

2906/201

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2927/201

**OFFICE ADMINISTRATION AND  
MANAGEMENT**

**July 2018**

**Time: 3 hours**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**DIPLOMA IN BUSINESS MANAGEMENT  
DIPLOMA IN HUMAN RESOURCE MANAGEMENT  
DIPLOMA IN DISASTER MANAGEMENT**

**MODULE II**

**OFFICE ADMINISTRATION AND MANAGEMENT**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of **SEVEN** questions.*

*Answer any **FIVE** questions in the answer booklet provided.*

*Candidates should answer the questions in English.*

**This paper consists of 2 printed pages.**

**Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.**

1. (a) Outline **five** ways in which an office supervisor may enhance good relations with his or her subordinates. (10 marks)
- (b) The rate of stationery wastage at Kwapo Limited has been rising over time. Explain **five** measures that the Office Manager should take to reverse this trend. (10 marks)
2. (a) Outline **five** limitations of using the interview method to collect data for an organization and methods (O & M) study. (10 marks)  
*Examine method*  
*→ ppl may tend to behave differently*  
*→ its time consuming*  
*→ ppl may not be genuine thus giving the distorted info.*
- (b) Explain **five** factors that management should consider when selecting an appropriate organization structure. (10 marks)
3. (a) Carbon copying as a method of reprography has been losing popularity over the past few years. Explain **four** reasons that may account for this trend. (8 marks)
- (b) Explain **six** principles of records management. (12 marks)  
*Information*  
*classification*  
*verification*  
*simplicity*  
*elasticity*
4. (a) Outline **four** functions of the Human Resource department in an organization. (8 marks)
- (b) Describe the procedure for handling incoming mail in an office. (12 marks)
5. (a) Outline **five** demerits of microfilming office documents in an organization. (10 marks)  
*time consuming*
- (b) Explain **five** measures that may be taken by an office manager to enhance employee security. (10 marks)
6. (a) Explain **five** circumstances under which an organization may find it appropriate to centralise office services. (10 marks)  
*when the resources are limited*  
*when the org is small*  
*when they want to minimize the*  
*incompetence of most of the employees*  
*when they intend to enhance supervision*
- (b) Outline **five** qualities that an office receptionist should possess in order to perform his or her duties effectively. (10 marks)
7. (a) Many organizations find it appropriate to outsource some office services. Explain **five** challenges that may be associated with this practice. (10 marks)
- (b) Outline **five** indicators of a poor office layout. (10 marks)

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