

Name \_\_\_\_\_ Index No \_\_\_\_\_

2908/102

OFFICE ADMINISTRATION  
AND MANAGEMENT

Candidate's Signature \_\_\_\_\_

November 2015

Date \_\_\_\_\_

Time: 3 hours



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 in the spaces provided in this question paper.*
- Maximum marks for each part of a question are as shown.*
- Do NOT remove any pages from this booklet.*
- 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 **five** qualities of a good questionnaire as a tool for collecting information for an Organization and Methods study. (10 marks)
- (b) Explain **five** factors to consider when acquiring equipment for reproducing documents in an office. (10 marks)
2. (a) Explain **five** functions of the marketing department in an organization. (10 marks)
- (b) Outline **five** duties of an office messenger in an organization. (10 marks)
3. (a) Outline **five** ways in which a human resource manager may identify the training needs of workers in an organization. (10 marks)
- (b) Describe **five** qualities that an office receptionist should have in order to serve customers effectively. (10 marks)
4. (a) Outline **five** advantages of using the centralized filing system in an office. (10 marks)
- (b) Explain **five** circumstances under which an organization can opt for open office layout. (10 marks)
5. (a) Outline **five** ways in which an organization can enhance the security of its records. (10 marks)
- (b) Explain **five** reasons why an organization may prefer to contract experts to carry out an Organization and Methods study instead of using its own workers. (10 marks)
6. (a) Explain **five** disadvantages of offset lithography as a means of reproducing documents in an office. (10 marks)
- (b) The office employees of Penda Limited have been failing to meet the set office standards of late. Explain **five** reasons for this failure. (10 marks)
7. (a) Tambo Limited has set up a follow-up system for the records released from the registry. Explain **five** reasons why the system may fail to achieve the expected results. (10 marks)
- (b) Outline the benefits that an organization may derive from adopting a matrix organization structure. (10 marks)