

2908/102
OFFICE ADMINISTRATION AND
MANAGEMENT
July 2016
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
MODULE I
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.

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Turn over

1. (a) Outline **five** functions of a finance department in an organization. (10 marks)
(b) Explain **five** limitations of using e-mail to communicate. (10 marks)
2. (a) Describe **five** qualities of a human relations officer. (10 marks)
(b) Outline **five** ways in which filing of documents facilitates smooth running of an office. (10 marks)
3. (a) One of the functions of an office is to safeguard the assets of an organization. Explain **five** ways in which this can be done. (10 marks)
(b) Outline **five** reasons why machines used for reproduction of documents should be regularly serviced. (10 marks)
4. (a) Tenda Tenda Company Limited has developed a good organization structure. Explain **five** benefits that the company may derive from using the structure. (10 marks)
(b) The Office Manager at Maze Limited intends to carry out an Organization and Methods study. Explain **five** ways in which the employees are likely to benefit from the study. (10 marks)
5. (a) Explain **five** benefits that an organization may derive from using a visible card index to store information. (10 marks)
(b) Outline **five** reasons why an office manager should study Office Administration. (10 marks)
6. (a) Outline **five** circumstances under which an office may choose to reproduce documents using a photocopier. (10 marks)
(b) Describe **five** features of a good office. (10 marks)
7. (a) Outline **five** ways the production department can liaise with other departments in an organization. (10 marks)
(b) Explain **five** disadvantages of adopting departmental filing in an organization. (10 marks)

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