

2262
1901/106
SECRETARIAL DUTIES
July 2023
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. List **four** types of hazards that may endanger office workers. (4 marks)
2. State **two** advantages of microfilming method of storing office documents. (2 marks)
3. State **three** factors that should be considered when buying an office machine. (3 marks)
4. State **two** advantages of stock control in an organization. (2 marks)
5. State **two** types of information that a mail clerk should confirm before sealing a letter. (2 marks)
6. State **three** guidelines that should be followed to enhance the effectiveness of an interview. (3 marks)
7. List **two** types of imprest. (2 marks)
8. State **three** reasons why an organization should engage in public relations activities. (3 marks)
9. List **two** sources of information useful to a business person driving in a foreign country. (2 marks)
10. List **three** unethical practices at the work place. (3 marks)
11. State **three** functions of a desk diary. (3 marks)
12. State **three** challenges associated with online meetings. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

13. (a) Explain **six** ways in which the security of business premises may be enhanced. (9 marks)

- (b) The number of hours spent by a secretary in a day are given in percentages as follows:

Activity	No. of hours in percentages
Meetings	15
Checking emails	10
Answering calls	30
Making appointments	25
Filing	20

Draw a pie chart to represent this information. (8 marks)

14. (a) Outline **six** guidelines that management should follow when establishing office systems. (9 marks)

- (b) Explain **four** benefits that may accrue to an organization that embraces modern technology in public relations. (8 marks)

15. (a) Mr Baraka, the CEO of Eudah Limited intends to travel to a foreign country for a business meeting. Explain **six** factors that the personal secretary should consider in identifying the appropriate hotel for his accommodation. (9marks)

- (b) Outline **four** advantages of the stencil duplicating method of office reprography. (8 marks)

16. (a) Explain **six** employee qualities that portray positive attitude at the workplace. (9 marks)

- (b) Highlight **four** limitations of organizational charts. (8 marks)

17. (a) Explain **six** non-statutory deductions that could be made from an employee's pay. (9 marks)

- (b) Outline **four** circumstances under which a secretary may dress informally. (8 marks)

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