

**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)**