

**UNIVERSITY OF ZAMBIA**  
**SCHOOL OF EDUCATION**  
**DEPARTMENT OF LIBRARY STUDIES**  
**2020-2021 ACADEMIC YEAR**

<b>EDU 1020</b>	<b>INTRODUCTION TO INFORMATION AND COMMUNICATION TECHNOLOGY</b>
<b>LIS 1010</b>	<b>FOUNDATION OF LIBRARY AND INFORMATION SCIENCE</b>
<b>LIS 1020</b>	<b>FOUNDATIONS OF KNOWLEDGE MANAGEMENT</b>
<b>LIS 2010</b>	<b>ORGANISATION OF INFORMATION RESOURCE</b>
<b>LIS 2021</b>	<b>COLLECTION DEVELOPMENT</b>
<b>LIS 2022</b>	<b>INFORMATION SOURCES AND SERVICES</b>
<b>LIS 3010</b>	<b>APPLICATION OF ICTS IN INFORMATION MANAGEMENT</b>
<b>LIS 3022</b>	<b>INDEXING AND ABSTRACTING</b>
<b>LIS 9045</b>	<b>INFORMATION LITERACY</b>
<b>LIS 9055</b>	<b>MARKETING OF INFORMATION RESOURCES &amp; SERVICES</b>
<b>LIS 9065</b>	<b>BUSINESS INFORMATION</b>
<b>LIS 9075</b>	<b>DOCUMENTATION</b>
<b>RAM 1010</b>	<b>FOUNDATIONS OF RECORDS AND ARCHIVES MANAGEMENT</b>
<b>RAM 2021</b>	<b>MANAGEMENT OF CURRENT RECORDS</b>
<b>RAM 3010</b>	<b>ELECTRONIC RECORDS MANAGEMENT</b>
<b>RAM 3031</b>	<b>MANAGEMENT OF FINANCIAL RECORDS</b>
<b>RAM 4010</b>	<b>ARCHIVES ADMINISTRATION</b>
<b>RAM 4022</b>	<b>MANAGEMENT OF HOSPITAL RECORDS</b>
<b>RAM 4021</b>	<b>MANAGEMENT OF HUMAN RESOURCE RECORDS</b>



**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: DECEMBER, 2021**

**EDU 1020: INTRODUCTION TO INFORMATION AND COMMUNICATION  
TECHNOLOGIES**

**INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.**

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 40 MARKS**

1. Discuss the importance of networking for the University of Zambia especially under the COVID-19 pandemic.

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. Discuss the impact of social media on teaching and learning among students.
3. Write short notes on **five** of the following concepts:-
  - a) CPU
  - b) MS Access
  - c) WWW
  - d) Ergonomics
  - e) ENIAC
  - f) Mother board
4. Explain the functions of computer hardware.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: DECEMBER, 2021**

**LIS 1010: FOUNDATION OF LIBRARY AND INFORMATION SCIENCE**

**INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.**

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 40 MARKS**

1. Write short notes on any **eight (8)** of the following: ***NOTE:** on average short notes cover about half a page and they are more than just definitions.*

- i. Papyrus
- ii. Johann Von Gutenberg
- iii. Scriptoria
- iv. Codex
- v. Cuneiform
- vi. Non-documentary information
- vii. Promotion
- viii. National information Policy
- ix. Library Consortia
- x. Copyright

**SECTION B: ANSWER ONLY TWO QUESTIONS (30 MARKS EACH)**

2. List Ranganathan's "five laws of librarianship" and discuss any three of them.
3. The Zambia Library Association has attempted to introduce Library Legislation in Zambia several times but all in Vain.
  - a. Give three reasons why you think Zambia should introduce a public library legislation.
  - b. Give three reasons why the attempts have been in vain.
  - c. In your view, what three things can be done to mitigate the challenges you mentioned in b.
4. List and describe the components, or links, of a communication chain. Give two reasons for a possible breakdown in communication, and propose measures that would help to avoid such breakdowns.

**END OF EXAMINATION**



**THE UNIVERSITY OF ZAMBIA**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**  
**NOVEMBER 2021 FINAL EXAMINATIONS**

**COURSE: LIS 1020: FOUNDATIONS OF KNOWLEDGE MANAGEMENT**

**DURATION: THREE (3) HOURS**

**INSTRUCTIONS: THIS EXAMINATION PAPER HAS TWO SECTIONS. SECTION A IS COMPULSORY AND SECTION B HAS THREE (3) QUESTIONS. ANSWER ANY TWO QUESTIONS IN SECTION B. YOU ARE REQUIRED TO ANSWER A TOTAL OF THREE (3) QUESTIONS.**

**SECTION A: MANDATORY (40 MARKS)**

1. Understanding knowledge management is the foundation of national development. Discuss this statement with reference to types of knowledge and how such knowledge can be utilised to support national development.

