

2906/201

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2927/201

**OFFICE ADMINISTRATION  
AND MANAGEMENT**

July 2017

Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**DIPLOMA IN BUSINESS MANAGEMENT  
DIPLOMA IN HUMAN RESOURCE MANAGEMENT  
DIPLOMA IN DISASTER MANAGEMENT**

**MODULE II**

**OFFICE ADMINISTRATION AND MANAGEMENT**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of SEVEN questions.*

*Answer any FIVE questions in the answer booklet provided.*

*Candidates should answer the questions in English.*

**This paper consists of 2 printed pages.**

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

1. (a) Explain **four** roles played by the office as an intermediary in a business enterprise. (8 marks)  
(b) Explain **six** benefits that an organization may derive from employing a technically qualified office supervisor. (12 marks)
2. (a) Outline **six** limitations of a narrow span of control. (12 marks)  
(b) Explain **four** reasons that may make an organization to choose standardized furniture for its office use. (8 marks)
3. (a) Explain the steps that should be followed when planning a filing system in an organization. (10 marks)  
(b) Describe **five** machines that may be used in the dispatch of outgoing mail in an organization. (10 marks)
4. (a) Explain **four** measures that management may take to ensure that organizational charts remain relevant. (8 marks)  
(b) Outline **six** factors that an office manager may consider before buying a photocopier for office use. (12 marks)
5. (a) Explain **five** aspects of office operations that are relevant in an Organization and Methods (O & M) study. (10 marks)  
(b) Explain **five** reasons why it is necessary to file documents in an organization. (10 marks)
6. (a) Explain **six** factors that should be considered in the selection of a reprographic method to be used in an organization. (12 marks)  
(b) One of the new trends in office layout is the use of modular units. Outline **four** benefits of using these units. (8 marks)
7. (a) Explain **four** ways in which management may enhance the operations of various committees in an organization. (8 marks)  
(b) Outline **six** internal factors that may affect the degree of decentralization of office services. (12 marks)

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