

Name _____ Index No. _____ / _____

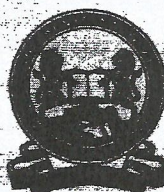
1903/201

1906/201

OFFICE ORGANIZATION

July 2015

Time: 3 hours



Candidate's Signature _____

Date _____

THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN SUPPLY CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT**

MODULE II

OFFICE ORGANIZATION

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

This paper consists of TWO sections; A and B.

Answer ALL the questions in section A and any FOUR questions in section B.

Write your answers in the spaces provided in this question paper.

Do NOT remove any pages from this question paper.

Candidates should answer the questions in English.

For Examiner's Use Only

SECTION A

| Question | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | TOTAL SCORE |
|----------------------|---|---|---|---|---|---|---|---|---|----|----------------|
| Candidate's Score | | | | | | | | | | | |

SECTION B

| Question | 11 | 12 | 13 | 14 | 15 | TOTAL SCORE |
|----------------------|----|----|----|----|----|----------------|
| Candidate's Score | | | | | | |

**GRAND
TOTAL**

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This paper consists of 16 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 questions in this section in the spaces provided.

1. Outline **four** circumstances under which a partnership form of business organization may be dissolved. (4 marks)

- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

2. Outline **two** ways in which a landscapped office may motivate employees in an organization. (2 marks)

- (i) _____

- (ii) _____

3. Give **four** reasons that make it necessary to file office documents. (4 marks)

- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

4. List **three** means of non-verbal communication that may be used in an office. (3 marks)
- (i) _____
- _____
- (ii) _____
- _____
- (iii) _____
- _____
5. List **two** compulsory deductions that can be made from an employee's salary. (2 marks)
- (i) _____
- _____
- (ii) _____
- _____
6. State **three** benefits that may be realized by an organization that uses printed office forms. (3 marks)
- (i) _____
- _____
- (ii) _____
- _____
- (iii) _____
- _____
7. Outline **three** types of activities that an organization may undertake in order to achieve its public relations objectives. (3 marks)
- (i) _____
- _____
- (ii) _____
- _____
- (iii) _____
- _____

8. Highlight four ways in which an organization may safeguard its office property.

(4 marks)

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____

9. Give three reasons that make some organizations prefer to use the numerical system of filing office records

(3 marks)

- (i) _____
- (ii) _____
- (iii) _____

10. Outline four advantages of the mobile phone as a means of office communication.

(4 marks)

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____

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)