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OFFICE PROCEDURES II

July 2023

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. State **three** advantages of interdependence of departments in an organization. (3 marks)
2. List **three** methods of keeping employee attendance records in an organization. (3 marks)
3. State **three** ways in which an employee may relate positively with others. (3 marks)
4. List **two** types of reports that may be used in an office. (2 marks)
5. State **two** reasons an organization should maintain good public relations. (2 marks)
6. List **two** advantages of using centralized storage systems in an organization. (2 marks)
7. List **three** types of bank accounts that an organization may operate. (3 marks)
8. State **three** methods of stock control that may be used by an organization. (3 marks)
9. List **four** factors that may affect the period records are retained in an organization. (4 marks)
10. State **three** reasons for proper storage of stock. (3 marks)
11. List **two** benefits of National Social Security Fund to an employee. (2 marks)
12. State the meaning of the following terms as used in meetings:
 - (a) quorum;
 - (b) agenda.(2 marks)

SECTION B (68 marks)

*Answer any **FOUR** questions from this section.*

13. (a) Outline **six** ways an employee may benefit from interdependence of departments in an organization. (9 marks)
- (b) Explain **four** forms of oral communication that may be used in an office. (8 marks)
14. (a) Outline **six** things a female interviewee should avoid when attending an interview for an office job. (9 marks)
- (b) Outline **four** advantages of using graphs to present data. (8 marks)
15. (a) Outline **four** reasons organizations store information. (8 marks)
- (b) Outline **six** types of information that may be found on a stock card. (9 marks)
16. (a) Explain **six** benefits of using mobile banking services. (9 marks)
- (b) Explain **four** steps that may be followed when using the FIFO method for storage of stock. (8 marks)
17. (a) Explain **six** advantages of the piece rate method of payment. (9 marks)
- (b) Outline **four** reasons organizations may use suggestion boxes for communication in the workplace. (8 marks)

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