

1903/201

1906/201

1926/201

OFFICE ORGANIZATION

November 2018

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

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

MODULE II

OFFICE ORGANIZATION

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of FIFTEEN 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** forms in which information may be prepared to make it usable in the office. (3 marks)
2. State **three** situations where the line organization structure may be appropriate to use in an organization. (3 marks)
3. Outline **four** factors that may lead to high clerical performance in an open plan office. (4 marks)
4. State **three** limitations of using the geographical filing system. (3 marks)
5. State **four** advantages of oral communication. (4 marks)
6. Outline **three** reasons that make it essential for a business to have a proper accounting method. (3 marks)
7. List **three** uses of a bin card in the stores. (3 marks)
8. State **three** reasons that make the radio a popular media of public relations activities. (3 marks)
9. Outline **three** circumstances where written communication would be more effective. (3 marks)
10. Outline **three** features of a landscaped office. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Explain **six** benefits that a firm with a well designed organization structure enjoys. (9 marks)
- (b) Outline **four** advantages of the open plan office layout. (8 marks)
12. (a) Explain **six** physical conditions that are necessary for a good office environment. (9 marks)
- (b) Outline **four** measures that the person in charge of petty cash can take to prevent fraud. (8 marks)

13. (a) Explain the reasons why an office manager may be reluctant to computerize office records. (9 marks)
- (b) Outline **four** advantages of formal communication in an organization. (8 marks)
14. (a) Explain **six** reasons that make it necessary to maintain adequate quantities of stationery in an office. (9 marks)
- (b) Explain **four** roles played by the public relations function in an organization. (8 marks)
15. (a) Explain **six** ways in which an employee may improve his or her relationship with the superior. (9 marks)
- (b) Explain **four** disadvantages of the chronological filing method. (8 marks)

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