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OFFICE PROCEDURES II
November 2022
Time: $2\frac{1}{2}$ hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS

OFFICE PROCEDURES II

$2\frac{1}{2}$ hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of 17 questions in TWO sections: A and B.
Answer ALL the questions in Section A and any FOUR from Section B in the answer booklet provided.
Candidates should answer the questions in English.*

**This paper consists of 3 printed pages.
Candidates should check the question paper to ascertain that
all the pages are printed as indicated and that no questions are missing.**

SECTION A (32 marks)

Answer ALL the questions in this section.

1. List three types of bank charges. (3 marks)
2. State two advantages of an ordinary page index. ~~2~~ (2 marks)
3. State three indicators of poor human relations at the workplace. (3 marks)
4. List two methods of stock taking. (2 marks)
5. State three modes of dressing that may be considered inappropriate at the workplace. (3 marks)
6. List three parties to a cheque. (3 marks)
7. State two demerits of using compact disks (CD's) to store information. (2 marks)
8. State three functions of the production department. (3 marks)
9. State three reasons that make the agenda of a meeting important. (3 marks)
10. State three types of information required when calculating Pay As You Earn (PAYE). (3 marks)
11. State two advantages of a centralised record keeping system. (2 marks)
12. State three benefits of stock control to an organization. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

13. (a) Explain four ways in which a customer may benefit from mobile banking. (8 marks)
- (b) Explain six limitations associated with meetings. (9 marks)
14. (a) Outline four tasks performed by a Public Relations Manager. (8 marks)
- (b) Explain six factors that may have led to the wide use of the USB memory stick as a storage device. (9 marks)



15. (a) Explain four ways in which a human relations officer may enhance positive human relations in an organization. (8 marks)
- (b) Outline six factors that are considered by a bank before advancing a loan to a customer. (9 marks)
16. (a) Highlight four duties of the store keeper. (8 marks)
- (b) Museo Wendo, employee number 2032 of Mumbo Enterprise gets a basic pay of Ksh. 34,000 per month. Her house allowance and medical allowance are Ksh 8000 and Ksh 12,000 respectively. Tax is payable at the rate of 30%. The salary is further subjected to the payment of Ksh 700 N.S.S.F and 1700 N.H.I.F. Museo also contributes Ksh. 2000 per month to a co-operative society and Ksh 3000 to Queens Insurance Company. Other deductions include Ksh 800 trade union dues and Ksh 4000 in respect of a house mortgage. Prepare Museo's payslip for the month of January. (9 marks)
17. (a) Explain four measures that an organization should take to ensure proper time management by employees. (8 marks)
- (b) Explain six responsibilities of the Human Resource Manager in an organization. (9 marks)

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