

**PUBLIC SERVICE COMMISSION**

**PROFICIENCY EXAMINATION FOR CLERICAL OFFICERS**

**SEPTEMBER, 2022**

**PAPER CODE: 501**

**OFFICE PRACTICE**

**DATE: THURSDAY 22<sup>ND</sup> SEPTEMBER, 2022**

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

## **SECTION A: ANSWER ALL THE QUESTIONS (40 MARKS)**

1. List **three** clerical activities which may be carried out in a State Department. (3 marks)
2. List **three** types of office furniture. (3 marks)
3. List **four** types of equipment used in handling incoming mail in an office. (4 marks)
4. List **four** types of filing stationery. (4 marks)
5. State **four** disadvantages of using a photocopying machine to reproduce documents in a State Department. (4 marks)
6. List **four** types of information that would be contained in a stationery requisition form. (4 marks)
7. List **four** items that would be contained in a First Aid Box. (4 marks)
8. Outline **three** reasons for promoting gender balance by a State Department. (3 marks)
9. List **three** categories into which a clerical officer may group incoming mail. (3 marks)
10. Outline **two** disadvantages of using the geographical filing method while filing documents in a public office. (2 marks)
11. List **three** features of a well-designed office form. (3 marks)
12. State **three** reasons that necessitate clerical officers in a State Department to have suitable furniture. (3 marks)

## **SECTION B: ANSWER ANY THREE QUESTIONS (60 MARKS)**

13. (a) Explain **five** measures that a clerical officer would take in caring for a computer. (10 marks)  
(b) Outline **five** duties that a filing clerk may carry out in an office. (10 marks)
14. (a) Describe **five** types of information that would be contained in an interdepartmental mail register. (10 marks)  
(b) Outline **five** errors that a clerical officer may make when filling an office form. (10 marks)
15. (a) Explain **five** disadvantages of using No Carbon Required (NCR) method of reprography. (10 marks)

(b) Explain **five** reasons that could make a State Department to use the lateral filing method for its documents. **(10 marks)**

16. (a) Explain **five** measures that a State Department may take to reduce accidents in an office. **(10 marks)**

(b) A clerical officer should be transparent when carrying out duties. Explain five reasons for this requirement. **(10 marks)**