

1521/202 1601/202

1522/202 1602/202

**WORKSHOP ORGANIZATION AND
MANAGEMENT**

Oct./Nov. 2016

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS
ENGINEERING
(POWER OPTION)
(TELECOMMUNICATION OPTION)
MODULE II**

WORKSHOP ORGANIZATION AND MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

You should have the following for this examination:

Non-programmable scientific calculator;

Answer booklet.

This paper consists of EIGHT questions.

Answer any FIVE questions in the answer booklet provided.

Maximum marks for each part of a question are as indicated.

Candidates should answer the questions in English.

This paper consists of 4 printed pages.

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

1. (a) State **four** styles of management as distinguished by Rensis Likert. (4 marks)
- (b) (i) Explain the importance of having management skills at the place of work.
- (ii) State **two** types of skills needed in management. (5 marks)
- (c) Explain **four** functions of management. (8 marks)
- (d) Outline **three** motivational factors as contributed by Herzberg to management. (3 marks)
2. (a) State **four** ways in which production planning and control can benefit an entrepreneur. (4 marks)
- (b) Explain the following stages in production planning and control:
 - (i) scheduling; *this involves a timetable of work that will be followed*
 - (ii) loading; *machine loading goods in a machine*
 - (iii) dispatching. *how goods will be distributed*
 (6 marks)
- (c) Distinguish between production and productivity in manufacturing industries. (4 marks)
- (d) Explain the following types of production:
 - (i) process; *one stage of production*
 - (ii) mass; *production is good in bulk*
 - (iii) job. *assemble back*
 (6 marks)
3. (a) (i) Define the term "plant layout".
- (ii) State **four** fundamental objectives for an ideal plant layout. (6 marks)
- (b) Explain the term:
 - (i) 'work-study' in reference to an enterprise; *complete examination of work done*
 - (ii) 'time-study' as a technique of work measurement. *time taken to complete a certain job*
 (7 marks)
- (c) Outline the steps involved in method study. (7 marks)
4. (a) Define the following terms with reference to a product or service:
 - (i) design quality; *realisation of model*
 - (ii) manufactured quality. (2 marks)

- (b) Explain the following advantages of a good quality control system:
- (i) reduction in costs;
 - (ii) increase in sales;
 - (iii) improvement in morale of employees.
- (6 marks)

- (c) Explain:
- (i) the term 'inspection' in relation to manufacturing industries;
 - (ii) the following objectives of inspection:
 - I. maintenance of quality;
 - II. improvement of the product quality.
- (6 marks)

- (d) Outline **four** advantages and **two** disadvantages of floor inspection. (6 marks)

5. (a) (i) Define the term "purchasing".
(ii) Outline four objectives of purchasing in an organization. (6 marks)

- (b) (i) Explain the term 'stores layout'. - This is how goods are arranged in the store.
(ii) List **four** activities generally undertaken by the stores department.

- (c) (i) State **two** advantages and **two** disadvantages of open tendering.
- (ii) Outline the contents of bill of quantities. (8 marks)

6. (a) State **three** features of limited liability companies. (3 marks)

- (b) Explain the following terms as used in the formation of a company:
- (i) situation clause;
 - (ii) declaration clause;
 - (iii) name clause.
- (6 marks)

- (c) Explain the following elements of a valid contract:
- (i) lawful consideration;
 - (ii) capacity;
 - (iii) free consent.
- (6 marks)

- (d) With respect to the law of tort, outline:
- (i) **three** wrongs in interference with personal rights;
 - (ii) **two** wrongs in interference with property rights. (5 marks)

7. (a) State **five** functions of marketing. (5 marks)

(b) Explain how the following buying motives influence the purchase of goods and services:

- (i) culture;
- (ii) socio-economic backgrounds;
- (iii) social groups;
- (iv) personality. (8 marks)

(c) Outline:

- (i) **four** channels of distribution of finished products;
- (ii) **three** functions of a sales office. (7 marks)

8. (a) Explain the:

- (i) term "workman";
- (ii) importance of workers compensation act. (5 marks)

(b) Outline the function of a trade union. (2 marks)

(c) Explain the following sources of conflict in industry:

- (i) money;
- (ii) job;
- (iii) goals;
- (iv) authority and power. (8 marks)

(d) State **five** ways in which industrial disputes can be settled. (5 marks)

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