

Name: _____ Index No: _____/_____

1908/102
 OFFICE ADMINISTRATION AND
 MANAGEMENT
 November 2012
 Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

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

OFFICE ADMINISTRATION AND MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided at the top of this page.

Sign and write the date of examination in the spaces provided above.

This paper consists of TWO sections A and B.

Answer ALL the questions in section A and any FOUR questions from section B.

Write all answers in the spaces provided in this question paper.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1 - 10	32	
B		17	
		17	
		17	
		17	
Total Score			

This paper consists of 16 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 that a business firm may get from the use of a line organization structure. (4 marks)
- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

2. Outline **four** ways in which an Office Manager may contribute to indiscipline among staff in an office. (4 marks)
- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

3. Highlight **three** measures that an Office Manager may take to ensure the safety of assets in an office. (3 marks)
- (i) _____

- (ii) _____

- (iii) _____

4. Outline **three** qualities that an effective Office Receptionist should possess. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

5. Highlight **three** limitations that may be faced by an organization that uses the tender method to procure office furniture. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

6. Give **three** reasons why mail may fail to reach its intended recipient. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

7. Outline **three** challenges that may be faced by an organization that uses the alphabetical method when filing office records. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

8. Give **three** reasons that make photocopying a popular method of reproducing documents in an office. (3 marks)
- (i) _____

- (ii) _____

- (iii) _____

9. Highlight **three** objectives of an Organization and Method(O&M) study. (3 marks)
- (i) _____

- (ii) _____

- (iii) _____

10. Outline **three** types of plans that may be used in an organization. (3 marks)
- (i) _____

- (ii) _____

- (iii) _____

SECTION B (68 marks)

*Answer any **FOUR** questions from this section in the spaces provided.*

11. (a) Explain **six** ways through which the marketing department may contribute to the achievement of an organization's goals. (9 marks)
- (b) Explain **four** reasons that make it necessary for companies to hire external consultants to carry out Organization and Method studies. (8 marks)

