

1908/102
OFFICE ADMINISTRATION
AND MANAGEMENT
November 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 **four** benefits of using the computer to carry out office work. (4 marks)
2. Outline **three** types of services that can be centralised in an organization. (3 marks)
3. State **three** reasons that may account for the increased use of mobile phones to communicate in offices. (3 marks)
4. State **three** advantages of the chronological filing system. (3 marks)
5. List **four** types of office correspondence that may be handled by mail clerks in an office. (4 marks)
6. State **three** advantages of the line and staff organization structure. (3 marks)
7. State **three** duties of a store-keeper. (3 marks)
8. State **two** disadvantages of in-built furniture. (2 marks)
9. State **three** reasons why an office manager may be reluctant to carry out an Organization and Methods (O & M) study in a firm. (3 marks)
10. Outline **four** reasons for the declining use of carbon copying in the reproduction of documents. (4 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Outline **six** ways in which poor human relations between the employees and the management can affect an organization. (9 marks)
- (b) Explain **four** reasons that may make an employee decline to take up delegated work. (8 marks)
12. (a) Explain **six** reasons that account for the popularity of the open plan office layout. (9 marks)
- (b) Outline the procedure followed when preparing mail for dispatch. (8 marks)
13. (a) Explain **six** factors that should be considered when purchasing office furniture. (9 marks)
- (b) Mangan Company Limited does not file its documents in an orderly manner. Explain **four** ways in which this trend is likely to affect its business operations. (8 marks)

14. (a) Outline **six** measures that an Office Manager may take to ensure employees' co-operation when carrying out an Organization and Methods (O & M) study. (9 marks)
- (b) Outline **four** factors that an organization should consider when choosing a method of reproducing documents. (8 marks)
15. (a) Outline **six** functions of the human resource department in an organization. (9 marks)
- (b) Explain **four** features of a modern office. (8 marks)

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