

1903/201

1906/201

1926/201

OFFICE ORGANIZATION

November 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. State **three** functions of the human resource department in an organization. (3 marks)
2. Outline **three** reasons why organizations store office correspondence. (3 marks)
3. State **four** voluntary deductions that may be made on employees' wages and salaries. (4 marks)
4. State **three** items that are indicated on a stock record card. (3 marks)
5. State **two** measures that an organization can put in place to minimise the damage caused by fire outbreaks in the offices. (2 marks)
6. Outline **three** reasons why an organization may use the audio-visual form of communication when passing information to the customers. (3 marks)
7. State **four** instances where it would be appropriate to use letters to communicate in an office. (4 marks)
8. State **two** objectives that an organization aims to achieve by carrying out public relations activities. (2 marks)
9. State **four** facilities that may be provided for visitors at the customer care office to enhance the image of the organization. (4 marks)
10. List **four** types of desks that are used in offices. (4 marks)

Cub
 with (with) chairs
 - green
 - simple
 - green desks
 - simple
 - green desks
 - simple
 - green desks

SECTION B (68 marks)

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

11. (a) Explain **six** benefits that an organization may get from using a numerical filing system. (9 marks)
- (b) Outline the circumstances under which a co-operative society may be dissolved. (8 marks)
12. (a) Explain **six** ways in which poor human relations among employees may negatively affect the operations of an organization. (9 marks)
- (b) Outline **four** functions that are carried out in an office. (8 marks)
13. (a) Explain **six** reasons why many organizations may prefer to use the open-plan office layout. (9 marks)
- (b) Outline **four** categories of stock that may be stored by a manufacturing organization. (8 marks)
14. (a) Explain **six** barriers to effective communication. (9 marks)
- (b) Outline **four** disadvantages of bank loans as a source of finance for a business. (8 marks)
15. (a) Outline **six** disadvantages of using computers to carry out office work. (9 marks)
- (b) Explain **four** reasons why many organizations are reluctant to use the functional organization structure. (8 marks)

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SECTION A (32 marks)

Answer ALL the questions in this section.

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3. State **four** voluntary deductions that may be made on employees' wages and salaries. (4 marks)
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9. State **four** facilities that may be provided for visitors at the customer care office to enhance the image of the organization. (4 marks)
10. List **four** types of desks that are used in offices. (4 marks)

Handwritten notes for question 8:
 - Increase organization
 - Attract "

Handwritten notes for question 10:
 Cub
 - cub
 - cub
 - chairs
 - executive desks
 - simple desks
 - simple desks
 - executive desks