

KENYA SCHOOL OF GOVERNMENT

PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS

APRIL, 2021

PAPER CODE: 704

RECORDS MANAGEMENT

DATE: THURSDAY, 1 JULY 2021

TIME: 2.00 P.M. – 4.00 P.M. (2 HOURS)

INSTRUCTIONS TO CANDIDATES

1. This paper consists of two sections, A and B.
2. Section A consists of twelve compulsory questions carrying 40 marks.
3. Section B consists of four questions each carrying 20 marks. Answer any three questions.
4. Answer all questions on the answer booklet provided.

SECTION A: COMPULSORY

1. Highlight **four** information items found in an outgoing mail register. **(4 marks)**
2. State **three** stages in the lifecycle of a record. **(3 marks)**
3. In Kenya the law recognizes recycling as a method of records destruction. State **three** categories of records that should not be recycled. **(3 marks)**
4. Outline **three** measures that should be observed in a registry to protect records from dust. **(3 marks)**
5. Identify **four** criteria that should be observed when selecting records for preservation. **(4 marks)**
6. Highlight **four** levels of records security classification observed in a public office. **(4 marks)**
7. State **two** ways a registry clerk may follow to repair worn out file covers. **(2 marks)**
8. State **three** actions a registry clerk should take to handle a records survey report. **(3 marks)**
9. Highlight **four** ways in which digitization facilitates preservation of records. **(4 marks)**
10. Outline **three** instances when a file may be removed from the storage area. **(3 marks)**
11. State **three** reasons for proper storage of records. **(3 marks)**
12. Highlight **four** measures that should be taken to ensure a healthy environment for staff in a records arrangement unit. **(4 marks)**

SECTION B: ANSWER ANY THREE QUESTIONS

13. (a) Outline **six** advantages of microfilming as a method of preservation. **(12 marks)**
- (b) Explain **four** reasons for assigning folio numbers on records during filing. **(8 marks)**
14. (a) Explain **six** types of records management units that may be found in a decentralised registry system. **(12 marks)**
- (b) Explain **four** benefits that may be derived from appraisal of records. **(8 marks)**
15. (a) Explain **six** reasons why steel equipment is commonly used for storage of records in public offices. **(12 marks)**
- (b) Explain **four** actions that a registry clerk should take during a records survey exercise. **(8 marks)**
16. (a) The Ministry of Makuti has been accused of destroying public records without following proper procedures. Describe **six** indicators that may be used to determine whether records disposal was carried out properly. **(12 marks)**
- (b) Highlight **four** measures that should be observed in a records management unit to facilitate recovery from a disaster. **(8 marks)**