

Name \_\_\_\_\_

~~N/BO~~ N/MA  
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 landscaped 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)