



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2018/2019 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER

SCHOOL OF BUSINESS AND ECONOMICS

**CERTIFICATE IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: CHR 107

COURSE TITLE: RECORDS MANAGEMENT

DATE: 23RD APRIL, 2019

TIME: 0830 - 1030HRS

INSTRUCTIONS TO CANDIDATES

Answer Question **ONE** and any other **Three** questions

*This paper consists of **TWO** printed pages. Please turn over.*

QUESTION ONE

- a) Define the following terms as used in records management.
- i. Records management **(2 mark)**
 - ii. Filing **(2 mark)**
 - iii. A file **(2 mark)**
 - iv. Box file **(2 marks)**
- b) The organization can keep the various document for specific purposes. State and explain different classification of filing. **(10 marks)**
- c) Explain the procedure of keeping records in the organization **(7 marks)**

QUESTION TWO

- a) State and explain the factors influencing the choose of a filing system **(7 marks)**
- b) Explain the methods used in keeping files in the cabinet **(8 marks)**

QUESTION THREE

- a) For the organization to have an effective records keeping system, it should ensure that the system is simple and friendly to the users. State and explain the characteristics of a good filing system **(15 marks)**

QUESTION FOUR

Discuss the centralized and decentralized filing system in the organization **(15 marks)**

QUESTION FIVE

Explain the difference between manual filing system and electronic/computer filing system as used in the organization. **(15 marks)**

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