



# **MAASAI MARA UNIVERSITY**

**RESIT UNIVERSITY EXAMINATIONS**

**2023/2024 ACADEMIC YEAR**

***FIRST YEAR SECOND SEMESTER***

**SCHOOL OF PURE, APPLIED AND HEALTH  
SCIENCES**

**BACHELOR OF SCIENCE IN INFORMATION  
SCIENCES**

**COURSE CODE: INS 1212-1**

**COURSE TITLE: OFFICE RECORDS  
MANAGEMENT**

**DATE: 14/5/2024**

**TIME: 1430-1630 HRS**

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**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 seen as a central nervous system of an organization.

- i) Define the term office in three different ways **(4 marks)**
- ii) Explain the five administrative functions of an office **(4 Marks)**
- iii) Discuss the duties of an Office Manager **(4 Marks)**
- iv) Discuss the principles of organization **(8 Marks)**

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

Qn 2: Discuss the following:

- a) Different office automation systems **( 10 Marks )**
- b) Advantages of office automation **(5 Marks)**

Qn.3 Explain the five (5) different roles of an office in the management of records **(15 Marks)**

Qn4.a) Describe three classification schemes used in organization to manage their records **(9 Marks)**

b) Explain five principles governing good filing schemes **(3 Marks)**

c) Describe three basic filing procedures applied in any organization

**(3 Marks)**

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