

**KENYA SCHOOL OF GOVERNMENT**

**PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS**

**AUGUST 2019**

**PAPER CODE: 703**

**HUMAN RESOURCE SERVICES**

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

**TIME: 2.00 P.M. – 4.00 P.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 each carrying 20 marks. Answer any **three** questions.
4. Answer all the questions on the answer booklet provided.

## SECTION A: COMPULSORY

1. Identify **four** features of a job advertisement in the public service. **(4 marks)**
2. State **three** circumstances when a probationary appointment of a public officer may be extended. **(3 marks)**
3. Identify **four** modes of exit from the service that would warrant a public officer to receive terminal benefits. **(4 marks)**
4. State **four** details that should be included while making a report on a disciplinary matter. **(4 marks)**
5. Identify **three** effects that reduction in rank may have on a public officer. **(3 marks)**
6. State **four** reasons that may disqualify a public officer from being considered for a long course. **(4 marks)**
7. State **three** conditions under which a public officer may be bonded while proceeding for training. **(3 marks)**
8. State **three** conditions that must be met to qualify for a mortgage under the Civil Servants Housing Mortgage Scheme. **(3 marks)**
9. Identify **three** types of gratuity payable to a public officer. **(3 marks)**
10. Identify **four** features contained in a pension commutation form. **(4 marks)**
11. State **three** reasons for regularly updating human resource records in a State Department. **(3 marks)**
12. State **two** conditions that must be met by a civil servant before qualifying for membership of a co-operative society. **(2 marks)**

## SECTION B: ANSWER THREE QUESTIONS

13. (a) Outline **six** acts of gross misconduct by a public officer that may lead to disciplinary action. **(12 marks)**
- (b) Describe **four** steps that should be followed before a public officer is seconded to a State Corporation. **(8 marks)**
14. (a) Mr. Kasuku who retired from the public service two years ago has lodged a complaint regarding delay in the processing of his terminal dues. Outline **five** measures that may be taken to minimize such delays. **(10 marks)**
- (b) Highlight **five** instances when a public officer may be required to produce KRA Personal Identification Number certificate. **(10 marks)**
15. (a) Highlight **five** challenges that members of Civil Service Medical scheme under National Hospital Insurance Fund have been experiencing while seeking medical services. **(10 marks)**
- (b) Explain **five** benefits that a State Department may derive from training of its employees. **(10 marks)**
16. (a) A clerical officer's application for annual leave has not been approved by the supervisor. Explain **five** reasons that may have informed the decision. **(10 marks)**
- (b) A State Department has received a large number of applications in respect to an advertised post. Highlight **five** factors that should be considered before an applicant is shortlisted for interview. **(10 marks)**