

1908/102  
OFFICE ADMINISTRATION AND  
MANAGEMENT  
July 2022  
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 **four** functions of an organization chart. (4 marks)
2. List **four** office services that may be centralized in an organization. (4 marks)
3. List **four** staff who may work in a finance office. (4 marks)
4. State **three** benefits of centralizing purchase of stationery in an organization. (3 marks)
5. State **three** functions that may be performed using a composite machine in the mail room. (3 marks)
6. Outline **two** circumstances under which alphabetical filing may be suitably used in an organization. (2 marks)
7. Outline **four** reasons why an organization may prefer to use offset lithography in the reproduction of documents. (4 marks)
8. State **two** types of questionnaires that may be used to collect information when carrying out an Organization and Methods (O & M) survey. (2 marks)
9. State **four** benefits of an open plan office. (4 marks)
10. Name **two** levels of management in an organization. (2 marks)

**SECTION B (68 marks)**

*Answer any FOUR questions from this section.*

11. (a) Outline **six** functions of the Human Resource Department in an organization. (9 marks)
- (b) Explain **four** advantages of having a wide span of control in an organization. (8 marks)
12. (a) Explain **four** administrative functions of an office. (8 marks)
- (b) Outline **six** responsibilities of an office manager in an organization. (9 marks)
13. (a) Outline **four** benefits of using metallic furniture in an office. (8 marks)
- (b) Outline **six** activities undertaken by a mail clerk at the despatch stage of handling outgoing mail. (9 marks)
14. (a) Explain **six** factors that may influence the choice of a filing system. (9 marks)
- (b) Outline **four** features of a modern photocopier. (8 marks)
- \* 15. (a) Explain **six** measures that an office manager may take to enlist the support of staff for an Organization and Methods (O & M) programme. (9 marks)
- (b) Explain **four** steps followed in the process of controlling as a function of management. (8 marks)

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