

1908/102
OFFICE ADMINISTRATION AND
MANAGEMENT
November 2021
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. Define the term office administration. (2 marks)
2. State **three** types of organization structures. (3 marks)
3. Outline **three** advantages of centralizing office services. (3 marks)
4. State **four** functions of an office. (4 marks)
5. Outline **four** duties performed by an office messenger. (4 marks)
6. Name **four** types of special purpose office furniture. (4 marks)
7. State **two** types of incoming mail that may be handled in an organization. (2 marks)
8. Name **four** methods of classifying documents for filing purposes. (4 marks)
9. Outline **three** disadvantages of using No Carbon Required (NCR) as a method of reproducing documents in an office. (3 marks)
10. State **three** benefits of carrying out Organization and Methods (O&M) studies. (3 marks)

SECTION B (68 marks)

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

11. (a) Explain **four** functions of management. (8 marks)
- (b) Outline **six** functions of the Human Resource Department in an organization. (9 marks)
12. (a) Explain **six** principles of good organization. (9 marks)
- (b) Describe **four** features of a modern office. (8 marks)
13. (a) Outline **four** qualities of a good office worker. (8 marks)
- (b) Explain **six** factors to consider when selecting furniture for office use. (9 marks)
14. (a) Outline the procedure for handling incoming correspondence in a large organization. (9 marks)
- (b) Describe **four** characteristics of a good filing system. (8 marks)
15. (a) Describe **four** methods of reproducing documents in an office. (8 marks)
- (b) Explain the procedure used in carrying out an Organization and Methods (O&M) study. (9 marks)

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