

1903/201

1906/201

OFFICE ORGANIZATION

November 2016

Time: 3 hours

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THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN SUPPLY CHAIN MANAGEMENT  
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT  
MODULE II**

OFFICE ORGANIZATION

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of 15 questions in TWO sections; A and B.*

*Answer ALL the questions in Section A and any FOUR questions 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 make sure that all the pages are printed as indicated and that no questions are missing.**

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**Turn over**

*Answer ALL the questions in this section.*

1. Outline **three** factors that an organization should consider when purchasing chairs to be used in the office. (3 marks)
2. State **four** advantages of using audio-visual communication in a firm. (4 marks)
3. State **four** types of information that may be contained in a stationery requisition form. (4 marks)
4. Outline **three** activities that an organization may undertake to achieve its public relations objectives. (3 marks)
5. Name **three** types of filing equipment that may be used in an office. (3 marks)
6. Outline **three** reasons why some organizations do not use carbon copying when reproducing documents. (3 marks)
7. Indicate the type of return expected from each of the following forms of investment: (3 marks)
  - (i) Operating a business of your own;
  - (ii) Buying shares of a listed company;
  - (iii) Depositing money in a fixed deposit account.
8. State **three** functions of organization charts in an office. (3 marks)
9. Outline **three** reasons that may make an organization use an electronic filing system. (3 marks)
10. State **three** benefits of using the time rate method when computing wages for employees. (3 marks)

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

- ✓11. (a) Explain **six** reasons why organizations use written communication when giving instructions to their employees. (9 marks)
- (b) Outline **four** measures that an organization may take to reduce the cost of stationery. (8 marks)
- ✓12. (a) Outline **six** reasons why a business person may prefer the partnership form of business ownership over sole proprietorship. (9 marks)
- (b) Explain **four** ways in which poor human relations among employees may negatively affect an organization. (8 marks)
- ✓13. (a) Explain **six** reasons why some organizations use e-mail as a means of communication. (9 marks)
- (b) Explain **four** factors that an organization may consider when choosing an office layout. (8 marks)
14. (a) Outline **six** factors that an organization may take into account when determining wages and salaries of employees. (9 marks)
- (b) Explain **four** benefits that an organization may get from using a departmental filing system. (8 marks)
- ✓15. (a) Explain **six** principles of good organization that a business firm can use to achieve its objectives. (9 marks)
- (b) Outline **four** circumstances under which a manager may find it appropriate to use verbal communication when passing a message to employees. (8 marks)

**THIS IS THE LAST PRINTED PAGE.**