**SECTION B: ANSWER ANY TWO QUESTIONS (60)**

2. Intellectual capital is the ultimate competitive advantage for business organisations. Discuss.
3. Identify and discuss the enablers required for an organisation to successfully implement its knowledge management strategy.
4. Write short notes on the following concepts:
  - a) Knowledge assets
  - b) Nonaka and Takeuchi's knowledge creation model
  - c) Contingency theory approach to knowledge management
  - c) Knowledge economy
  - e) Intellectual property

**END OF EXAMINATIONS**

**GOOD LUCKY**



## THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: NOVEMBER, 2021

LIS 2010: ORGANISATION OF INFORMATION RESOURCE

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

### SECTION A (COMPULSORY) 40 MARKS

1. A) Catalogue the following information resource in full.

Verso of title page

Title page

AN INTRODUCTION TO  
HISTORICAL  
BIBLIOGRAPHY

by  
Norman E. Binns  
FLA

*2nd edition, revised and enlarged*

LONDON  
ASSOCIATION  
OF ASSISTANT LIBRARIANS  
(Section of the Library Association)  
1962

*First published 1953  
Second edition 1962*

© Association of Assistant Librarians 1962

Set in 12 pt. Minotype Poliphilus with Blado Italic  
and printed by Jarrold & Sons Ltd, Norwich,  
on Evenysde Cartridge supplied by  
J. Dickinson & Co., Ltd.  
Made and printed in Great Britain

Additional Information:

Call Number: 021.4573, ISSN: 2313-3759

Pages: v, 259; Size: 23.3 cm. Note: The book is fully illustrated

1. B) Catalogue the following title according to RDA.

Title page

**Disaster Recovery for Archives,  
Libraries and Records Management  
Systems in Australia and New Zealand**

Judith Doig

Topics in Australasian Library and Information Studies, Number 12



Centre for Information Studies  
Charles Sturt University - Riverina  
Wagga Wagga New South Wales

Verso of title page

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Locked Bag 660  
Wagga Wagga NSW 2678  
Fax: (069) 332733

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Other Information

Call No. 074.909, Pages: iv, 199; Size: 18.7 cm

Subject headings: Libraries - Safety measures; Archives - Safety measures.

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. Write short notes on the following concepts
  - a. Literary warrant
  - b. Geographical subdivision
  - c. Relative index
  - d. Object entity
  - e. Group three entities
3. With examples discuss the relationship between FRBR entries
4. Discuss the criteria one must use to evaluate a catalogue.
5. Explain why the DDC is the most popular classification scheme

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER, 2021**

**LIS 2021: COLLECTION DEVELOPMENT**

**INSTRUCTIONS:** ANSWER THREE QUESTIONS

**TIME:** THREE HOURS

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**SECTION A: COMPULSORY (40 MARKS)**

1. In order to efficiently & effectively satisfy users' information needs, a Librarian needs to be more actively involved in tailoring his/her collection to the particular needs of the user community. This is as opposed to trying to maintain as many information resources as possible, for as long as possible. Making reference to this statement and using relevant examples:
  - a) Discuss how weeding of information materials helps achieve this.
  - b) Discuss how evaluation of information materials helps to achieve this.

**SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 MARKS EACH)**

2. Explain Dr. S.R. Ranganathan's 'Five Laws of Library Science' as principles that underpin the Collection Development Process.
3. The new Community Librarian has noted that that the Library does not pay attention to the Conservation of Library resources. Of immediate concern is the aspect of Collection Protection and Security. With relevant examples, discuss the **five** (5) key issues the Librarian should raise with the Director for consideration in this regard.
4. Write short notes on any **five** (5) of the following:
  - a. MUSTIE
  - b. Legal deposit
  - c. Conspectus Collection depth indicators
  - d. Network usage analysis & Vendor-supplied statistics Evaluation techniques.
  - e. Jobbers
  - f. Components of a Collection Development Policy

**END OF EXAMINATION**



**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER/DECEMBER, 2021**

**LIS 2022: INFORMATION SOURCES AND SERVICES**

**INSTRUCTIONS: ANSWER THREE QUESTIONS**

**TIME: THREE HOURS**

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**SECTION A: COMPULSORY (40 MARKS)**

1. You have been called for an interview for the position of Reference Librarian at Robert Makasa University library. One of the panellists asks you to explain how you would incorporate the Internet in carrying out the functions of a Reference Librarian. Clearly discuss your response.

**SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 MARKS EACH)**

2. "A reference interaction involves a number of steps... it is a two way communication between a user and a librarian in which both contribute to the process," (Smith 2011: 58). Discuss the steps involved in a reference interaction.
3. Pathfinders help library patrons find information, learn about library resources and physical space, and develop research strategies (Kapoun, 2008). Discuss the different elements that make up a pathfinder.
4. In answering reference queries, the librarian must evaluate the quality of individual sources and their suitability for meeting the information needs of patrons. Explain any **six (6)** general criteria for evaluating reference sources.

**END OF EXAMINATION**

THE UNIVERSITY OF ZAMBIA  
END OF YEAR EXAMINATIONS: NOVEMBER, 2021  
LIS 3010: APPLICATION OF ICTs IN INFORMATION MANAGEMENT

**INSTRUCTIONS:**  
**TIME:**

ANSWER THREE (3) QUESTIONS  
THREE (3) HOURS

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**SECTION A: COMPULSORY [30 MARKS]**

1. (a) Carefully study the web page printout below, and write the HTML5 tags behind it. [15 marks]



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**Welcome to Lubu Private Game Reserves**

[About Us](#) | [Animals](#) | [Contacts](#) | [Other Links](#)

The Game reserve was established on 24<sup>th</sup> January, 2018. It is home to **Black lechwe** and **Waterbucks** only. There are 50 of the animals. The following are the animals:-

**Black Lachew**

Medium-sized antelope, the black lechwe (LEECH-wee) grows to about a meter (3.3 ft) in height, weighing 60 to 128 kg.

**Waterbuck**

Large robust animal with long, shaggy hair and a brown-gray coat that emits an oily secretion from its sweat glands, which acts as a water repellent

**Subscribe Here**

Surname:

Given name:

© Lubu Private Game Reserves, 2019

- (b) Write the SQL statements and CSS3 codes which can do the following: [15 marks]
- (i) Disable auto commit in MySQL database system. [2.5 marks]
  - (ii) Reverse the transactions in MySQL database. [2.5 marks]
  - (iii) Change the table name called **pupils** to **students**. [2.5 marks]
  - (iv) Change the value from **Tuesday** to **Wednesday** on a field called "date" in a table named "students". [2.5 marks]
  - (v) Create a background color of a web page with four colors fusing from the centre. [2.5 marks]
  - (vi) Create a text shadow to the main heading. [2.5 marks]

**SECTION B: CHOOSE TWO QUESTIONS FROM THIS SECTION [30 MARKS]**

2. (a) Carefully study the MySQL table printout below and write the SQL statements used for creating, inserting, and displaying data from it.

[10 marks]

id	surname	gender	date_of_birth
20020333	Mwale	Male	1900-08-07
20020444	Tembinkosi	Female	1950-08-07
2016146094	Maybin	Male	1920-09-09

- (b) With the use of examples, explain three ways of connecting CSS to HTML file. [5 marks]

3. Using examples, explain the main features of SLIMS. [15 marks]

4. Write short notes on six (6) of the following concepts/terms: [15 marks]

- a) Apache [2.5 marks]
- b) Koha [2.5 marks]
- c) Notepad++ [2.5 marks]
- d) Nesting [2.5 marks]
- e) Ubuntu [2.5 marks]
- f) XML [2.5 marks]
- g) SQL

**END OF EXAMINATION**



**THE UNIVERSITY OF ZAMBIA  
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

**NOVEMBER 2021 FINAL EXAMINATIONS**

**COURSE: LIS 3022: INDEXING AND ABSTRACTING**

**DURATION: THREE (3) HOURS**

**INSTRUCTIONS: THIS EXAMINATION PAPER HAS TWO SECTIONS. SECTION A IS COMPULSORY AND SECTION B HAS THREE (3) QUESTIONS. ANSWER ANY TWO QUESTIONS IN SECTION B. YOU ARE REQUIRED TO ANSWER A TOTAL OF THREE (3) QUESTIONS.**

**SECTION A: MANDATORY (40 MARKS)**

1. In the world of information science, it is widely acknowledged that the process of knowledge organisation contributes immensely to the effective and efficient exploitation of knowledge resources and ultimately to human development using various knowledge disciplines. Identify the various stages of knowledge organisation and discuss the implications of ineffective indexing and abstracting services to information provision services.

