					Index	No	2	/
903/201					Cand	idate's Signa	ture	
906/201							7	
FFICE ORO	GANIZ	ATION			Date		*****	
me: 3 hours	3							1720 172
		WIND TER	WW.ZA N					
		HE KE	NYAN	ATIONAL E	XAMINATIO	INS COUNC	IL	
C	RAFT	CERT	TFIC.	ATE IN SIII	PPLY CHAI	N MANAC	TEMENT	•
			* ****	1.411	BUSINESS			
And Property of State	r g. 150 m em en mensen in en		i verence tener Lengen er er er Augustus der er					
				MODU	JLE II			
			T	OFFICE OF C	4 A 5. TWO A SHOW A A W			
				OFFICE ORG	BANIZATION			
				OFFICE ORG				37 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
STRUCTION	ONSITO	Yeani		3 ho				on in the state of
			DATI	3 ho	ours			
rite your nar	ne and i	ndex nu)IDATI mber in	3 ho ES the spaces pr	ours			
rite your nar gn and write	ne and it the date	ndex nu of the	OIDATI mber in examina	3 ho ES the spaces pration in the spa	ours	above.		
rite your nan gn and write us paper con nswer ALL ti	ne and it the date isists of he quest	ndex nue of the TWO se	DIDATI mber in examina ections; sections	3 ho ES the spaces protion in the special B. A and B. A and any FO	ours ovided above, aces provided a			
rite your nar gn and write us paper con uswer ALL th rite your ans	ne and it the date isists of he questi wers in	ndex nues of the TWO sections in state the space	DIDATI mber in examina ections; section s ces prov	3 ho the spaces pration in the spa A and B. A and any FO vided in this qu	ours ovided above. aces provided a UR questions in the section paper.			
rite your nan gn and write us paper con nswer ALL to rite your ans a NOT temo	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO sections in state the space aggs from	DIDATI mber in examina ections; section in ces proving this in	3 ho the spaces pration in the spa A and B. A and any FO rided in this quality	ours ovided above. aces provided a UR questions in testion paper.			
rite your nan gn and write us paper con nswer ALL th rite your ans g NOT temo	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO sections in state the space aggs from	DIDATI mber in examina ections; section i ces prov om this i guesti	3 ho the spaces pration in the spa A and B. A and any FO ided in this question paper ons in English	ours ovided above. aces provided a UR questions i vestion paper. r.			
rite your nar gn and write its paper con iswer ALL th rite your ans o NOT remo indidates sh	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO sections in state the space aggs from	DIDATI mber in examina ections; section i ces prov om this i guesti	3 ho the spaces pration in the spa A and B. A and any FO rided in this quality	ours ovided above. aces provided a UR questions i vestion paper. r.			
rite your nar grand write its paper con iswer ALL th rite your ans o NOT remo indidates sh	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO se ions in the space of the sweet th	DIDATI mber in examina ections; section i ces prov om this i e questi	3 ho the spaces pration in the spa A and B. A and any FO ided in this question paper ons in English	ours ovided above. aces provided a UR questions i vestion paper. r.			
rite your nar grand write its paper con iswer ALL th rite your ans o NOT remo indidates sh	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO sections in state the space aggs from	DIDATI mber in examina ections; vection i ces prov om this i guesti	3 ho the spaces pration in the spa A and B. A and any FO ided in this question paper ons in English	ours ovided above. aces provided a UR questions i vestion paper. r.	n section B.	9 10	TOVAL
rite your nar grand write its paper con iswer ALL th rite your ans o NOT remo andidates sh ECTION A	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO se ions in the space of the sweet th	DIDATI mber in examina ections; section i ces prov om this c e questi	the spaces pration in the spaces of A and B. A and any FO ided in this quastion paper ons in English For Examine	ours ovided above. aces provided a UR questions in testion paper. it. it.	n section B.	7 10	TOTAL SCORE
rite your nar gn and write its paper con iswer ALL th rite your ans o NOT remo indidates sh ECTION A Puestion	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO se ions in the space of the sweet th	DIDATI mber in examina ections; vection i ces prov om this i guesti	3 ho ES the spaces pration in the spo A and B. A and any FO vided in this quaestion paper ons in English For Examine	ours ovided above. aces provided a UR questions in testion paper. it. it.	n section B.	9 10	
rite your nar gn and write his paper con nswer ALL to rite your ans o NOT remo undidates sh ECTION A Question	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO se ions in the space of the sweet th	DIDATI mber in examina ections; section i ces prov om this c e questi	the spaces pration in the spaces of A and B. A and any FO vided in this quaestion paper ons in English For Examine	ours ovided above. aces provided a UR questions in testion paper. it. it.	n section B.	9 10	SCORE
gn and write his paper con nswer ALL th trite your ans o NOT remo	ne and in the date isists of the quest wers in we any p	ndex nue of the TWO se ions in the space of the sweet th	DIDATI mber in examina ections; section i ces prov om this c e questi	the spaces pration in the spaces of A and B. A and any FO ided in this quastion paper ons in English For Examine	ours ovided above. aces provided a UR questions in testion paper. it. it.	n section B.	9 10	SCORE

