

KENYA SCHOOL OF GOVERNMENT

PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS

APRIL, 2021

PAPER CODE: 703

HUMAN RESOURCE SERVICES

DATE: THURSDAY, 1 JULY 2021

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 questions on the answer booklet provided.

SECTION A: COMPULSORY (40 MARKS)

1. List **two** requirements for a public officer to qualify for a transfer allowance. **(2 marks)**
2. State **three** entitlements to a public officer during the period of interdiction. **(3 marks)**
3. State **four** features of a 'show cause letter'. **(4 marks)**
4. State **two** reimbursable allowances that are payable to a public officer. **(2 marks)**
5. List **four** conditions to be fulfilled for a public officer to be re-designated. **(4 marks)**
6. List **four** functions of Aids Control Unit in a State Department. **(4 marks)**
7. State **four** documents that a Clerical Officer is required to submit to Human Resource Department on first appointment. **(4 marks)**
8. State **three** circumstances when a Clerical Officer will be required to sign the Official Secrets Act form. **(3 marks)**
9. List **four** reasons to justify retention of Next of Kin form in an Officer's personal file. **(4 marks)**
10. List **two** conditions to be fulfilled for a public officer to qualify for voluntary retirement. **(2 marks)**
11. List **four** instances when a public officer may be referred for Guidance and Counseling. **(4 marks)**
12. State **four** reasons to justify for a public officer to under-go Induction. **(4 marks)**

SECTION B: ANSWER THREE QUESTIONS

13. a) Outline **six** benefits that may accrue to a State Department that conducts in-house workshop training for its employees. **(12 marks)**
- b) Describe **four** areas that a Public officer will seek clearance on before being issued with a Government Liability Certificate. **(8 marks)**
14. a) Explain **six** benefits that may accrue to a public officer from membership of a Savings and Credit Co-operative Society (SACCO). **(12 marks)**
- b) Outline **four** roles of the Ministerial Human Resource Management Advisory Committee (MHRMAC) in management of training in a State Department. **(8 marks)**
15. a) Explain **five** options available to Public Service Commission in determination of appeals against a disciplinary matter. **(10 marks)**
- b) Mr. Tuli's widow has come to claim benefits following the death of her husband through an accident while on duty. Explain **five** benefits that she is entitled to. **(10 marks)**
16. a) Outline **six** steps that are used in processing an appointment in a State Department. **(12 marks)**
- b) Highlight **four** conditions to be fulfilled by a Public officer in order to be eligible for payment of Acting Allowance. **(8 marks)**