



UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

NOV-DEC 2023 SERIES

PROGRAMME

NATIONAL CERTIFICATE IN SECRETARIAL AND OFFICE MANAGEMENT

PAPER NAME

OFFICE PRACTICE

PAPER CODE

NCOP113

YEAR I, SEMESTER I

2½ HOURS

WEDNESDAY, 6TH DECEMBER, 2023

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 provided.

SECTION A - (20 MARKS)

Answer all questions in this section.

Question One

- (a) Define the following terms as used in office practice;
 - (i) An office. (02 marks)
 - (ii) Office mechanization. (02 marks)
 - (iii) Landscaping. (02 marks)
- (b) State the difference between **office workers** and **office cadres**. (04 marks)
- (c) Give **two** reasons for having a caller's register in an office. (02 marks)
- (d) List **two** characteristics of executive chairs of an office. (02 marks)
- (e) Outline **two** office rules that control behaviors of staff in organizations. (02 marks)
- (f) State **two** principles that guide in establishment of a proper office security. (02 marks)
- (g) List **two** items that are considered in a postal address. (02 marks)

SECTION B - (80 MARKS)

Answer only four questions from this section

✓ Question Two

An office is the most important part in an organization. It performs basic functions in addition to other functions as it may be required by the organization. For these functions to be done effectively, there are office staff who must support the office.

- (a) Outline **four** office staff that must help the organisation to perform its functions. (04 marks)
- (b) Describe **four** qualities that the staff mentioned in 2(a) should possess. (08 marks)
- (c) Explain **four** functions performed by an office as stated in the scenario. (08 marks)

✓ Question Three

NDE Enterprises Limited was advised to create a reception office in order to improve the performance of the enterprise. With your knowledge about reception office;

- (a) List **four** facilities that may be included in the mentioned office. (04 marks)
- (b) Explain **one** use for each of the facilities mentioned in 3(a). (08 marks)
- (c) Discuss **four** reasons for the establishment of the mentioned office in an organization. (08 marks)

✓ Question Four

An office is a Centre for clerical activities such as receiving and recording of visitors. These activities require office stationery and equipment which may be controlled at a central place issued out using a requisition form.

- (a) Outline **five** examples of office stationery that are used to execute the mentioned activities. (05 marks)
- (b) State **five** contents of the above mentioned form. (05 marks)
- (c) Suggest **five** measures that may be used to control usage of stationery. (10 marks)

Question Five

With modern technology, organizations have faced security risks such as burglary and theft, kidnappers, hacking, pilferage, and others that can happen with both staff and outsiders. This requires improved security system which calls for knowing the causes before establishment of the system.

- (a) Explain **two** reasons for investing in the above mentioned system. (04 marks)
- (b) Explain **four** causes of the above risks. (08 marks)
- (c) Recommend **four** control measures to the causes in 5(b). (08 marks)

Question Six

- (a) Explain **five** examples of in-coming mails received in organizations. (10 marks)
- (b) Describe **five** procedures for opening an in-coming mail. (10 marks)

✓ Question seven

MAASA (U) LTD was planning to acquire new premises for their new branch offices. Furniture is one of the requirements for the offices to be operational.

- (a) List **two** examples of the required furniture. (02 marks)
- (b) State **four** ways of caring for the above mentioned furniture. (08 marks)
- (c) Explain **five** factors that are considered when choosing the mentioned furniture. (10 marks)

END