

KENYA SCHOOL OF GOVERNMENT

PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS

APRIL 2021

PAPER CODE: 501

OFFICE PRACTICE

DATE: THURSDAY, 1 JULY 2021

TIME: 9.00 A.M – 11.00 AM (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 (40 MARKS)

1. Outline **three** reasons why a State Department should have an office. **(3 marks)**
2. Outline **four** benefits that may accrue to a State Department that locates its office near essential services. **(4 marks)**
3. State **three** ways in which training of clerical officers may help reduce clerical errors in a State Department. **(3 marks)**
4. Highlight **three** risks that may be faced by a State Department that relies heavily on electronic mail. **(3 marks)**
5. List **four** benefits which may accrue to a State Department that adopts decentralized filing system. **(4 marks)**
6. State **three** reasons why a State Department should maintain a mail delivery book. **(3 marks)**
7. State **three** reasons why a State Department may prefer using No-Carbon Required (NCR) method of reprography. **(3 marks)**
8. Highlight **four** mistakes commonly made by clerical officers when filling office forms. **(4 marks)**
9. Outline **three** reasons why some State Departments may prefer using Alpha-Numeric filing classification system. **(3 marks)**
10. Identify **three** types of Personal Protective Equipment (PPE) that may be used by clerical officers working in a central registry. **(3 marks)**
11. Outline **four** ways a clerical officer could ensure Persons with Disabilities (PWD) access services conveniently. **(4 marks)**
12. List **three** standard contents of a stores requisition form (S11). **(3 marks)**

SECTION B: (ANSWER ANY THREE QUESTIONS)

13. a) Explain **five** ways a supervisor may improve productivity among clerical officers in a State Department. **(10 marks)**
- b) Describe **five** ways clerical officers may ensure that they are protected from possible transmission of Corona Virus. **(10 marks)**
14. a) Explain **five** advantages that may accrue to a State Department that encourages proper file indexing. **(10 marks)**
- b) Giving examples, describe **five** categories of information contained in an employment application form. **(10 marks)**
15. a) Explain **five** ways a clerical officer may promote accountability and transparency in the work place. **(10 marks)**
- b) Highlight **five** ways a Clerical officer may ensure proper utilization of office printers. **(10 marks)**
16. a) Explain **five** factors that a clerical officer may consider before choosing a document reprographic method. **(10 marks)**
- b) Outline **five** details a clerical officer should capture when recording an incoming mail. **(10 marks)**
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