

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF
BACHELOR OF SCIENCE IN INFORMATION SCIENCE**

BSIS 210: INTRODUCTION TO RECORDS MANAGEMENT

STREAMS: BSC (BSIS)

TIME: 2 HOURS

DAY/DATE: TUESDAY 10/12/2019

2.30 PM – 4.30 PM

INSTRUCTIONS:

Answer all question ONE and any other TWO questions

Question One

- (a) Explain five (5) objectives in records management policies. [10 marks]
- (b) Briefly discuss five (5) symptoms of poor records management within an organization. [10 marks]
- (c) Describe five (5) interpersonal skills that a records manager should possess as part of his skill set. [10 marks]

Question Two

Using examples, discuss the significance of a Records Management Programme in a records centre. [20 marks]

Question Three

Discuss five (5) areas where Information Communication Technologies (ICTs) can be applied in a records centre. [20 marks]

Question Four

Appraisal is a function of values. Discuss this statement in the context of records management. [20 marks]

Question Five

Discuss five factors behind the adoption of ICTs in records management in Kenya today.

[20 marks]
