

1908/102
OFFICE ADMINISTRATION AND
MANAGEMENT
July 2016
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
MODULE I**

OFFICE ADMINISTRATION AND MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of FIFTEEN questions in TWO sections; A and B.

Answer ALL the questions in Section A and ANY FOUR questions from Section B in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 3 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.

1. State **three** ways of delegating authority in an office. (3 marks)
2. Suggest **four** facilities that an organization may provide in a Customer Care office in order to improve its image. (4 marks)
3. Name **three** types of filing equipment that may be used in an office. (3 marks)
4. State **three** types of letters that should not be opened by the mail clerk. (3 marks)
5. State **three** reasons why many organizations do not use spirit duplicators when reproducing their documents. (3 marks)
6. Outline **two** benefits of using organization charts in a firm. (2 marks)
7. Outline **four** measures that a manager may take in order to maintain good human relations among his/her subordinates. (4 marks)
8. State **three** common levels of management. (3 marks)
9. Outline **three** benefits of hiring an external person to carry out an Organization and Methods (O&M) study in a firm. (3 marks)
10. List **four** types of desks that may be used in an office. (4 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Explain **six** benefits of using e-mail as a means of communication in an office. (9 marks)
- (b) Explain **four** ways in which an organization may benefit from centralized purchasing of stationery. (8 marks)
12. (a) Outline **six** qualities of a good supervisor. (9 marks)
- (b) Outline **four** reasons why an organization may prefer to use an electronic filing system. (8 marks)

13. (a) Explain **six** factors that an organization should consider when choosing an office layout. (9 marks)
- (b) Outline the steps followed when opening incoming mail in an office. (8 marks)
14. (a) Explain **six** principles of organization that may provide a guideline in the operations of a business. (9 marks)
- (b) Outline **four** functions of the production department in an organization. (8 marks)
15. (a) Outline **four** limitations of using a photocopier to reproduce documents in an office. (8 marks)
- (b) Outline **six** objectives of carrying out an Organization and Methods (O&M) study in an organization. (9 marks)

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