**SECTION B: ANSWER ANY TWO QUESTIONS (60)**

2. Define an abstract and discuss the characteristics of a good abstract.
3. Identify the different types of indexes and using practical examples, cite practical examples in which the identified indexes can be utilised.
4. Write short notes on the following concepts:
  - a) Document Analysis
  - b) Structured Abstracts
  - c) Principles of Indexing
  - c) Types of relationships between terms in controlled language
  - e) Abstracting Services

**END OF EXAMINATIONS**

**GOOD LUCKY**



**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER, 2021**

**LIS 9045: INFORMATION LITERACY**

**INSTRUCTIONS:**           ANSWER THREE QUESTIONS

**TIME:**                   THREE HOURS

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**SECTION A:           COMPULSORY (40 MARKS)**

1. Your information centre is attached to Ubuntu Health Research Institute and your users mostly comprise Research Fellows at the institute. Over a period of time, however, you notice increased patronage by pupils from the neighboring Secondary School seeking information on a number of topics in their Food & Nutrition Subject.
  - a. Discuss **four (4)** reasons you would give your staff for the need to study the pupils' information seeking behavior. (20 marks)
  - b. Describe in detail the model you would use to provide an Information Literacy instruction to the pupils. (20 marks)

**SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 MARKS EACH)**

2. Discuss two (2) theories of Information Seeking behaviour and explain their implications for information providers.
3. According to Mokhtar & Majid (2008) despite recognition by government institutions & research of the need for Information Literacy in today's knowledge-based economies, many policies still emphasise Information Communication Technology (ICT) infrastructure & literacy over IL Competencies. With reference to a selected set of International Standards of your choice, discuss the critical IL competencies expected.
4. Using relevant examples, discuss **three (3)** Learning Styles and their application in IL instruction.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER/DECEMBER, 2021**

**LIS 9055: MARKETING OF INFORMATION RESOURCES & SERVICES**

**INSTRUCTIONS:** ANSWER THREE QUESTIONS

**TIME:** THREE HOURS

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**SECTION A: COMPULSORY (40 MARKS)**

1. Information providers of all kinds are faced with the challenge of meeting the information needs of diverse markets. However, they cannot serve all their markets at once. Discuss Market segmentation & targeting in relation to this statement.

**SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 MARKS EACH)**

2. With reference to a type of Library of your choice and using examples, describe in detail the Marketing Mix you would employ to resolve the underutilization of electronic information resources by patrons.
3. Distribution channels are links that facilitate the transfer of the right goods at the right time in the desired quantities to customers. Using practical examples, discuss **five (5)** issues that apply to Libraries as distribution channels/ "place" in the marketing of information services.
4. Write short notes on any **six (6)** of the following concepts:
  - a. Elements of Exchange
  - b. Customer Value
  - c. The marketing research process
  - d. Product Life Cycle
  - e. Cost/Price from Users' perspective
  - f. Distribution Channels
  - g. Personal Communication Channels

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER, 2021**

**LIS 9065: BUSINESS INFORMATION**

**INSTRUCTIONS:**            ANSWER THREE QUESTIONS

**TIME:**                        THREE HOURS

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**SECTION A:            COMPULSORY (40 MARKS)**

1. It is argued that the value of information lies solely in its ability to affect behavior, decisions or outcomes. Using relevant examples, discuss this statement in line with the role of information in creating value in business.

**SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 MARKS EACH)**

2. Explain, and show by use of examples, how a business firm can use the BCG growth Matrix model to create intelligence.
3. Small and Medium Enterprises (SMEs) play an important role in development, accounting for almost 60% of the economies of developed countries. As an Information Specialist in the newly created Ministry of Small and Medium Enterprises Development, you have been tasked come up with a position paper on how the Ministry can engage organizations that advice & support such businesses. Describe **five (5)** such organizations you would include and the support they offer.
4. Discuss, with the help of examples, how you would use the SECI Model to develop ways of managing knowledge in a Co-orporative of your choice.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER, 2021**

**LIS 9075: DOCUMENTATION**

**INSTRUCTIONS:** ANSWER THREE QUESTIONS

**TIME:** THREE HOURS

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**SECTION A: COMPULSORY (40 MARKS)**

1. You have recently been appointed as Head of the newly formed Library and Documentation Services Department at the Centre for Infectious Diseases Research in Zambia (CIDRZ). Describe and justify:
  - a. **four (4)** key documentary products you would propose to provide to your users.
  - b. **four (4)** key documentary services you would propose to provide to your users.

**SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 MARKS EACH)**

2. 'Noise' and 'Silence' contribute to the ineffectiveness of various types of documents. Making reference to this statement, discuss the role that Documentation plays in facilitating effective communication of information.
3. Write short notes on **all** of the following (not more than half a page each):
  - a. written communication channels
  - b. Documentary Chain
  - c. Modes of acquiring documents
  - d. Exhaustivity versus Specificity
  - e. Natural Language versus Controlled Language
4. You are helping a second year RAM student understand some topics in LIS 2010: *Organisation of Information Resources*. He erroneously refers to Bibliographic Description as Content Description. Help him understand the difference between the two and then explain in detail the basic procedure of Content Description.

**END OF EXAMINATION**



**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: DECEMBER 2021**

**RAM 1010: FOUNDATIONS OF RECORDS AND ARCHIVES MANAGEMENT**

**INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.**

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 40 MARKS**

1. You have just been appointed as consultant for the Zambia Revenue Authority. Your task is to come up with a position paper on the role of information in the management of the Zambia Revenue Authority. Critically examine why information is considered as a critical resource in the management of an organization.

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. Principles and concepts of records and archives care are critical in records and archives management. Discuss the continuum concept in the management of records and archives.
3. You have been invited by Matero Boys Secondary school management to discuss whether records and archives management is a profession in Zambia. Critically examine whether being an Archivist/Records Manager can be considered as being a professional in Zambia.
4. You have been employed as a Records Manager at Bank of Zambia. One of the problems faced by NAPSA management to understand an integrated records management (IRM) programme. Critically examine the key stages in the development of an integrated Records Management Programme.
5. Compare and contrast the development of archives between France and England.

**END OF EXAMINATION**

# **THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER/DECEMBER, 2021**

**RAM 2021: MANAGEMENT OF CURRENT RECORDS**

**INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.**

**TIME: THREE (3) HOURS**

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## **SECTION A (COMPULSORY) 40 MARKS**

1. As a Records Management Specialist at National Pension Insurance Policy, your request to destroy records whose retention periods have expired has been declined by the creators of records. With reference to this statement, explain to the records creators why it is important to destroy obsolete records in your organisation.

## **SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. With relevant examples, describe five (5) characteristics of records with administrative value.
3. Physical registries are of no use in this era of Information and Communication Technologies (ICTs). Discuss.
4. Your organisation has introduced a 'Clean Desk' policy to ensure that records are filed at the end of each day. With reference to this statement, explain why it is important to file records in the organisation.

**END OF EXAMINATION**



**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER, 2021**

**RAM 3010: ELECTRONIC RECORDS MANAGEMENT**

**INSTRUCTIONS:** ANSWER THREE (3) QUESTIONS.

**TIME:** THREE (3) HOURS

**SECTION A (COMPULSORY) 40 MARKS**

1. Successful preservation of digital objects requires careful consideration of a number of factors. Using the Digital Preservation Capability Maturity Model (DPCMM), discuss the factors that organisations must consider when planning for digital preservation.

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

1. Taxonomy development is one of the critical ways in ensuring that information and records are well represented and managed. Discuss taxonomies and explain the structure of the functional taxonomy.
2. The Patriotic First International (PFI) a cultural heritage organisation is considering acquiring a digital repository for long-term preservation of their digital records. With the help of examples, discuss the critical issues which the PFI must consider when selecting the digital records repository.
3. Write a position paper to convince the National Archives of Zambia on the need to start archiving Government Ministry Websites. In your paper make sure that you also explain the methods that the NAZ can use in archiving the Webpages.

**END OF EXAMINATION**



**THE UNIVERSITY OF ZAMBIA**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**  
**NOVEMBER 2021 FINAL EXAMINATIONS**

**COURSE:                   RAM 3031: MANAGEMENT OF FINANCIAL RECORDS**

**DURATION:             THREE (3) HOURS**

**INSTRUCTIONS:       THIS EXAMINATION PAPER HAS TWO SECTIONS. SECTION A IS COMPULSORY AND SECTION B HAS THREE (3) QUESTIONS. ANSWER ANY TWO QUESTIONS IN SECTION B. YOU ARE REQUIRED TO ANSWER A TOTAL OF THREE (3) QUESTIONS.**

