

1908/102
OFFICE ADMINISTRATION AND
MANAGEMENT
November 2018
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** functions of the marketing department in an organization. (3 marks)
2. Name **two** types of office layout that may be adopted by an organization. (2 marks)
3. State **three** measures that an office manager may take in order to maintain good human relations with his subordinates. (3 marks)
4. Outline **three** limitations of using the observation method to collect data in an organization and methods (O&M) study. (3 marks)
5. Outline **four** benefits of filing office documents. (4 marks)
6. List **three** types of correspondence that may be handled in an office. (3 marks)
7. Outline **four** benefits of using a franking machine when sending out mail in an organization. (4 marks)
8. List **three** methods that a large organization may use to purchase stationery. (3 marks)
9. Outline **three** reasons for the decentralization of office services in an organization. (3 marks)
10. Outline **four** elements of office management. (4 marks)

SECTION B (68 marks)

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

11. (a) Explain **six** reasons why photocopying is a popular method of reproducing documents in many organizations. (9 marks)
- (b) Outline **four** circumstances under which management may not implement all the recommendations of an organization and methods (O&M) study. (8 marks)
12. (a) Outline **six** ways in which a manager may ensure effective delegation. (9 marks)
- (b) Explain **four** factors that may limit the adoption of modern technology in office operations. (8 marks)
13. (a) Outline **six** supervisory duties of an office manager in an organization. (9 marks)
- (b) Explain **four** advantages of adopting a line organization structure in a business firm. (8 marks)
14. (a) Explain **six** factors that the management of an organization should consider when selecting the furniture to be used in the organization. (9 marks)
- (b) Explain **four** reasons that may account for the use of the numerical filing method by some organizations. (8 marks)
15. (a) Explain **four** functions of an office. (8 marks)
- (b) Outline the procedure that mail clerks should follow when handling incoming mail in an office. (9 marks)

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