

1521/202 1601/202

1522/202 1602/202

1523/202 1603/202

WORKSHOP ORGANIZATION AND MANAGEMENT

June/July 2021

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS
TECHNOLOGY
(POWER OPTION)
(TELECOMMUNICATIONS OPTION)
(INSTRUMENTATION OPTION)**

MODULE II

WORKSHOP ORGANIZATION AND MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of EIGHT questions.

Answer any FIVE questions in the answer booklet provided.

All questions carry equal marks.

Maximum marks for each part of a question are as shown.

Candidates should answer the questions in English.

This paper consists of 4 printed pages.

**Candidates should check the question paper to ascertain that
all the pages are printed as indicated and that no questions are missing.**

1. (a) Outline four objectives achieved through production control in a manufacturing enterprise. (8 marks)
- (b) Describe 'continuous production system' in relation to manufacturing. (3 marks)
- (c) Outline five activities carried out during dispatching in an industry. (5 marks)
- (d) State four qualities of an effective production planning unit. (4 marks)

2. (a) (i) Explain 'time study' - *Time to complete certain production/job.*
- (ii) Outline four benefits of time study to an industry. *Quality goods, Quantity goods, Progressive work flow.* (6 marks)

- (b) Explain each of the following with reference to work measurement:
- (i) process allowance; *allowance while still working on the goods and services.*
- (ii) contingency allowance. (4 marks)

(c) An artisan manufactures 120 intermediate 5A switches in 18 hours which includes 35 minutes setting time. If the time to produce a switch is 12 minutes, determine the efficiency of the operation. *switch time 12d 18* (7 marks)

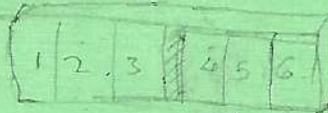
(d) State three factors that affect industrial productivity in Kenya today. *Competition.* (3 marks)

3. (a) (i) Explain the term 'organization'. *organizing departments of the organization.*
- (ii) Outline three responsibilities of an organization in relation to the manufacturing sector. *It helps to assemble production system, it helps standard goods, material management.* (8 marks)

- (b) Explain the contribution of each of the following scholars to management:
- (i) Frederick Herzberg; *-making each department is in good condition.*
- (ii) Rensis Likert. *-optimum of working condition.* (6 marks)

(c) Draw a line organizational structure of a medium scale industry. (4 marks)

- (d) State any two functions of management. *Controls organization controls, Controls the flow of the bus, Control the flow of the bus.* (2 marks)



4 (a) (i) Define 'inspection'. - checking smth to examine or assess
(ii) Outline three objectives of inspection in an industry. (8 marks)

(b) (i) State four functions of inspection department in a manufacturing industry.
(ii) Differentiate between floor inspection and centralized inspection. (8 marks)

(c) List four functions of the quality control department. (4 marks)

5 (a) List four kinds of markets in the Kenyan economy. (4 marks)

(b) (i) Explain buying motives with reference to consumer behavior.
(ii) Describe four buying motives in (b) (i). (10 marks)

(c) List the following:
(i) four effects of advertising of goods or services;
(ii) two functions of marketing. (6 marks)

6 (a) Explain each of the following in relation to partnership organizations:
(i) active partners;
(ii) silent partners;
(iii) minor partners. (6 marks)

(b) Outline three characteristics of a sole proprietor in relation to business. (6 marks)

(c) List five ways of generating capital for a business venture. (5 marks)

(d) State three advantages of public companies. (3 marks)

- 7 (a) List five objectives of the purchasing department in an organization. (5marks)
- (b) (i) Explain the term 'tender'.
(ii) Outline the contents of a notice of tenders invitation to supply materials. (10 marks)
- (c) Explain the aim of stock control in an organization. (2 marks)
- (d) State three elements of the total cost of a product. (3 marks)
8. (a) Explain three ways in which contractual offers may be terminated. (6 marks)
- (b) List six intentional torts in the society. (6 marks)
- (c) (i) Explain the term 'trade union'.
(ii) Outline four objectives of central organization of trade unions (COTU). (6 marks)
- (d) State two provisions enshrined in Factories Act. (2 marks)

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