

2901/107

SECRETARIAL DUTIES

November 2022

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN SECRETARIAL STUDIES
MODULE I**

SECRETARIAL DUTIES

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SEVEN questions.
Answer any FIVE questions in the answer booklet provided.
Candidates should answer the questions in English.*

This paper consists of 2 printed pages.

**Candidates should check the question paper to ascertain that
both pages are printed as indicated and that no questions are missing.**

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Turn over

1. (a) As a junior secretary, explain **five** steps you could take to advance your career. (10 marks)
- (b) Outline **five** guidelines a secretary should follow when making entries in a desk diary. (10 marks)
2. (a) Outline **five** situations at the workplace that may cause cognitive dissonance for an employee. (10 marks)
- (b) Explain **five** barriers to effective communication. (10 marks)
3. (a) Outline **five** guidelines for efficient filing. (10 marks)
- (b) You are secretary to Bomas Association which is scheduled to hold an AGM on Friday, 27 December at 10 a.m. in the conference hall. Among the issues to be discussed are upcoming elections, update on land, activities for the coming year and investments for the year. Prepare the notice of meeting with agenda. (10 marks)
4. (a) Identify **five** kinds of information that may be obtained from a foreign embassy. (10 marks)
- (b) Your organization has decided to retain the services of a travel agency to process all their travel requirements. Suggest **five** reasons for this decision. (10 marks)
5. (a) Outline **four** steps involved in the imprest system cycle. (8 marks)
- (b) Outline **six** factors to consider when introducing office machines in your workplace. (12 marks)
6. (a) Explain **five** functions of a health and safety committee in an organization. (10 marks)
- (b) Outline **five** factors to consider when choosing a location for an office. (10 marks)
7. (a) Explain **five** aspects of non-verbal communication that may enable an interviewee communicate effectively during an interview. (10 marks)
- (b) Outline **five** benefits that an organization may gain from rendering service to the community. (10 marks)

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