

**SECTION A (32 marks)**

*Answer ALL the questions in this section in the spaces provided.*

1. Outline **three** factors that should be considered when choosing the location of office premises for an organization. (3 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

2. Highlight **four** duties of the production manager in an organization. (4 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

(iv) \_\_\_\_\_  
\_\_\_\_\_

3. State **three** factors that should be considered when choosing the design of an office chair for an employee. (3 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

4. Outline **three** benefits that may be realized in an organization where background music is played in its offices. (3 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

5. State **four** types of information that should be contained in a contract of employment. (4 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

(iv) \_\_\_\_\_  
\_\_\_\_\_

6. Highlight **three** factors that may determine the levels of wages paid to employees in an organization. (3 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

7. List **three** benefits of using office forms in an organization. (3 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
8. Outline **three** characteristics of a good speech as a form of office communication. (3 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
9. State **three** limitations of using the numerical filing method for office records. (3 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
10. Highlight **three** types of information that may be passed through upward communication. (3 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

**SECTION B (68 marks)**

*Answer any **FOUR** questions from this section in the spaces provided.  
All questions carry equal marks.*

11. (a) Good organization should be based on certain principles.  
Outline **four** such principles. (8 marks)
- (b) Stenol Ltd has been experiencing delays in locating office documents when required.  
Highlight **six** possible causes of these delays. (9 marks)
12. (a) Explain **six** ways in which a good office layout may improve efficiency in a business organization. (9 marks)
- (b) Some organizations use the mobile phone money transfer service to pay wages to their employees.  
Outline **four** benefits of using this service. (8 marks)
13. (a) Highlight **six** barriers that may hinder effective communication between managers and subordinates in an organization. (9 marks)
- (b) Outline **four** factors that may determine the method used to pay employee wages in an organization (8 marks)
14. (a) Explain **six** measures that may be taken by employees to maintain good human relations among themselves. (9 marks)
- (b) Explain **four** difficulties that may be faced by a firm that adopts a functional organization structure. (8 marks)
15. (a) Artes Ltd intends to organize a conference to promote good relations with its customers.  
Outline **six** measures that may be taken to ensure success of the conference. (9 marks)
- (b) Wasome Ltd buys its office equipment from the same manufacturer. Outline **four** benefits that the firm may obtain from this practice. (8 marks)