

1908/102

OFFICE ADMINISTRATION AND
MANAGEMENT

July 2019

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 (15) 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 **four** duties that a filing clerk is expected to carry out in an office. (4 marks)
2. State **four** benefits of the open plan office layout. (4 marks)
3. Outline **three** circumstances under which a wide span of control may be used in an organization. (3 marks)
4. State **three** disadvantages of using organization charts. (3 marks)
5. Outline **three** differences between administration and management. (3 marks)
6. State **three** limitations of using the observation method to collect information in an Organization and Method (O & M) study. (3 marks)
7. Give **three** advantages of carbon copying. (3 marks)
8. State **three** reasons that would make an organization prefer to use the numerical filing system. (3 marks)
9. Name **three** items of mail room equipment. (3 marks)
10. State **three** benefits of metallic office furniture. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Explain the factors that may account for the preference of digital printing technology in modern offices. (9 marks)
- (b) Explain **four** ways in which the Finance Department serves other departments in an organization. (8 marks)
12. (a) Explain **six** staff related security regulations that may be adopted by an office manager to safeguard the assets of an organization. (9 marks)
- (b) Explain the circumstances where an office manager may be reluctant to delegate work to his subordinates. (8 marks)
13. (a) Outline **six** qualities of an effective office receptionist. (9 marks)
- (b) Explain **four** factors to consider when designing a file retention policy in an organization. (8 marks)
14. (a) Explain **six** measures that may be adopted to ensure effective use of office forms. (9 marks)
- (b) Explain **four** advantages of using a franking machine. (8 marks)
15. (a) Describe the procedure used in carrying out an Organisation and Method (O & M) study. (9 marks)
- (b) Explain **four** limitations of the photocopying method of reproducing documents. (8 marks)

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