

1903/201
1906/201
1926/201
OFFICE ORGANIZATION
November 2022
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. List **three** managerial functions of an office manager. (3 marks)
2. Name **four** types of partners in a partnership form of business organization. (4 marks)
3. List **four** types of organization structures that may be adopted by an enterprise. (4 marks)
4. State **three** factors that may influence the choice of office location. (3 marks)
5. State **three** features of a landscaped office layout. (3 marks)
6. List **three** types of indexes used in a registry. (3 marks)
7. State **three** types of employment relationships between an employer and an employee. (3 marks)
8. State **three** advantages of the short message service (SMS) method of office communication. (3 marks)
9. List **three** responsibilities of a public relations manager in an organization. (3 marks)
10. Name **three** types of equipment that may be found in a cash office. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Outline **four** ways in which the management of an organization may enhance the security of office premises. (8 marks)
- (b) Highlight **six** features of a good organization structure. (9 marks)
12. (a) Explain **six** benefits of providing adequate lighting in an office. (9 marks)
- (b) Outline **four** uses of organization charts. (8 marks)
13. (a) Explain **six** benefits that an organization may derive from adopting an appropriate office layout. (9 marks)
- (b) Highlight **four** ways of safeguarding cash in an office. (8 marks)
14. (a) Explain **six** measures that an office manager should take to enhance good relations with office staff. (9 marks)
- (b) Outline **four** circumstances under which an organization may find it appropriate to adopt the micro filming method of keeping office records. (8 marks)
15. (a) Give **four** reasons that make effective internal communication important in an organization. (8 marks)
- (b) Explain **six** measures that an office supervisor should take to control the consumption of office stationery. (9 marks)

THIS IS THE LAST PRINTED PAGE