

**SECTION A (32 marks)**

*Answer ALL the questions in this section.*

1. Give **three** types of organization structures that may be adopted by a business firm. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

2. Outline **three** limitations of the carbon copying method of reproducing office documents. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

3. State **three** reasons why an office manager may be reluctant to delegate work to subordinates. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

4. Outline **four** benefits that may be obtained by an organization that centralizes its office services. (4 marks)

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

- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
- (iv) \_\_\_\_\_  
\_\_\_\_\_

5. Highlight **four** reasons that would make an office clerk make errors in the work he produces. (4 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
- (iv) \_\_\_\_\_  
\_\_\_\_\_

6. Give **three** types of information that should be contained in a stationery requisition form. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

7. State **three** benefits of using an alphabetical document filing system in an office. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_

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

8. Outline **three** precautions that should be taken to ensure the cooperation of workers who are expected to provide information for an organization and methods study. (3 marks)

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

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

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

9. Outline **three** reasons that have contributed to the increased use of courier services to deliver office mail in many organizations today. (3 marks)

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

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

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

10. Outline **three** factors that have led to the decreased use of the fixed line telephone in offices. (3 marks)

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

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

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

**SECTION B (68 marks)**

*Answer any FOUR questions in this section.*

- 11. (a) Highlight **six** principles that should be followed in the organization of activities in an office. (9 marks)
- (b) Outline **four** limitations that may be faced when using an open plan office layout. (8 marks)
- 12. (a) Describe the procedure that should be followed when filing documents in an office. (9 marks)
- (b) Explain **four** duties of an office supervisor to his superiors. (8 marks)
- 13. (a) Highlight **six** factors that should be considered when choosing a method of reproducing documents in an office. (9 marks)
- (b) Explain **four** weaknesses of using the observation method to collect information in an organization and methods study. (8 marks)
- 14. (a) Outline **six** ways in which good relations among employees are beneficial to an organization. (9 marks)
- (b) Explain **four** reasons that have led to increased use of desk top publishing in offices. (8 marks)
- 15. (a) Outline **six** factors that should be considered when buying office furniture. (9 marks)
- (b) Outline **four** negative consequences that may arise in an office where activities are poorly coordinated. (8 marks)

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