

KENYA SCHOOL OF GOVERNMENT

PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS

AUGUST 2019

PAPER CODE: 704

RECORDS MANAGEMENT

DATE: THURSDAY, 22ND AUGUST 2019

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 the questions on the answer booklet provided.

SECTION A: COMPULSORY

1. List **four** information items found on a file cover that is in its current stage. **(4 marks)**
2. Outline **three** disadvantages of burning as a method of records destruction. **(3 marks)**
3. List **four** working tools that may be provided in the registry to ensure safety of the registry staff. **(4 marks)**
4. List **three** tasks a registry clerk performs on receipt of Bring Up (BU) request. **(3 marks)**
5. State **four** measures that may be used to control unauthorized access to electronic records. **(4 marks)**
6. Identify **two** types of valuable records in a personnel registry that may be kept permanently. **(2 marks)**
7. State **four** benefits of using filing cabinets in public offices for storage of records. **(4 marks)**
8. Highlight **three** pests that may damage records. **(4 marks)**
9. List **three** advantages of a questionnaire as a tool in a records survey exercise. **(3 marks)**
10. List **three** types of file classification schemes commonly used in public offices. **(3 marks)**
11. State **three** reasons for prohibiting smoking in records storage areas. **(3 marks)**
12. State **three** advantages of using photocopying as a method of preservation. **(3 marks)**

SECTION B : ANSWER ANY THREE QUESTIONS

13. (a) Describe six steps that a registry clerk will follow during appraisal of records. **(12 marks)**

(b) Highlight **four** ways a registry clerk may use a computer to organize records. **(8 marks)**
14. (a) The ministry of Madaraka has been authorized to destroy all the valueless records. Describe **four** actions a registry clerk may take to facilitate the exercise. **(8 marks)**

(b) Highlight **six** tasks performed in a registry. **(12 marks)**

15. (a) A file audit should be carried out during records survey. Explain five reasons for this practice. **(10 marks)**
- (b) Outline **five** measures that a registry clerk may take to care for records. **(10 marks)**
16. (a) Outline **six** measures a public office should put in place to protect security graded records from unauthorized access. **(12 marks)**
- (b) Outline **four** actions that a registry clerk may take to ensure records are safe from floods. **(8 marks)**