Name:	
1521/202	Index No.
1522/202	
1601/202	Candidate's Signature:
1602/202	
WORKSHOP ORGANIZATION AND MANAGEMENT	
Time: 3 hours	Date:



## THE KENYA NATIONAL EXAMINATIONS COUNCIL

## CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS ENGINEERING (POWER OPTION) (TELECOMMUNICATION OPTION) MODULE II

WORKSHOP ORGANIZATION AND MANAGEMENT

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.

You should have Mathematical tables/Scientific calculator for this examination.

This paper consists of EIGHT questions.

Answer any FIVE questions in the spaces provided in this question paper.

Maximum marks for each part of a question are as shown.

Do NOT remove any pages from this booklet.

Candidates should answer the questions in English.

For Examiner's Use Only

Question		TOTAL SCORE
Candidate's Score		

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.

(2 marks)

(8 marks)

1. (a) Outline five indicators of a poor plant layout in an organization. (5 marks) (b) Peter Drucker advocates for 'Management by objectives'. State five advantages of this kind of management. (5 marks) (c) Explain five reasons that make inspection an important function in the process of production. (10 marks) (a) State four disadvantages of excess inventory in an organization. (4 marks) (b) Explain the purpose of each of the following functions of production planning and control; (i): routing: loading: (ii) follow up. (iii) (6 marks) (c) Organizing is an important function of management. Explain five reasons that may justify this statement. (10 marks) 3. (a) State five disadvantages of using the floor method of inspection in a manufacturing firm. (5 marks) Outline five measures that the management of an organization may take in order to (b) motivate its staff. (5 marks) Explain five factors that an organization may consider when selecting a method of (c) distribution for its products. (10 marks) 4. The management of Denys Enterprises would like to respond to a tender notice which (a) has been placed in one of the local dailies. Outline five factors that the management should consider before submitting the bid documents. (5 marks) (b) State five characteristics of batch production. (5 marks) Explain five objectives that work measurement seeks to achieve in an organization. (c) (10 marks) (a) Explain the meaning of the term marketing as used in a business organization,

workshop.

(b)

Outline four differences between inspection and quality control as applied in a

6.	(a)	In relation to the law of contracts, outline four ways in which a contract may be		
		discharged.	(4 marks)	
	(b)	Outline six factors that the management of an organization should conside	r when	
		determining salaries to be paid to the employees.	(6 marks)	
	(c)	Explain five positive contributions that industries may make to the society	in which	
		they are located.	(10 marks)	
7.	(a)	State four circumstances under which restricted method of tendering may	be used	
		in an organization.	(4 marks)	
	(b)	Explain three possible causes of low productivity in an organization.	(6 marks)	
	(c)	Outline five similarities between a private limited company and a public I	imited	
		company.	(10 marks)	
8. (a)		Employees are usually encouraged to join trade unions. State four benefit	ts that they	
		may derive from such membership.	(4 marks)	
	(b)	Outline four strategies that a company may adopt in order to raise the sale	es of its	
		products.	(8 marks)	
	(c)	Consumers of products and services are sometimes influence by psycholo	The second secon	
		Explain four such factors.	(8 marks)	
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