

1903/201

1906/201

**OFFICE ORGANIZATION**

July 2016

Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**CRAFT CERTIFICATE IN BUSINESS MANAGEMENT  
CRAFT CERTIFICATE IN SUPPLY CHAIN 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 **four** principles under which the co-operative societies operate. (4 marks)
2. List **three** compulsory deductions that may be made from the gross pay of an employee. (3 marks)
3. State **three** functions of the Marketing Department in an organization. (3 marks)
4. Give **four** reasons for the increased use of mobile phones by business organizations. (4 marks)
5. State **three** disadvantages of written communication. (3 marks)
6. Outline **three** reasons why some organizations prefer to use open plan offices. (3 marks)
7. Outline **four** reasons that make it necessary for an organization to keep stock records of office stationery. (4 marks)
8. Outline **three** measures that a supervisor may take to maintain good human relations with his subordinates. (3 marks)
9. State **two** types of equipment that may be used to reproduce documents in an office. (2 marks)
10. Outline **three** reasons why organizations file their records. (3 marks)

**SECTION B (68 marks)***Answer any FOUR questions from this section.*

11. (a) Describe **six** circumstances under which a limited company may be dissolved. (9 marks)
- (b) Outline **four** measures that an organization may take to minimize misplacement of files. (8 marks)
12. (a) Outline **six** ways in which the management of an organization may create good human relations with the employees. (9 marks)
- (b) Explain **four** reasons why many organizations are using computers in their operations today. (8 marks)

13. (a) Outline **six** factors that may determine the period of time documents are retained in an office. (9 marks)
- (b) Explain **four** limitations of using enclosed offices in an organization. (8 marks)
14. (a) Explain **six** factors that an organization should consider when choosing a means of communication to send a particular message. (9 marks)
- (b) Describe **four** ways in which an office may ensure that the organization's property is safeguarded. (8 marks)
15. (a) Outline **six** items of information that may be contained in a contract of employment. (9 marks)
- (b) Explain **four** benefits that an organization may get from centralized purchase of stationery. (8 marks)

**THIS IS THE LAST PRINTED PAGE.**