

Name _____ Index No _____ / _____

1908/102

OFFICE ADMINISTRATION
AND MANAGEMENT

November 2015

Time: 3 hours

Candidate's Signature _____

Date _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE 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 15 questions in **TWO** sections; **A** and **B**.*

*Answer **ALL** the questions in Section **A** and any **FOUR** questions from Section **B** in the spaces provided in this question paper.*

*Do **NOT** remove any pages from this question paper.*

Candidates should answer the questions in English.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1 - 10	32	
B	11	17	
	12	17	
	13	17	
	14	17	
	15	17	
Total 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.

SECTION A (32 marks)

Answer **ALL** the questions in this section in the spaces provided after each question.

1. Outline **four** limitations of buying stationary in small quantities in an organization. (4 marks)

- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

2. State **three** reasons that may make an organization reluctant to file its documents horizontally. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

3. Outline **three** uses of an organization chart in a firm. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

4. List **three** factors that may influence the span of control in an organization. (3 marks)

(i) _____

(ii) _____

(iii) _____

5. State **three** challenges of using interviews when carrying out an Organization and Methods study in a company. (3 marks)

(i) _____

(ii) _____

(iii) _____

6. Outline **three** advantages of using No Carbon Required (NCR) paper. (3 marks)

(i) _____

(ii) _____

(iii) _____

SECTION A (32 marks)

Answer **ALL** the questions in this section in the spaces provided after each question.

1. Outline **four** limitations of buying stationary in small quantities in an organization. (4 marks)

- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

2. State **three** reasons that may make an organization reluctant to file its documents horizontally. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

3. Outline **three** uses of an organization chart in a firm. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

4. List **three** factors that may influence the span of control in an organization.

- (i) _____

- (ii) _____

- (iii) _____

5. State **three** challenges of using interviews when carrying out an Organization and Methods study in a company. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

6. Outline **three** advantages of using No Carbon Required (NCR) paper. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

7. State **two** types of letters that should not be opened by the office clerk in charge of handling mail. (2 marks)

(i) _____

(ii) _____

8. Outline **three** reasons for the declining use of the spirit duplicating method of reproducing documents in an office. (3 marks)

(i) _____

(ii) _____

(iii) _____

9. State **four** limitations of using computers to carry out office work. (4 marks)

(i) _____

(ii) _____

(iii) _____

10. Outline **four** measures that an office manager may take to safeguard the property of an organization. (4 marks)
- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

SECTION B (68 marks)

Answer ALL the questions in this section in the spaces provided after question 15.

11. (a) An office worker should possess certain qualities in order to be able to relate well with other employees in the organization. Explain **six** such qualities. (9 marks)
- (b) Outline **four** ways through which an office clerk can ensure that mail is ready for despatch. (8 marks)
12. (a) Explain **six** limitations of using a partitioned office layout in an organization. (9 marks)
- (b) Explain **four** reasons that may make a firm prefer to use a functional organizational structure in its operations. (8 marks)
13. (a) Explain **six** reasons that may make an employee decline to take up delegated office work. (9 marks)
- (b) Outline **four** qualities of a good form. (8 marks)

