

1903/201

1906/201

1926/201

OFFICE ORGANIZATION

November 2021

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN SUPPLIES 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 15 (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.

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SECTION A (32 marks)

Answer ALL the questions in this section.

1. Give **three** advantages of holding a video conference. (3 marks)
2. List **four** types of organization structures. (4 marks)
3. List **four** clauses contained in a memorandum of association of a public limited company. (4 marks)
4. State **two** benefits of No Carbon Required (NCR) stationery. (2 marks)
5. Give **two** reasons for ensuring proper lighting in an office. (2 marks)
6. List **four** objectives of public relations activities in an organization. (4 marks)
7. State **three** challenges of using face to face communication in an office. (3 marks)
8. List **four** methods of classifying records in an office. (4 marks)
9. State **three** disadvantages of using the piece rate method to compute wages for workers. (3 marks)
10. Give **three** advantages of using wooden furniture in an office. (3 marks)

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SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Explain **six** reasons why an organization may prefer to use short message service (SMS) when communicating to customers. (9 marks)
- (b) Outline **four** measures that may be taken to reduce internal noise in an office. (8 marks)
12. (a) Explain **six** benefits that an organization may get from adopting a centralized filing system. (9 marks)
- (b) Outline **four** ways in which an office manager may ensure good relations among members of staff. (8 marks)
13. (a) Outline **six** types of information that may be contained in a written contract of service. (9 marks)
- (b) Explain **four** reasons for using pictures to communicate. (8 marks)
14. (a) Outline **six** features of a good office form. (9 marks)
- (b) Explain **four** challenges that an organization may face from the use of an open office layout. (8 marks)
15. (a) Outline **six** benefits that an individual may get by becoming a member of a savings and credit co-operative society. (9 marks)
- (b) Explain **four** factors that should be considered when choosing an office layout. (8 marks)

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