

Name \_\_\_\_\_

Index No \_\_\_\_\_ / \_\_\_\_\_

1908/102

OFFICE ADMINISTRATION  
AND MANAGEMENT

November 2015

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 above.*

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

*This paper consists of 15 questions in **TWO** sections; **A** and **B**.*

*Answer **ALL** the questions in Section **A** and any **FOUR** questions from Section **B** in the spaces provided in this question paper.*

*Do **NOT** remove any pages from this question paper.*

*Candidates should answer the questions in English.*

### For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
<b>A</b>	<b>1 - 10</b>	32	
	<b>B</b>		
	<b>11</b>	17	
	<b>12</b>	17	
	<b>13</b>	17	
	<b>14</b>	17	
	<b>15</b>	17	
<b>Total Score</b>			

**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 in the spaces provided after each question.

1. Outline **four** limitations of buying stationary in small quantities in an organization. (4 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

(iv) \_\_\_\_\_  
\_\_\_\_\_

2. State **three** reasons that may make an organization reluctant to file its documents horizontally. (3 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

3. Outline **three** uses of an organization chart in a firm. (3 marks)

(i) \_\_\_\_\_  
\_\_\_\_\_

(ii) \_\_\_\_\_  
\_\_\_\_\_

(iii) \_\_\_\_\_  
\_\_\_\_\_

4. List **three** factors that may influence the span of control in an organization. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

5. State **three** challenges of using interviews when carrying out an Organization and Methods study in a company. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

6. Outline **three** advantages of using No Carbon Required (NCR) paper. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

## SECTION A (32 marks)

Answer **ALL** the questions in this section in the spaces provided after each question.

1. Outline **four** limitations of buying stationary in small quantities in an organization. (4 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
- (iv) \_\_\_\_\_  
\_\_\_\_\_
2. State **three** reasons that may make an organization reluctant to file its documents horizontally. (3 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
3. Outline **three** uses of an organization chart in a firm. (3 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

4. List **three** factors that may influence the span of control in an organization. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

5. State **three** challenges of using interviews when carrying out an Organization and Methods study in a company. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

6. Outline **three** advantages of using No Carbon Required (NCR) paper. (3 marks)

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_

7. State **two** types of letters that should not be opened by the office clerk in charge of handling mail. (2 marks)

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

8. Outline **three** reasons for the declining use of the spirit duplicating method of reproducing documents in an office. (3 marks)

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

(iii) \_\_\_\_\_

9. State **four** limitations of using computers to carry out office work. (4 marks)

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

(iii) \_\_\_\_\_

10. Outline **four** measures that an office manager may take to safeguard the property of an organization. (4 marks)
- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_
- (iii) \_\_\_\_\_  
\_\_\_\_\_
- (iv) \_\_\_\_\_  
\_\_\_\_\_

**SECTION B (68 marks)**

*Answer ALL the questions in this section in the spaces provided after question 15.*

11. (a) An office worker should possess certain qualities in order to be able to relate well with other employees in the organization. Explain **six** such qualities. (9 marks)
- (b) Outline **four** ways through which an office clerk can ensure that mail is ready for despatch. (8 marks)
12. (a) Explain **six** limitations of using a partitioned office layout in an organization. (9 marks)
- (b) Explain **four** reasons that may make a firm prefer to use a functional organizational structure in its operations. (8 marks)
13. (a) Explain **six** reasons that may make an employee decline to take up delegated office work. (9 marks)
- (b) Outline **four** qualities of a good form. (8 marks)

