

2908/102
OFFICE ADMINISTRATION
AND MANAGEMENT
November 2021
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.
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.

- revised
1. ✓ (a) Explain five measures that should be taken to prevent misfiling of documents in the registry. (10 marks)
 - (b) Explain five benefits that an organization may derive from proper planning of office functions. (10 marks)
 2. (a) ✗ Explain the circumstances under which the decentralized system of filing may be appropriate for an organization. (10 marks)
 - (b) Explain the guidelines that should be followed to ensure effective use of organization charts in an enterprise. (10 marks)
 3. ✓ (a) The Office Manager at Wema Limited is in the process of designing the office layout. Explain the factors that may determine the amount of space he allocates to each employee in the office. *number of staff
type of the task
machine used* (10 marks)
 - (b) Explain five benefits that a firm may derive from adopting territorial departmentation. (10 marks)
 4. ✓ (a) ✗ Explain five precautions that should be taken to safeguard valuable information in the office. (10 marks)
 - (b) Explain five benefits of the offset lithography method of reproducing documents. *High quality of the
can produce fine work rapidly at a time
is faster
is efficient* (10 marks)
 5. ✓ (a) Outline the circumstances under which the management of an organization may be responsible for clerical errors in the office. (12 marks)
 - (b) The application of work measurement techniques in the office is restricted by certain challenges. Explain four such challenges. (8 marks)
 6. (a) ✓ / There has been an increase in the use of electronic office forms in recent years. Explain five reasons that may account for this trend. *Plan* (10 marks)
 - (b) Describe the ways in which a receptionist may contribute to the negative image of an organization. *comm skills poor
leather results
Relations
Poor attitude* (10 marks)
 7. ✓ (a) Outline five factors that may determine the data collection technique adopted during an O & M survey. (10 marks)
 - (b) Outline five functions performed by the Production Manager in a manufacturing firm. (10 marks)

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