

2906/201

2926/201

2927/201

**OFFICE ADMINISTRATION AND
MANAGEMENT**

November 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 **five** reasons that make delegation important in the management of an organization. (10 marks)
- (b) Explain **five** strategies that an office manager may adopt to maintain good human relations in an organization. (10 marks)
2. (a) Explain **five** reasons that may lead an office manager to change the existing layout of an office. (10 marks)
- (b) Outline **five** ways in which the relationship between a secretary and his/her boss may be maintained to ensure a healthy working environment between the two. (10 marks)
3. (a) Explain **four** situations which may lead a firm to adopt a matrix organization structure. (8 marks)
- (b) Explain **six** benefits, to an organization, of using desktop publishing. (12 marks)
4. (a) Outline **five** measures that may be taken to ensure the success of an organization and method (O & M) study. (10 marks)
- (b) Explain **five** factors that should be considered when selecting a classification method of filing in an organization. (10 marks)
5. (a) Explain the procedure that should be followed in the despatch of franked mail. (10 marks)
- (b) Outline the measures that an office manager may take to minimise internal noise in an office. (10 marks)
6. (a) Outline **five** duties carried out by the procurement department in an organization. (10 marks)
- (b) Explain **five** reasons why an organization may choose steel furniture for its office use. (10 marks)
7. (a) Explain **four** benefits of using offset lithography to produce documents in an office. (8 marks)
- (b) Explain **six** factors that may be considered when selecting paper for office stationery. (12 marks)

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