

1908/102  
OFFICE ADMINISTRATION AND  
MANAGEMENT  
November 2017  
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. Outline **three** benefits of a well co-ordinated office management function to an organization. (3 marks)
2. State **three** uses of an organization chart. (3 marks)
3. Outline **three** reasons why managers find it necessary to delegate responsibility to their subordinates. (3 marks)
4. State **four** measures that a manager may take in order to reduce internal noise in an office. (4 marks)
5. Outline **three** reasons why a secretary may produce poor quality work. (3 marks)
6. Name **four** types of desks that may be found in an office. (4 marks)
7. Many organizations use electronic mail to communicate with their customers. Give **four** reasons for this. (4 marks)
8. Outline **three** advantages of having a centralized filing system in an organization. (3 marks)
9. State **three** disadvantages of using ink duplicators. (3 marks)
10. Name **two** methods that could be used to collect information in an organization and methods (O & M) study. (2 marks)

**SECTION B (68 marks)**

*Answer FOUR questions from this section.*

11. (a) Explain **six** ways in which the human resource department serves other departments in an organization. (9 marks)
- (b) Explain **four** factors that an office manager should consider when designing an effective office layout. (8 marks)
12. (a) Outline **six** benefits that an organization may get from putting in place a centralized mail handling system. (9 marks)
- (b) Explain **four** measures that an office supervisor can take to ensure good human relations among workers in an office. (8 marks)
13. (a) Explain **six** reasons that make it necessary for a organization to purchase the correct quantities of stationery. (9 marks)
- (b) Outline the circumstances under which an organization may adapt a narrow span of control. (8 marks)
14. (a) Explain **six** benefits that an organization may get from carrying out an organization and method (O & M) survey. (9 marks)
- (b) Explain **four** factors that may contribute to inefficient filing in an organization. (8 marks)
15. (a) Outline **six** advantages of photocopying as a method of reproducing documents. (9 marks)
- (b) Explain **four** reasons why an organization may outsource reprographics services. (8 marks)

**THIS IS THE LAST PRINTED PAGE.**