



UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

APRIL-MAY 2022 SERIES

PROGRAMME

NATIONAL CERTIFICATE IN RECORDS AND INFORMATION MANAGEMENT

PAPER NAME

FUNDAMENTALS OF RECORDS MANAGEMENT

PAPER CODE

NCRM114

YEAR I, SEMESTER I

2½ HOURS

FRIDAY, 29TH APRIL, 2022

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **two** sections **A** and **B**.
2. Section **A** is compulsory and carries **20** marks.
3. Section **B** consists of **six** questions. Answer only **four** questions from this section.
4. All questions carry equal marks.
5. All answers to each question should begin on a fresh page.
6. **Do not** write on this question paper.
7. All answers and rough work should be done in the official answer booklet provided.
8. Read other instructions on the answer booklet.

SECTION A - (20 MARKS)
Answer all questions in this section

Question One

- (a) Outline **two** examples of paper based records managed in organisations. (02 marks)
- (b) Define the term **records management**. (02 marks)
- (c) List **two** types of files that can be managed in an organisation. (02 marks)
- (d) State **three** equipment used in appraising records in an organisation. (03 marks)
- (e) Differentiate between **indexing** and **abstracting** information. (04 marks)
- (f) List **three** departments in a hospital that generate medical records. (03 marks)
- (g) Give **two** importance of team work to the organisations. (02 marks)
- (h) Name **two** personnel who handle records in an organisation. (02 marks)

SECTION B - (80 MARKS)
Answer only four questions from this section

Question Two

You are working as a Records Officer of PCM Institute of Information Technology and your supervisor tasked you to develop a Records Management System for the Institute.

- (a) Discuss **five** components of the system which you have been tasked to develop. (10 marks)
- (b) Explain **five** benefits of developing the system to the Institute. (10 marks)

Question Three

Crystal is a Records Assistant at Kamolo District Local Government. Her supervisor has tasked her to file all the records in the registry.

- (a) Identify **three** types of files which she would use to carry out the task. (06 marks)
- (b) State **three** equipment which Crystal would use to execute her task. (06 marks)
- (c) Explain **four** factors influencing her task at the district. (08 marks)

Question Four

The Records Officer of Otuke District Local Government assigned you a task of indexing information materials in the records centre.

- (a) Identify **four** types of indices which you came up with for the centre. (08 marks)
- (b) Discuss **six** relevance of the assigned task to the district. (12 marks)

Question Five

You are working as a Records Officer at MTV Company limited. Your supervisor has assigned you a duty of managing records so as to facilitate work efficiency in the company.

- (a) Identify **five** activities which would be involved in your assignment. (10 marks)
- (b) Discuss **five** benefits of doing your assignment effectively. (10 marks)

Question Six

You have been appointed to be in charge of records retention in your organisation so that the organisation can exploit the value attached to all the records in its possession.

- (a) Identify **four** merits of the activity which you have been appointed to be in charge of. (08 marks)
- (b) Explain **three** challenges which would be faced as you do the task. (06 marks)
- (c) Suggest **three** remedies of the challenges explained in 6(b). (06 marks)

Question Seven

Tony has been recruited by Himutu Health Centre IV as a Health Information Assistant. He has been tasked by his supervisor to manage the patients' case notes.

- (a) Identify **two** different kinds of case notes which Tony is tasked to handle. (04 marks)
- (b) Give **four** characteristics of the case notes which he is tasked to handle. (08 marks)
- (c) Explain **four** benefits which would be realised by the Health Centre after Tony has executed his work effectively. (08 marks)

END