



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS 2019/2020 ACADEMIC YEAR SECOND YEAR FIRST SEMESTER

SCHOOL OF SCIENCE AND INFORMATION SCIENCES BACHELOR OF SCIENCE IN INFORMATION SCIENCES

COURSE CODE: INS 2108

COURSE TITLE: OFFICE RECORDS MANAGEMENT

DATE: 2ND DECEMBER, 2019

TIME: 0830 - 1030HRS

INSTRUCTIONS TO CANDIDATES

Answer Question **ONE** and any other **TWO** questions.

This paper consists of two printed pages. Please turn over.

SECTION A: COMPULSORY QUESTION

Qn1. An office is termed as a central nervous system of an organization.

- i) Define the term office in three different ways. **(5 Marks)**
- ii) Explain the five administrative management function of an office. **(15 Marks)**
- iii) Discuss the duties of Office Manager **(10 Marks)**

SECTION B: ANSWER ANY TWO (2) QUESTIONS FROM THIS SECTION

Qn2. Office automation is a combination of various technologies meant to improve efficiency of office work.

- i) Discuss the major office automation systems **(15 Marks)**
- ii) State the advantages of office automation **(5 Marks)**

Qn3. The efficiency of an office should be judged by the degree of promptness in providing correct information.

Explain the five (5) different roles of an office in the management of records. **(20 Marks)**

Qn4.a) Describe five classification schemes used in organizations to manage their records. **(10 Marks)**

b) Explain five principles governing a good filing scheme. **(5 Marks)**

c) Describe five basic filing procedures applied in any organization **(5 Marks)**

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