

2908/102

OFFICE ADMINISTRATION AND
MANAGEMENT

November 2018

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.

© 2018 The Kenya National Examinations Council

Turn over

1. (a) Explain **five** benefits that an organization may derive from adopting an appropriate office layout. (10 marks)
- (b) Outline the circumstances under which an organization may fail to implement the recommendations of the Organization and Methods (O & M) team. (10 marks)
2. (a) Explain **five** reasons that may account for a decline in the use of manual systems of keeping office records. (10 marks)
- (b) Outline **five** ways in which the Human Resource Department may facilitate the operations of the Marketing Department in an organization. (10 marks)
3. (a) Explain **five** factors that an organization may consider when selecting a method of reprography. (10 marks)
- (b) Outline **five** duties of an office supervisor. (10 marks)
4. (a) The cost of photocopying office documents at Kwaya Limited has been rising in the recent past. Explain **five** measures that the Office Manager should take to reverse this trend. (10 marks)
- (b) Explain **five** limitations associated with the matrix organization structure. (10 marks)
5. (a) The Office Manager at Shama Limited has adopted the vertical filing system. Explain **five** reasons that may have influenced this choice. (10 marks)
- (b) Outline **five** objectives that a firm aims to achieve by carrying out an Organization and Methods (O & M) study. (10 marks)
6. (a) Explain **five** functions of the Public Relations Department in an organization. (10 marks)
- (b) An office is often referred to as the nerve centre of an organization. Explain **five** reasons that justify this assertion. (10 marks)
7. (a) Office operations at Kwendo Limited are structured into several sections. Outline **five** reasons that make such division necessary. (10 marks)
- (b) Outline **five** managerial skills that an office manager should possess in order to be effective. (10 marks)

THIS IS THE LAST PRINTED PAGE.