



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2010/2011

**FIRST SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF
SCIENCE (RECORDS MANAGEMENT AND ARCHIVES ADMINISTRATION)**

MRA 601: MONITORING & EVALUATION OF INFORMATION SERVICES

DATE: Monday 22nd November 2010 TIME: 2.00p.m -5.00p.m

INSTRUCTIONS: Answer any THREE questions

1. Monitoring and Evaluation is an integral part of the management of the modern organization. Discuss.
2. Your Archival Institution conducted a one month training on the restoration of Archival materials, describe and justify an Evaluation Model that you can use to evaluate such training.
3. Compare and contrast Monitoring and Evaluation. Illustrate your answer with examples.
4. Your Archival Centre has commissioned you to carry out an Evaluation of the centre with particular reference to service quality and resources.
 - a) Describe and justify the evaluation tools that you would use.
 - b) The kind of data that you would collect from whom and why.
5. Discuss the ethical challenges that may face an Evaluator while carrying out an Evaluation.