

1192
OFFICE PROCEDURES I
July 2023
Time: 2 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS

OFFICE PROCEDURES I

2 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of Seventeen (17) 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** characteristics of an open plan office. (3 marks)
2. List **four** advantages of working in a large organization. (2 marks)
3. State **three** types of organization charts that may be found in an organization. (3 marks)
4. List **three** methods of communication that may be used in an office. (3 marks)
5. List **three** storage devices that may be used to store records safely in an office. (3 marks)
6. Name **three** types of office equipment that may be found in a secretary's office. (3 marks)
7. List **three** methods of payment that may be used when paying for goods and services. (3 marks)
8. State **two** types of paper that may be used for printing documents in an office. (2 marks)
9. Name **two** entertainment magazines that are printed in Kenya. (2 marks)
10. State **three** reasons office employees should have a dress code. (3 marks)
11. Outline **two** functions of the marketing department in an organization. (2 marks)
12. List **three** classification methods that may be used when filing documents in an office. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions in this section.

13. (a) Explain **four** disadvantages of closed offices. (8 marks)
(b) Outline **six** principles of office etiquette that an employee should observe. (9 marks)
14. (a) Explain **four** differences between large and small organizations. (8 marks)
(b) Explain **six** functions of the Human Resource department. (9 marks)
15. (a) Outline **four** ways that a mail clerk should handle suspicious mail in the mailroom. (8 marks)
(b) Explain **six** factors to consider when choosing the method of filing to use in an office. (9 marks)

16. (a) Outline **six** factors to consider when purchasing office equipment. (9 marks)
- (b) Explain **four** reasons casual employees may prefer to receive their payments through the mobile money transfer method. (8 marks)
17. (a) Outline **six** reasons a secretary should control office stationery. (9 marks)
- (b) Outline **four** sources of information that a student may find in a library. (8 marks)

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