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**1903/201**
**1906/201**
**1926/201**
**OFFICE ORGANIZATION**
**July 2019**
**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**

pdfelement

**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.**

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## SECTION A (32 marks)

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

1. State **three** benefits of following the principle of unity of objective in an organization. (3 marks)

2. List **four** disadvantages of the sole proprietorship form of business. (4 marks)

3. Give **three** factors to consider in determining appropriate lighting for an office. (3 marks)

4. State **three** advantages of using the subject filing system. (3 marks)

5. Outline **three** reasons for using visual aids in communication. (3 marks)

6. State **three** circumstances where it may be appropriate to use the time rate method of calculating employees wages. (3 marks)

7. Name **three** types of envelopes commonly used in offices. (3 marks)

8. State **four** measures that an organization may take to enhance its public image. (4 marks)

9. Outline **three** uses of video conferencing. (3 marks)

10. Outline **three** limitations of using the telephone as a means of communication. (3 marks)

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## SECTION B (68 marks)

*Answer any **FOUR** questions from this section.*

11. (a) Outline **six** ways in which an employee may contribute to poor human relations with other employees in an organization. (9 marks)

    (b) Explain **four** demerits of applying the annual stock taking method in an organization. (8 marks)

12. (a) Explain **six** benefits that an organization gains from outsourcing accounting and payroll services. (9 marks)

    (b) Outline **four** reasons that may make an office manager reluctant to use the line organization structure. (8 marks)

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13. (a) Explain **six** factors that an organization should consider when choosing an appropriate filing system. (9 marks)

(b) Explain **four** advantages of using modular office furniture. (8 marks)

14. (a) Describe **six** physical conditions that are necessary for a good office environment. (9 marks)

(b) Outline **four** factors that may hinder adoption of modern technology in an organization. (8 marks)

15. (a) Outline the measures that the sender of information may take to ensure that the right message is received. (9 marks)

b) Explain **four** duties that a transport manager is expected to carry out in an organization. (8 marks)

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