



UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

MAY-JUNE 2020 SERIES

PROGRAMME

NCRM, CRM

PAPER NAME

REGISTRY MANAGEMENT

PAPER CODE

NCRM121/CRM1201

YEAR I, SEMESTER II

2½ HOURS

MONDAY, 19TH APRIL, 2021

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 the 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) Define the following terms as used in registry management. (02 marks)
- (i) **Registry.** (02 marks)
 - (ii) **Classification.** (02 marks)
 - (iii) **Outgoing register.** (02 marks)
- (b) Identify **two** benefits of a registry in an organization. (02 marks)
- (c) State **two** importance of recording an incoming mail in the registry. (02 marks)
- (d) Outline **two** advantages of using a memorandum for disseminating information. (02 marks)
- (e) Give **two** disadvantages of using a notice board for disseminating information. (02 marks)
- (f) Identify **two** importance of keeping records in an organization. (02 marks)
- (g) List **two** equipment commonly used in a registry. (02 marks)
- (h) Outline **two** preventive measures you would use to control records deterioration. (02 marks)

SECTION B – (80 MARKS)

Answer four questions from this section.

Question Two

You work as a Registry Officer in the main registry of Bakko Industries and one of your roles is to manage all correspondences.

- (a) Define the term **file management.** (02 marks)
- (b) Explain **three** preventive measures you would take to ensure safety of files in the registry. (06 marks)
- (c) Explain **six** benefits of managing files effectively in an organization. (12 marks)

Question Three

You are a Records Officer in charge of handling both inward and outward mails of a registry.

- (a) Identify **two** other staff who would help you in handling mails. (02 marks)
- (b) Discuss **four** machines used in handling mails in a mail room. (08 marks)
- (c) Explain the procedures of handling outgoing mails. (10 marks)

Question Four

- (a) Define a **franking machine** as used in the mail room. (02 marks)
- (b) Outline **three** advantages and **three** disadvantages of a franking machine. (06 marks)
- (c) Describe the process of forwarding mails to various departments. (12 marks)

Question Five

- (a) Describe **three** types of files that can be stored in a records centre. (06 marks)
- (b) Discuss **three** types of records centres in which records can be stored. (06 marks)
- (c) Explain **four** functions of a records centre in your organization. (08 marks)

Question Six

Dew and Sons Company tasked you to manage its records in the registry.

- (a) Design an appropriate register for incoming mails for the above company. (10 marks)
- (b) Explain **five** activities that you would carry out in the registry. (10 marks)

Question Seven

- (a) Distinguish between **file census** and **file weeding**. (04 marks)
- (b) Explain **three** importance of file census in an organization. (06 marks)
- (c) Explain **five** challenges of carrying out file census in the organization. (10 marks)

END