

**KENYA SCHOOL OF GOVERNMENT**

**PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS**

**AUGUST 2019**

**PAPER CODE: 501**

**OFFICE PRACTICE**

**DATE: THURSDAY, 22<sup>ND</sup> AUGUST 2019**

**TIME: 9.00 A.M. – 11.00 A.M. (2 HOURS)**

**INSTRUCTIONS TO CANDIDATES**

1. This paper consists of **two** sections, **A** and **B**.
2. Section **A** consists of **twelve** compulsory questions carrying **40** marks.
3. Section **B** consists of **four** questions carrying **20** marks. Answer **three** questions.
4. Answer **all** the questions on the answer booklet provided.

## SECTION A: COMPULSORY

1. Outline **three** benefits that may accrue to a State Department when Clerical Officers work in an open plan office. **(3 marks)**
2. Outline **four** advantages of using a mail bag to transport mails. **(4 marks)**
3. Outline **three** reasons for shredding documents in a government office. **(3 marks)**
4. State **three** objectives of filing documents in an office. **(3 marks)**
5. State **four** limitations of microfilming records in a State Department. **(4 marks)**
6. List **four** health hazards a clerical officer may encounter in the office related to office design. **(4 marks)**
7. State **three** benefits that may accrue to a state department that provides comfortable office chairs to staff. **(3 marks)**
8. State **three** ways in which an office worker can guard against divulging confidential information. **(3 marks)**
9. Outline **three** limitations of using office forms in a State Department. **(3 marks)**
10. A clerical officer deployed in a mail office should date stamp incoming mails. State **three** reasons for this practice. **(3 marks)**
11. Outline **four** factors that may be considered when selecting filing equipment to be used in an office. **(4 marks)**
12. List **three** contents of a purchase requisition form. **(3 marks)**

## SECTION B: ANSWER ANY THREE QUESTIONS

13. (a) Explain **five** advantages of using a centralized filing system in a State Department. **(10 marks)**  
(b) Explain **five** ways of minimizing wastage in the use of forms. **(10 marks)**
14. (a) Explain **five** ways a clerical officer may demonstrate professionalism during service delivery. **(10 marks)**

- (b) Highlight **five** functions of an office in a State Department. **(10 marks)**
15. (a) Explain **five** ways a clerical officer would minimize errors when undertaking office tasks. **(10 marks)**
- (b) Outgoing mail should be handled according to laid down procedure. Explain five effects of failure to follow the laid down procedure. **(10 marks)**
16. (a) Explain **five** advantages of using ink duplicating method in a government office. **(10 marks)**
- (b) Highlight **five** safety precautions a clerical officer should take when using stairways at the work place. **(10 marks)**