This paper consists of 16 printed pages.

Score

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

© 2015 The Kenya National Examinations Council.

SECTION A (32 marks)

Answer ALL questions in this section in the spaces provided.

				(4 marks
	(i)	Y		
	(ii)			
	(iii)			
	(iv)			
2	0.41			
2.	Outlin	e two ways in which a lands	capped office may motivate emp	ployees in an organization. (2 marks)
	(i)			(2 marks)
	(ii)			
	()			
3.	Give f	our reasons that make it nece	essary to file office documents.	(4 marks)
3.				(4 marks)
3.	Give for	our reasons that make it nece	essary to file office documents.	(4 marks)
3.	(i)			(4 marks)
3.				
3.	(i) (ii)			(4 marks)
3.	(i)			
3.	(i) (ii)			
3.	(i) (ii)			
3.	(i) (ii) (iii)			

4.	List the	ree means of non-verbal communication that may be used in an office.	(3 marks)
	(i)		***
	(ii)		
-			
	(iii)		•
5.	Liet tw	a compulsory deductions that can be made from an ampleyee's caleur.	(2)
٥,		o compulsory deductions that can be made from an employee's salary.	(2 marks)
	(i)		
	(ii)		
	(ii)		
6.	State tl	aree benefits that may be realized by an organization that uses printed office	e forms
			(3 marks)
	(i)		
; . · · ·	(ii)		
	(iii)	e Line	
eriae			
7.	Outline	three types of activities that an organization may undertake in order to act	
		relations objectives.	(3 marks)
	(i)		
	(ii)		
	(iii)		
1903, 1906,		3	1
1700	201	3	Turn over

.

8.	Highli	ight four ways in which an organization may safeguard its office property.	
			(4 marks)
	(i)		
	(ii)		
	(iii)		
	(iv)		
9.	Give th	Tree reasons that make some organizations.	
	office r	nree reasons that make some organizations prefer to use the mimerical system records	m of filing (3 marks)
	AN .		
* : *;	(1)		
je ar	e**\ #		
	(ii)		
	(iii)		
10.	Outline	four advantages of the mobile phone as a means of office communication.	
		tour advantages of the mobile phone as a means of office communication.	(4.mar v):
	(i)		
	(ii)		
	(iii) _		
	(iv)		
	· · · · · · · · · · · · · · · · · · ·		
1903/	201		
1906/		4	

SECTION B (68 marks)

Answer any FOUR questions from this section.

- 11. (a) Give six reasons why most managers prefer written communication when giving instructions to workers. (9 marks)
 - (b) Outline four measures that an organization may take to ensure proper control of office stationery. (8 marks)
- 12. (a) Explain six characteristics that a good office filing system should possess. (9 marks)
 - (b) Explain **four** benefits that an organization may get from the use of a functional organization structure. (8 marks)
- 13. (a) Outline six advantages of the electronic mail (email) over other forms of office communication. (9 marks)
 - (b) Outline four measures that an office supervisor may take to improve human relations among employees in an organization. (8 marks)
- 14. (a) Highlight four ways in which an employee may improve on listening skills to ensure effective communication in the office. (8 marks)
 - (b) Highlight six ways in which the payment of dummy wages can be reduced. (9 marks)
- 15. (a) Highlight six factors that should be considered when designing the layout of an office.

 (9 marks)
 - (b) Highlight four factors that may influence the span of control in an organization. (8 marks)

1903/201 1906/201

Turn over