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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2018/2019 ACADEMIC YEAR TWO**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF INFORMATION SCIENCE AND TECHNOLOGY**

**FOR THE DEGREE OF BACHELOR OF INFORMATION SCIENCE**

**COURSE CODE: INS 216**

**COURSE TITLE: RECORDS CENTRE MANAGEMENT**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 14/02/2020 TIME: 09.00-11.00 AM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Define the following terms as they apply to procurement processes of records centers **(10 marks)**
2. Requisition:
3. Tendering:
4. Tender:
5. Invitation to tender
6. Explain the different types of resources you would need in establishing and running a records center **(20 Marks)**

**QUESTION TWO (20MARKS)**

Our organization has plans to establish a records center and you have been requested to conduct a records survey. Please discuss the importance of the survey to the entire process of establishing the center.

**QUESTION THREE (20MARKS)**

After recruiting staff, the biggest task that managers often face is how to retain those employees. Please discuss the major elements you would consider in employee or staff retention:

**QUESTION FOUR (20MARKS)**

Illustrate the design and layout of an ideal records center and explain the functions and importance of each component of the design

**QUESTION FIVE (20MARKS)**

Discuss the importance of having working communication systems in a functional records center