



UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

APRIL-MAY 2022 SERIES

PROGRAMME

NATIONAL CERTIFICATE IN SECRETARIAL AND OFFICE MANAGEMENT

PAPER NAME

OFFICE PRACTICE

PAPER CODE

NCOP113

YEAR I, SEMESTER I

2 ½ HOURS

WEDNESDAY, 27TH APRIL 2022

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **two** sections **A** and **B**.
2. Section **A** is compulsory and carries **20** marks.
3. Section **B** consists of **six** questions. Answer only **four** questions from this section.
4. All questions carry equal marks.
5. All answers to each question should begin on a fresh page.
6. **Do not** write on the question paper.
7. All answers and rough work should be done in the official answer booklet provided.
8. Read other instructions on the answer booklet.

SECTION A - (20 MARKS)

Answer all questions in this section.

Question One

- (a) Define the term **communication** as used in office practice. (02 marks)
- (b) List **two** pieces of information found in the callers' register. (02 marks)
- (c) Define the term **office landscaping**. (02 marks)
- (d) Outline **two** uses of computers. (02 marks)
- (e) Give **two** ways of producing more than one copy of a document. (02 marks)
- (f) State **two** documents needed for travelling abroad. (02 marks)
- (g) Identify **two** disadvantages of centralized filing. (02 marks)
- (h) Distinguish between **Commercial Banks** and **Central Banks**. (02 marks)
- (i) Name **two** parts of a telephone. (02 marks)
- (j) Outline **two** duties of a receptionist. (02 marks)

SECTION B - (80 MARKS)

Answer only four questions from this section

Question Two

Companies which attract many clients prefer to locate their staff in one large room as they work. This office arrangement is both good and bad.

- (a) Discuss **four** ways in which the office layout chosen is good for work. (08 marks)
- (b) Explain **four** ways in which this office layout is bad for the performance of some tasks. (08 marks)
- (c) Identify **four** workers who can be accommodated in such an office. (04 marks)

Question Three

Recording information and Managing it is the main priority of your Department. To perform this important task, your unit has chosen different methods of performing the work. Expert staff were therefore recruited because of the technical skills required.

- (a) Identify **two** of those methods chosen. (02 marks)
- (b) Explain **five** tasks that the experts will perform in this office. (10 marks)
- (c) Discuss **four** importance of your organisation to the general public. (08 marks)

Question Four

The closure of many Commercial Banks has led to loss of trust by many customers who have resorted to other ways of banking. Unfortunately, those other ways have created more problems than the intended solution.

- (a) Identify **two** commercial banks that are still operating. (02 marks)
- (b) List **four** other ways customers have resorted to. (04 marks)
- (c) Explain **five** benefits of using the ways in 4 (b) above. (10 marks)
- (d) Discuss **four** ways in which banks are a better option compared to the new ways identified in 4 (b) above. (04 marks)

Question Five

Good communication to all clients and the choice of appropriate communication channels has benefited your college. However, some category of the public have not been reached.

- (a) Identify the **two** common types of communication channels chosen. (04 marks)
- (b) Discuss **five** ways in which the college has benefited from its mode of communication. (10 marks)
- (c) Identify **four** reasons why some people have not yet been reached. (06 marks)

Question Six

Some organisations allocate a room to a particular staff to perform his or her duties. This has both positive and negative effects to the organisation.

- (a) Explain **five** advantages of the above decision. (10 marks)
- (b) Identify **four** disadvantages of this arrangement. (08 marks)
- (c) Name **two** departments that can be accommodated in such offices. (02 marks)

Question Seven

Alfred would like to set up a Secretarial Bureau. He has not yet decided on the venue and machines to buy.

- (a) Advise him on **five** factors to consider when choosing the site. (10marks)
- (b) Guide him on **four** machines to buy and their intended use. (08 marks)
- (c) Specify **two** skills he should possess for the success of his business. (02 marks)

END