

0801/202

0802/202

0803/202

BUSINESS ORGANIZATION

November 2024

Time: $2\frac{1}{2}$ hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**ARTISAN CERTIFICATE IN CLERK/TYPIST
ARTISAN CERTIFICATE IN SALESMANSHIP
ARTISAN CERTIFICATE IN STOREKEEPING**

BUSINESS ORGANIZATION

$2\frac{1}{2}$ hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWENTY SIX (26) questions in TWO sections; A and B.

Answer ALL the questions in Section A and any FOUR questions from Section B in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

**Candidates should check the question paper to ascertain that
all the pages are printed as indicated and that no questions are missing.**

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SECTION A (60 marks)

Answer ALL the questions in this section.

1. Name **two** methods of stock-taking that may be used by business firms. (2 marks)
2. State **three** advantages of using public relations to attract customers. (3 marks)
3. List **three** methods of cash payment used in business transactions. (3 marks)
4. State **four** factors that a company should consider when pricing its products. (4 marks)
5. State **four** ways in which the government may promote a conducive environment for business activities in a country. (4 marks)
6. List **two** uses of an invoice in business transactions. (2 marks)
7. State **three** circumstances under which a sole proprietorship business may be dissolved. (3 marks)
8. State **two** measures that may be taken to improve the efficiency of parastatals in Kenya. (2 marks)
9. List **three** functions of the Kenya Bureau of Standards in consumer protection. (3 marks)
10. State **four** benefits of the Standard Gauge Railway (SGR) to Kenya. (4 marks)
11. State **three** disadvantages of bonded warehouses to importers. (3 marks)
12. State **four** sources of external recruitment of employees in an organization. (4 marks)
13. State **four** features of small scale retail businesses. (4 marks)
14. Name **three** types of business occupations carried out in Kenya. (3 marks)
15. State **four** causes of business failure. (4 marks)
16. State **three** benefits of stock records in a business. (3 marks)
17. State **two** advantages of buying goods on credit terms to a buyer. (2 marks)
18. State **two** disadvantages of bank loans as a source of business finance. (2 marks)
19. State **two** responsibilities of an employer in enhancing employees' welfare in an organization. (2 marks)

20. State **three** advantages of giving discounts to customers. (3 marks)

SECTION B (40 marks)

*Answer any **FOUR** questions from this section.*

21. Explain **five** measures that a business should take to ensure that it operates in a conducive environment. (10 marks)
22. Explain **five** benefits of free trade to the citizens of a country. (10 marks)
23. Outline **five** disadvantages of public limited companies. (10 marks)
24. Outline **five** reasons why it is important for organizations to adhere to business ethics. (10 marks)
25. Explain **five** factors to consider before starting a business. (10 marks)
26. Explain **five** features of a fixed deposit account. (10 marks)

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