

PUBLIC SERVICE COMMISSION

PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS

SEPTEMBER, 2022

PAPER CODE: 704

RECORDS MANAGEMENT

DATE: THURSDAY 22ND SEPTEMBER, 2022

TIME: 2.00 PM – 4.00 PM (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 carrying 20 marks each. Answer any **three** questions.
4. Answer all the questions in the answer booklet provided.

SECTION A: ANSWER ALL QUESTIONS (40 MARKS)

1. Outline **four** elements that can be used to determine an authentic record. (4 marks)
2. State **three** services through which external mail may be received in a public office. (3 marks)
3. State **four** factors to be considered when selecting appropriate storage equipment for current records. (4 marks)
4. Highlight **three** physical activities that can damage records. (3 marks)
5. Highlight **three** advantages of using observation as a method of records survey. (3 marks)
6. List **four** documents with legal value that may be found in a personal file. (4 marks)
7. List **three** information items found in a register for closed files. (3 marks)
8. Highlight **two** advantages of installing fire detectors in a records storage unit. (2 marks)
9. State **three** reasons that make a computer efficient when used for distribution of records. (3 marks)
10. List **three** types of records storage equipment commonly found in public offices. (3 marks)
11. State **three** advantages of having a centralized registry system. (4 marks)
12. A file returning from circulation should be examined before storage. Outline **four** reasons for this practice. (4 marks)

SECTION B: ANSWER ANY THREE QUESTIONS (60 MARKS)

13. (a) Outline **five** actions that a registry clerk should undertake when transmitting a confidential document from one Government office to another. (10 marks)
(b) Outline **five** measures that can be used to prevent risks associated with electrical faults in record storage areas. (10 marks)
14. (a) Highlight **six** duties that a registry clerk may be expected to perform in an open registry. (12 marks)
(b) The State Department of Heritage is planning to carry out a survey of records. As a registry clerk in this department, state **four** actions you would take when presented with the survey questionnaires. (8 marks)
15. (a) Outline **six** actions a registry clerk should take to prepare records for digitization. (12 marks)
(b) Highlight **four** triggers of fire in a records management unit. (8 marks)
16. (a) Outline **six** objectives of implementing a records disposal programme in a public office. (12 marks)
(b) Highlight **four** features of appropriate filing equipment. (8 marks)