

Name _____ Index No _____ / _____

2908/102

OFFICE ADMINISTRATION
AND MANAGEMENT

July 2015

Time: 3 hours

Candidate's Signature _____

Date _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT
MODULE I**

OFFICE ADMINISTRATION AND MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES*Write your name and index number in the spaces provided above.**Sign and write the date of the examination in the spaces provided above.**This paper consists of SEVEN questions.**Answer any FIVE questions.**All questions carry equal marks.**Write your answers in the spaces provided in this question paper.**Do NOT remove any pages from this question paper.**Candidates should answer the questions in English.***For Examiner's Use Only**

Question	1	2	3	4	5	6	7	TOTAL SCORE
Candidate's Score								

This paper consists of 16 printed pages.

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

1. (a) Explain **four** ways in which the adoption of a line and staff structure may negatively affect an organization. (8 marks)
- (b) Outline **six** ways through which the procurement department serves the production department in an organization. (12 marks)
2. (a) A good office should not have its operations interrupted by internal noise. Highlight the measures that an office manager may take to reduce such noise. (10 marks)
- (b) Explain **five** factors that may limit an office manager in carrying out the functions of an office. (10 marks)
3. (a) Explain **five** ways in which the computerization of documents has positively influenced filing in offices. (10 marks)
- (b) Highlight **five** factors that should be considered when deciding on the method to use to reproduce documents in an office. (10 marks)
4. (a) Highlight **five** challenges that may be faced while carrying out an organization and methods study. (10 marks)
- (b) Explain **five** negative effects that may be experienced in an organization that automates its office activities. (10 marks)
5. (a) One of the functions of the office is giving out information. Explain **five** benefits that may accrue to an organization that carries out this function effectively. (10 marks)
- (b) Give **five** reasons that may discourage the management of an organization from adopting a centralized office filing system. (10 marks)
6. (a) Explain **five** limitations of using questionnaires to collect information in an organization and methods study. (10 marks)
- (b) Highlight **five** benefits that a business firm can get from adopting a functional organization structure. (10 marks)
7. (a) Aisha has been employed as an office messenger at Maisha Ltd. Outline **five** duties that she may be expected to perform in the organization. (10 marks)
- (b) Give **five** reasons that may make it necessary for an organization to outsource the provision of reprographic services in its offices. (10 marks)