**SECTION A: MANDATORY (40 MARKS)**

1.     a)     Define Financial Management and explain the role of Public Financial Management in government.
- b)     Identify the four (4) Units/Departments involved in the making of payments in government. In each of these Units/Departments, there are procedures in which records are generated to facilitate the payments. Using your understanding of this process kindly identify any five procedures and the records generate from such procedures

**SECTION B: ANSWER ANY TWO QUESTIONS (60)**

2.     Identify and discuss the four (4) areas in which financial management makes a critical contribution to government.
- 3:     Identify and discuss the key stakeholders involved in the management of public finances.
4.     Write short notes on the following concepts:
  - a)     Audit trails
  - b)     Integrated Financial Management System
  - c)     Public Debt Management
  - d)     Responsibility of Records Mangers in the management of financial records
  - e)     Functions of a financial management system

**END OF EXAMINATIONS**

**GOOD LUCK**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER/DECEMBER, 2021**

**RAM 4010: ARCHIVES ADMINISTRATION**

**INSTRUCTIONS: ANSWER THREE QUESTIONS**

**TIME:** THREE HOURS

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**SECTION A: COMPULSORY (40 MARKS)**

1. You have been invited to give a motivational talk to first year students in Bachelor of Arts in Records and Archive Management at the University of Zambia. At the end of your talk, one of the enthusiastic students asks you what the difference is between museums and archives. Give a detailed discussion of what your response would be.

**SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 MARKS EACH)**

2. A finding aid is a document, published or unpublished, listing or describing a body of records or archives (IRMT, 1999a). Describe the three types of finding aids that one is likely to encounter in archives administration.
3. User education is an important aspect of service provision in any industry. Using appropriate examples, critically examine the need for user education in archives management.
4. Write brief notes on any **five (5)** of the following concepts (**6 marks each**):
  - a. Migration
  - b. Digitization
  - c. principle of respect des fonds in archives arrangement
  - d. Fire and water as potential threats to archival materials
  - e. Macro appraisal
  - f. Production register

**END OF EXAMINATION**



THE UNIVERSITY OF ZAMBIA  
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE  
NOVEMBER 2021 FINAL EXAMINATIONS

COURSE: RAM 4021: MANAGEMENT OF HUMAN RESOURCE RECORDS

DURATION: THREE (3) HOURS

INSTRUCTIONS: THIS EXAMINATION PAPER HAS TWO SECTIONS. SECTION A IS COMPULSORY AND SECTION B HAS THREE (3) QUESTIONS. ANSWER ANY TWO QUESTIONS IN SECTION B. YOU ARE REQUIRED TO ANSWER A TOTAL OF THREE (3) QUESTIONS.

SECTION A: MANDATORY (40 MARKS)

1. a) Define and explain the role of Human Resource Management (HRM) function in an organisation.
- b) Identify the eight (8) main functions of Human Resource Management. For each of the eight (8) identified major functions, list at least three documents that are generated under each function.

SECTION B: ANSWER ANY TWO QUESTIONS (60)

2. Compare and contrast Centralised and Decentralised Systems of Managing HRM Records.
3. Using your knowledge of the value of records in an organisation, to what extent do you agree with the assertion that Personal Files are both Strategic and operational HRM tools. Justify your answers with practical examples.
4. Identify and discuss the stages and roles in which records managers participate during the introduction of computerised personnel information systems.
5. Write short notes on the following concepts:
  - a) Numbering Personal Files
  - b) Repairing Collapsed Systems
  - c) Human Resource Information System
  - c) Management of Master Personal Files
  - e) Auditing Personnel Systems

**END OF EXAMINATIONS**

**GOOD LUCKY**



**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER, 2021**

**RAM 4022: MANAGEMENT OF HOSPITAL RECORDS**

**INSTRUCTIONS:** ANSWER THREE (3) QUESTIONS.

**TIME:** THREE (3) HOURS

**SECTION A (COMPULSORY) 40 MARKS**

1. Explain single-site and multiple-site records services. Using the University Teaching Hospital (UTH) as an example, discuss factors that lead hospitals to operating multi-site record services. Also, identify the advantages and disadvantages of such a system.

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. a. Discuss five factors to consider when providing access to patients records. [15]  
b. Explain the five types of hospital records often worthy of permanent retention. [15]
3. Explain the benefits and drawbacks of providing electronic access to hospital records.
4. Discuss why the records manager of the 21<sup>st</sup> century must be abreast with various digital skills and not just records management skills alone.

**END OF EXAMINATION**