

PUBLIC SERVICE COMMISSION

PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS

SEPTEMBER, 2022

PAPER CODE: 703

HUMAN RESOURCE SERVICES

DATE: THURSDAY 22ND SEPTEMBER, 2022

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 carrying 20 marks each. Answer any **three** questions
4. Answer all questions in the answer booklet provided.

SECTION A: ANSWER ALL QUESTIONS (40 MARKS)

1. State **four** instances when a position may be declared vacant. (4 marks)
2. List **three** medical services that a clerical officer may access through the National Hospital Insurance Fund Scheme (NHIF). (3 marks)
3. Identify **three** offences committed by a public officer that may warrant surcharge. (3 marks)
4. List **three** advantages of using a short course in training clerical officers. (3 marks)
5. State **three** considerations that will guide a clerical officer when effecting deductions on a public officer's salary. (3 marks)
6. State **three** actions that should be taken by a public officer who intends to resign. (3 marks)
7. List **four** instances when an officer's file may be updated. (4 marks)
8. List **two** types of advances payable to a public officer. (2 marks)
9. State **three** options available to a clerical officer who is aggrieved with a decision on a disciplinary matter. (3 marks)
10. State **four** benefits of apprenticeship as a mode of training in the public service. (4 marks)
11. Outline **four** documents that a newly appointed clerical officer must submit to the salaries section for inclusion in the payroll. (4 marks)
12. Identity **four** duties that a clerical officer may perform while handling exit cases. (4 marks)

SECTION B: ANSWER ANY THREE QUESTIONS (60 MARKS)

13. a) An officer has complained that he has not received his full monthly salary. Explain **four** possible reasons for this predicament. (8 marks)

b) You have recently attended an induction course for newly appointed clerical officers in your organization. Describe **six** content areas that were covered during the training. (12 marks)
14. a) As a clerical officer deployed in the salaries section, highlight **five** challenges that may be associated with the Integrated Payroll and Personnel database (IPPD) system. (10 marks)

- b) Explain **five** possible adverse effects of failure to address welfare issues in a State Department.
(10 marks)
15. a) A widow of a deceased officer has approached you for advice on documents required to process her entitlement. Explain **six** such documents.
(12 marks)
- b) Describe **four** channels of communication that may be used to deliver a show cause letter.
(8 marks)
16. a) Explain **four** reasons for retention of the Employment Application form in the personal file of a public officer.
(8 marks)
- b) Explain **six** reasons that may necessitate the secondment of a public officer to a newly created public organization.
(12 marks)