

1908/102

**OFFICE ADMINISTRATION
AND MANAGEMENT**

July 2017

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
MODULE I**

OFFICE ADMINISTRATION AND MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of FIFTEEN 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.

SECTION A (32 marks)*Answer ALL the questions in this section.*

1. List **four** services that may be centralized in an office. (4 marks)
2. Outline **three** benefits that an organization may get from using mobile phones to communicate in the office. (3 marks)
3. Outline **three** circumstances under which alphabetical filing may be suitably used in an organization. (3 marks)
4. Outline **four** qualities that an effective personal secretary in an organization should possess. (4 marks)
5. List **three** types of furniture that may be found in an organization. (3 marks)
6. Outline **three** reasons why an organization may prefer to use offset lithography in the reproduction of documents. (3 marks)
7. State **three** benefits of using questionnaires to collect information in an Organization and Methods (O & M) survey. (3 marks)
8. Outline **three** negative consequences of having a poorly co-ordinated office management function. (3 marks)
9. State **three** limitations of using loose postage stamps to send mail in an office. (3 marks)
10. Outline **three** advantages of a committee organization structure. (3 marks)

SECTION B (68 marks)*Answer any FOUR questions from this section.*

11. (a) Outline **four** functions of the finance department in an organization. (8 marks)
- (b) Explain **six** measures that an office manager may take to ensure effective use of office stationery. (9 marks)
12. (a) Outline **six** features of a good filing system. (9 marks)
- (b) Explain **four** ways in which an organization may benefit from maintaining good human relations among its departments. (8 marks)

13. (a) Outline **four** factors that may determine the scope of an Organization and Methods (O & M) assignment. (8 marks)
- (b) Explain **six** ways in which advanced technology has made work easier in modern offices. (9 marks)
14. (a) Outline **four** disadvantages of a closed office layout. (8 marks)
- (b) Explain **six** factors that should be considered when choosing a method of reproducing documents in an office. (9 marks)
15. (a) Explain **six** duties that an office messenger is expected to carry out. (9 marks)
- (b) Outline **four** barriers that may prevent effective delegation of responsibilities to subordinates by office managers. (8 marks)

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