



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 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: 3RD DECEMBER, 2018

TIME: 0830 – 1030 HRS

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

- i) Define the term office. **(5 Marks)**
- ii) Explain the administrative management 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.

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

Qn3.a) Describe various classification schemes used in organizations. **(10 Marks)**

- b) Explain principles governing a good filing scheme. **(3 Marks)**
- c) Explain factors that need to be considered when choosing a classification system. **(7 Marks)**

Qn4a) Discuss the resources required for the functioning of an office. **(15 Marks)**

- b) Explain the importance of a department in an organization **(5 Marks)**

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