

1521/202      1601/202

1522/202      1602/202

**WORKSHOP ORGANIZATION AND  
MANAGEMENT**

**June/July 2022**

**Time: 3 hours**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS  
ENGINEERING  
(POWER OPTION)  
(TELECOMMUNICATION OPTION)**

**MODULE II**

**WORKSHOP ORGANIZATION AND MANAGEMENT**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*You should have the following for this examination:*

*Answer booklet;*

*Mathematical tables/Non programmable scientific calculator.*

*Answer any **FIVE** of the following **EIGHT** questions in the answer booklet provided.*

*All questions carry equal marks.*

*Maximum marks for each part of a question are as indicated.*

*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 **two** negative effects of industrial growth on society under each of the following headings:
- (i) urban life;
  - (ii) family system.
- (4 marks)
- (b) Outline **four** responsibilities of the management in an organization. (8 marks)
- (c) Name **two** pioneers of management and explain their contributions to industrial organization theory. (8 marks)
2. (a) (i) Explain the meaning of 'production planning'.
- (ii) Outline **four** features of production planning. (6 marks)
- (b) Explain each of the following types of production systems:
- (i) continuous;
  - (ii) job.
- (6 marks)
- (c) (i) Explain the term 'productivity'.
- (ii) State **five** external factors that may affect the productivity of a manufacturing company. (8 marks)
3. (a) (i) Explain the term 'work study'.
- (ii) Outline **five** objectives of method in study in an organization. (7 marks)
- (b) Explain each of the following terms as used in work measurement:
- (i) rating factor;
  - (ii) performance rating.
- (4 marks)
- (c) State **four** types of allowances considered in time study. (4 marks)



(d) An operator packs 1,000 bottles of soda in crates in 6 hours and 30 minutes which includes time for setting his machine. Standard time allowed for the job is as follows:

- **Setting time** = **35 minutes**

- **Production time per 50 bottles** = **6 minutes**

Determine the efficiency of the operator. (5 marks)

4. (a) (i) Explain the term 'quality control'.  
(ii) Outline **four** objectives of a quality control program in an industry. (6 marks)

(b) (i) Define 'inspection'.  
(ii) State the **two** principles of inspection in modern industries. (6 marks)

(c) (i) In relation to quality control, state **four** functions of the inspection department in an industry.  
(ii) Distinguish between floor inspection and centralized inspection. (8 marks)

5. (a) Differentiate between direct costs and indirect costs of a job. (4 marks)

(b) A pair of shoes is made by hand. The time taken is  $2\frac{1}{2}$  hours and the overheads are 30% of labour cost. The material cost is Ksh. 850 per pair and labour charges are Ksh. 400 per hour. Determine the total cost of producing 10 pairs. (10 marks)

(c) Outline **six** functions of the purchasing department in an organization. (6 marks)

6. (a) Outline **four** benefits of marketing in an organization. (8 marks)

(b) State **three** factors that may influence consumer buying behaviour and cite an example in each case. *PPS* (6 marks)

(c) (i) Explain meaning of 'sales promotion'.  
*is the strategy of persuading consumers to purchase*  
(ii) List **four** methods of sales promotion. (6 marks)

*Coupons  
Samples  
price packs  
unadvertised*



7. (a) (i) Define 'partnership' as a form of business ownership.  
*Wtho any form bto*
- (ii) List **six** components of a partnership deed. (8 marks)
- (b) State **four** sources of law. (4 marks)
- (c) Explain **four** elements of a valid contract. (8 marks)
8. (a) Explain the term 'plant layout'. *Wtho formu* (2 marks)
- (b) (i) List **three** types of plant layout.
- (ii) State **four** symptoms of a poor plant layout.  
*poor utilization  
Maximum time in of control  
Reduction in production* (7 marks)
- (c) Outline **four** factors that may determine employee wages in an organization. (4 marks)
- (d) (i) Explain the importance of the Factories Act in Kenya.
- (ii) Explain **two** methods that may be adopted when settling industrial disputes. (7 marks)

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