

2262  
1901/106  
SECRETARIAL DUTIES  
November 2022  
Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**  
**BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS**  
**CRAFT CERTIFICATE IN SECRETARIAL STUDIES**

**MODULE I**

SECRETARIAL DUTIES

3 hours

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of SEVENTEEN 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.**

**SECTION A (32 marks)**

*Answer ALL the questions in this section.*

1. State **three** items that may need to be protected against loss at the work place. (3 marks)
2. State **two** items of information that may be found on an organisation chart. (2 marks)
3. Identify **two** non-routine tasks that may be performed by a secretary. (2 marks)
4. State **three** personal qualities that should be displayed by a good secretary. (3 marks)
5. ✱ State **three** activities an organisation may engage in to promote its public relations. (3 marks)
6. Identify **three** methods of classification that may be used in filing. (3 marks)
7. Name **three** items of furniture used in an office. (3 marks)
8. State **two** uses of bond paper in an office. (2 marks)
9. State **three** items of information that may be found in a petty cash book. (3 marks)
10. Name **three** pieces of equipment that may be found in the mail room. (3 marks)
11. State **two** factors you would consider when booking accommodation for an executive who is travelling overseas. (2 marks)
12. List **three** types of visual aids that may be used in an organization. (3 marks)

**SECTION B (68 marks)**

*Answer any FOUR questions from this section.*

13. (a) Explain **six** methods of improving human relations within an organization. (9 marks)  
(b) ✓ Identify **four** factors you would consider when choosing a method of reprography. (8 marks)
14. (a) Outline **four** benefits a worker may gain by effectively organizing their time and work. (8 marks)  
(b) ✓ Outline **six** ways of preventing HIV and AIDS transmission. ✓ (9 marks)

15. (a) Outline six principles of a good office system. (9 marks)
- (b) Outline four methods that may be used to protect confidential information stored in an organization's database. (8 marks)
16. (a) Explain four advantages of having a work plan in an organization. (8 marks)
- (b) Outline six skills that a secretary should possess in order to discharge her duties effectively. (9 marks)
17. (a) Outline six advantages of converting incoming physical mail into electronic format for distribution. (9 marks)

- (b) The following figures represent sales for Ranik Textiles for the year ended 31<sup>st</sup> December:

	Ksh
Cotton fabric	80,000
Khanga prints	60,000
Wool	40,000
Polyester	55,000
Kitenge	120,000

Present this information in form of a horizontal bar chart.

(8 marks)



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