

1193

OFFICE ORGANIZATION

November 2022

Time: 2½ hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE
EXAMINATIONS**

OFFICE ORGANIZATION

2½ hours

INSTRUCTIONS TO CANDIDATES

This paper consists of 26 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 (60 marks)

Answer *ALL* the questions in this section.

1. List **four** types of organization structures. (4 marks)
2. State **three** uses of organization charts in an enterprise. (3 marks)
3. List **four** types of partners in a partnership form of business organization. (4 marks)
4. Name **three** types of office layout. (3 marks)
5. List **three** deductions that may be made from an employee's wages. (3 marks)
6. State **three** characteristics of a good filing system. (3 marks)
7. List **three** equipment that may be found in the mail room. (3 marks)
8. List **three** circumstances under which face-to-face communication is appropriate. (3 marks)
9. Name **three** types of desks that may be used by office workers. (3 marks)
10. State **three** advantages of written communication. (3 marks)
11. Name **two** wage systems that may be used to remunerate employees in an organization. (2 marks)
12. State **three** advantages of adopting a good office layout. (3 marks)
13. State **three** merits of adopting the centralised system of purchasing office stationery. (3 marks)
14. Name **three** publics of an organization. (3 marks)
15. State **three** routine functions of an office. (3 marks)
16. List **two** methods that may be used to value stock in an organization. (2 marks)
17. State **three** ways in which an office manager may contribute to poor human relations among office employees. (3 marks)
18. List **three** types of cooperative societies. (3 marks)
19. State **three** functions of the personnel department in an organization. (3 marks)
20. Name **three** types of indexes used in a registry. (3 marks)

SECTION B (40 marks)

Answer any FOUR questions from this section.

21. Explain five merits of the matrix organization structure. (10 marks)
22. Give five reasons for maintaining records in an organization. (10 marks)
23. Explain five advantages of communicating through e-mail. (10 marks)
24. Highlight five objectives of forms control in an organization. (10 marks)
25. Explain five challenges that an organization may face as a result of poor human relations between the management and subordinates. (10 marks)
26. Explain five factors that may hinder effective office automation. (10 marks)

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