

Name \_\_\_\_\_ Index No. \_\_\_\_\_/\_\_\_\_\_

2906/201  
**OFFICE ADMINISTRATION  
 AND MANAGEMENT**  
**July 2015**  
**Time: 3 hours**

Candidate's Signature \_\_\_\_\_

Date \_\_\_\_\_



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**DIPLOMA IN BUSINESS MANAGEMENT  
 MODULE II**

**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 **SEVEN** questions.*

*Answer any **FIVE** questions.*

*All questions carry equal marks.*

*Write your answers 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**

Question	1	2	3	4	5	6	7	TOTAL SCORE
Candidate's 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.**

1. (a) Explain **five** ways in which an officer manager may ensure effective coordination of office activities. (10 marks)
- (b) Outline **five** principles that should be considered when designing an organization structure. (10 marks)
2. (a) Highlight **five** benefits that may accrue to an organization from the use of a centralized filing system. (10 marks)
- (b) Explain **five** circumstances under which managers may adopt a narrow span of control in an office. (10 marks)
3. (a) Outline **five** factors that an office supervisor should consider when designing an office layout. (10 marks)
- (b) Wezo Limited is in the process of purchasing office filing equipment. Highlight **five** factors that the company should consider when choosing the equipment to purchase. (10 marks)
4. (a) Highlight **five** benefits that may accrue to a business firm from carrying out an organization and methods survey. (10 marks)
- (b) Outline **five** functions that a procurement department is expected to carry out in an organization. (10 marks)
5. (a) Amani has been appointed as an Office Manager at Heri Ltd. Highlight **five** supervisory duties that Amani will be expected to perform in the organization. (10 marks)
- (b) Outline **five** factors that may determine the choice of method used to classify office documents in an organization. (10 marks)
6. (a) Explain **five** factors that should be considered when choosing the type of reprography machine to use in making copies of documents in an office. (10 marks)
- (b) Give **five** reasons that may make it difficult for office staff to multi task. (10 marks)
7. (a) Highlight **five** ways in which an office manager may establish good human relations with subordinates. (10 marks)
- (b) Give **five** reasons that make an efficient mail handling system an important aspect in an organization. (10 marks)