



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2022/2023 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: 18/4/2023

TIME: 0830-1030 HRS

INSTRUCTIONS TO CANDIDATES

- Answer question ONE (compulsory) and any other TWO
- Question one carries 30 marks
- All other questions carry 15 marks

QUESTION ONE

- a) Define the term Record Management(**2marks**)
- b) Discuss **any four** Principles of Record Management (**8 marks**)
- c) Discuss **any five** reasons why record management is essential for any business organization (**10 marks**)
- d) Highlight **any five** essentials of a filing system (**5 marks**)
- e) Imagine you are the Human Resource officer in an organization. What would happen if you lost all the records on the employees in the organization? (**5 marks**)

QUESTION TWO

- a) Highlight **any five** causes of in efficient filing (**5 marks**)
- b) Discuss **any two** theories of Record Management (**10 marks**)

QUESTION THREE

- a) Highlight any five Features of an effective records management system (**5marks**)
- b) Define the term ethics, and critically Discuss any four emerging issues in Records management. (**10Marks**)

QUESTION FOUR

- a) Which five indexing methods can be used in a filing system?(**5 marks**)
- b) Filing is an important element of any business set up. Explain any five essentials of a good filing system. (**10 marks**)

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