



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING

**SECOND SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF LIBRARY AND INFORMATION SCIENCE/BACHELOR
OF SCIENCE (RECORDS MANAGEMENT AND INFORMATION
TECHNOLOGY)**

ISC 400: CONSULTANCY IN INFORMATION WORK

DATE: Monday, 18th June 2018

TIME: 11.00a.m-1.00p.m

INSTRUCTIONS:

Answer questions **ONE** any other **TWO** questions.

1. a) Outline THREE features of consultancy that qualifies it is a profession. (9 marks)
b) Describe THREE forms of a contract. (9 marks)
c) Highlight SIX purposes of consultancy in information work. (12 marks)
2. You have been asked to write a consultancy report in an organization you have worked for.
a) State FOUR characteristics that the report should display. (4 marks)
b) Discuss the main section that you should include in the report. (16 marks)
3. Explain each of the FIVE phases in the process of consultancy. (20 marks)

4. a) Explain what is meant by “Terms of Reference” (TOR)? (2 marks)
 b) Outline NINE essential items that should be included under terms of Reference (18 marks)

5. Explain FIVE methods commonly used for collecting information to help understanding and defining the clients problem highlighting ONE advantages and ONE disadvantage of each method. (20 marks)