

SECTION A (32 marks)

Answer ALL the questions in this section.

1. State **three** functions of an office in an organization. (3 marks)

(i) _____

(ii) _____

(iii) _____

2. Outline **four** roles played by the human resource department in an organization. (4 marks)

(i) _____

(ii) _____

(iii) _____

(iv) _____

3. Explain **three** factors that an office manager should consider when determining the number of subordinates that are required to report to a given supervisor. (3 marks)

(i) _____

(ii) _____

(iii) _____

4. List **three** elements that should guide the management of an office. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

5. Outline **three** duties that a personal secretary is expected to carry out in an office. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

6. Explain **three** benefits that may be obtained by a business organization that equips its offices with in-built furniture. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

7. List **three** uses of a composite machine in a mail handling office. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

8. Outline **four** factors that may influence the choice of the document filing system to be used in an office. (4 marks)

- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

9. Outline **three** methods that may be used to prepare a master for spirit duplicating when reproducing documents in an office. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

10. Highlight **three** measures that an Organization and Methods survey team should take to ensure the full support of all employees involved in the exercise (3 marks)

(i) _____

(ii) _____

(iii) _____

SECTION B (68 marks)

*Answer any **FOUR** questions from this section.*

11. (a) Outline **six** factors that may limit the adoption of modern technology in an office. (9 marks)
- (b) Explain **four** factors that an office manager should consider when choosing the type of organization structure to adopt. (8 marks)
12. (a) Explain **six** benefits that an organization may get from decentralizing its office services. (9 marks)
- (b) Highlight **four** measures that an office manager may take to ensure effective flow of information in an organization. (8 marks)
13. (a) Highlight **six** reasons that have led to the unpopularity of the enclosed office layout in many organizations. (9 marks)
- (b) Outline **four** measures that an office manager should take to control the consumption of stationery in an office. (8 marks)
14. (a) Describe the steps that should be followed when preparing outgoing office mail for dispatch. (9 marks)
- (b) Outline **four** ways through which a registry supervisor may reduce the misplacement of files in the registry. (8 marks)
15. (a) Describe the procedure that should be followed when carrying out an Organization and Methods study in an office. (9 marks)
- (b) Outline **four** factors that should be considered when choosing a method of reproducing documents in an office. (8 marks)