

8



# UNIVERSITY OF KABIANGA

## UNIVERSITY EXAMINATIONS 2017/2018 ACADEMIC YEAR THIRD YEAR FIRST SEMESTER EXAMINATION

### FOR THE DEGREE IN BACHELOR OF INFORMATION SCIENCE AND KNOWLEDGE MANAGEMENT

**COURSE CODE: ISK 332**

**COURSE TITLE: RECORDS MANAGEMENT**

**DATE: 29<sup>TH</sup> JANUARY, 2018**

**TIME: 9.00 A.M - 12.00 NOON**

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### INSTRUCTIONS TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF (3) PRINTED PAGES

PLEASE TURN OVER

TOWN CAMPUS

**ISK 332: RECORDS MANAGEMENT****Instructions:**

Answer **QUESTION ONE** and any other **TWO** Questions

**QUESTION ONE: 30 MARKS**

- a) Using examples, explain the term 'record'. **(5 Marks)**
- b) Explain any Four uses of records in the public sector. **(8 Marks)**
- c) Using relevant examples, explain four functions of records management. **(8 Marks)**
- d) Explain any three ways in which records management systems facilitate the good running of an organisations operations. **(9 Marks)**

**QUESTION TWO: (20 MARKS)**

- a) Describe **two** types of records. **(5 Marks)**
- b) Using relevant examples, explain any **five** characteristics of records. **(15 Marks)**

**QUESTION THREE: (20 MARKS)**

- a) Discuss any **FIVE** benefits associated with the use of new technologies in managing records. **[12 Marks]**
- b) Explain any **FOUR** challenges in the application of ICTs in records management. **[8 Marks]**

**QUESTION FOUR: (20 MARKS)**

- a) Explain the purpose of a records management programme in organisation. **[8 Marks]**
- b) Describe the **SIX** steps involved in developing a records management programme. **[12 Marks]**

**QUESTION FIVE: (20 MARKS)**

- a) Describe **THREE** most commonly used methods in transferring records and **TWO** reasons that influence the transfer. **[15 Marks]**
- b) Explain **TWO** reasons why a records retention schedule is useful to an organization. **[5 Marks]**