For Examiner's Use Only**

Section	Question	Maximum Score	Candidate's Score
A	1 - 11	32	
B		17	
		17	
		17	
		17	
Total Score		100	

**This paper consists of 16 printed pages.**

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

**SECTION A (32 marks)**

*Answer ALL the questions in this section in the spaces provided.*

1. Explain the term disposal as used in records management. (3 marks)  

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2. List three categories of users of records in an organization. (3 marks)  

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3. As a records assistant you have been requested to assist in filing incoming mails. List three tools you would need in filing the mails. (3 marks)  

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4. List three features of electronic records. (3 marks)  

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5. State two uses of Bring Up (BU) system in a registry. (2 marks)  

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6. As a records assistant you have been directed to transfer records from a creating agency to a records centre. State four steps you would take in transferring the records. (4 marks)  

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7. List four uses of a tracer slip in a registry. (4 marks)

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8. An institutional registry intends to file its students records using a numeric classification system. List four advantages of using the system. (4 marks)

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9. Explain the term records centre as used in records management (2 marks)

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10. List two types of registry systems. (2 marks)

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11. State two types of reports created in a registry. (2 marks)

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**SECTION B (68 marks)**

*Answer any FOUR questions in this section in the spaces provided.*

12. (a) Highlight six uses of a records inventory in an organization. (9 marks)
- (b) Explain four steps to be followed in destruction of records in an organization. (8 marks)
13. (a) Highlight six records tracking systems used in a registry (9 marks)
- (b) Explain the equipment needed to access information on the following:
- (i) Slide;
  - (ii) Microfilm;
  - (iii) Audio tape;
  - (iv) Flash disk. (8 marks)
14. (a) Highlight six activities undertaken in the care and maintenance of records in an organization. (9 marks)
- (b) State four reasons why reports are written after a records survey. (8 marks)
15. (a) Highlight six symptoms of a poorly managed registry. (9 marks)
- (b) As a records assistant you have been requested to assist in buying digitization equipment for your organization. Explain four factors you would consider in buying the equipment. (8 marks)
16. (a) As a records assistant, you have been requested to assist in carrying out a records survey using a questionnaire. Highlight six disadvantages of using the questionnaire in carrying out the exercise (9 marks)
- (b) Explain four uses of records filing systems in an organization. (8 marks)