

1903/201

1906/201

1926/201

OFFICE ORGANIZATION

July 2017

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN SUPPLY CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

MODULE II

OFFICE ORGANIZATION

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of FIFTEEN 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 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. Many organizations encourage their employees to perform the tasks for which they are best suited. Outline **three** benefits of this practice to the organizations. (3 marks)
- *2. List **four** sources of capital for partnerships. (4 marks)
3. State **three** ways through which an organization may purchase stationery. (3 marks)
4. Outline **three** reasons for the increased use of electronic mail to communicate within organizations. (3 marks)
5. State **four** types of public relations activities that an organization may undertake. (4 marks)
6. Outline **two** factors that may hinder effective workflow in an open-plan office layout. (2 marks)
7. State **two** compulsory deductions that are made from employees' salaries in an organization. (2 marks)
8. Outline **four** reasons why an office manager may prefer to use face-to-face communication when passing information to employees. (4 marks)
9. List **four** types of files that may be used in an office. (4 marks)
10. Outline **three** disadvantages of partnerships as a form of business organization. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Outline **six** measures that a manager should take to improve human relations among employees in an organization. (9 marks)
- (b) Explain **four** ways in which the use of mobile phones has enhanced office operations. (8 marks)
12. (a) Explain **six** factors that should be considered when locating departments within an organization. (9 marks)
- (b) Outline **four** uses of an organization chart. (8 marks)

13. (a) Explain **six** reasons why effective communication is necessary in an organization. (9 marks)
- (b) Outline **four** ways in which an office manager may ensure proper control of stationery in the office. (8 marks)
14. (a) Wamba Company Limited has been losing money through payment of wages to non-existent employees. Outline **six** measures that the management may take to eliminate this fraud. (9 marks)
- (b) Explain **four** limitations of using private offices in an organization. (8 marks)
15. (a) Explain **six** characteristics of a good filing system. (9 marks)
- (b) Outline **four** measures that a manager may put in place to safeguard the assets of the organization he or she works for. (8 marks)

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