

2906/201

2926/201

2927/201

OFFICE ADMINISTRATION
AND MANAGEMENT

November 2022

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.

All questions carry equal marks.

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) Outline **five** functions of the human resource department in an organization. (10 marks)
- (b) Explain **five** reasons why the organizing function is considered the backbone of office management. (10 marks)
2. (a) Outline the circumstances under which an office manager may find it inappropriate to delegate authority to subordinates. (10 marks)
- (b) Explain **five** benefits that an organization may derive from establishing a dress code for office staff. (10 marks)
3. (a) Outline **five** challenges that an organization may face as a result of locating its office premises in the central business district (CBD). (10 marks)
- (b) Outline the guidelines that should be followed when writing the body of an office memorandum. (10 marks)
4. (a) Tatak Limited is in the process of designing an office for its newly established branch. Explain **five** factors that may determine the amount of space required for such an office. (10 marks)
- (b) Explain **five** personal attributes that may enhance the effectiveness of an office manager. (10 marks)
5. (a) Explain **six** guidelines that should be followed when locating the departments in an organization to ensure maximum efficiency. (12 marks)
- (b) Outline **four** situations in which a cross-reference is necessary in filing. (8 marks)
6. (a) Explain **five** reasons why an organization may choose to use a vertical filing system. (10 marks)
- (b) Outline **five** measures that an office manager may take to prevent misuse of the photocopying facility in an office. (10 marks)
7. (a) Outline **five** limitations of using the interview method to collect data for an organization and methods (O & M) study. (10 marks)
- (b) Explain **five** benefits that an organization may derive from the adoption of a computerised system of procuring office stationary. (10 marks)

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