

1908/102
OFFICE ADMINISTRATION
AND MANAGEMENT
November 2022
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. Name **four** departments in an organization. (4 marks)
2. State **two** obstacles an office manager may encounter when delegating work. (2 marks)
3. State **four** personal qualities of a secretary. (4 marks)
4. Outline **three** advantages of using continuous stationery to print documents. (3 marks)
5. State **three** disadvantages of using loose postage stamps to send mail in an office. (3 marks)
6. List **three** types of indexes used in filing. (3 marks)
7. State **four** benefits of using a photocopier to reproduce documents. (4 marks)
8. State **three** advantages of carrying out organization and methods (O & M) studies. (3 marks)
9. State **three** reasons open plan offices may be unpopular with some employees. (3 marks)
10. State **three** functions of management in an organization. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Explain **four** disadvantages of using the staff organization structure. (8 marks)
(b) Outline **six** reasons why every organization should have an office. (9 marks)
12. (a) Outline **six** duties of a typing pool supervisor. (9 marks)
(b) Explain **four** factors that may influence the span of control in an organization. (8 marks)
13. (a) Outline **six** features of a good office firm. (9 marks)
(b) Explain **four** factors to consider when buying machines for use in the mailroom. (8 marks)

14. (a) Outline **four** advantages of adopting departmental filing in an organization. (8 marks)
- (b) Explain **six** measures that an office manager may take to control the cost of reprography in an organization. (9 marks)
15. (a) Explain **four** reasons why work study in a organization should preferably be carried out by an independent organization and methods (O & M) officer. (8 marks)
- (b) Outline **six** functions of the top management in an organization. (9 marks)

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