

2908/102  
OFFICE ADMINISTRATION AND  
MANAGEMENT  
November 2017  
Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**  
**DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**MODULE I**

**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) Explain **five** ways in which the office supervisor may promote good relations among employees in the office. (10 marks)
- (b) Explain **five** functions of the production department in an organization. (10 marks)
2. (a) Outline **five** disadvantages of an enclosed office layout. (10 marks)
- (b) Explain **five** reasons that may make it necessary for an organization to centralize office services. (10 marks)
3. (a) Mega Limited intends to adopt the alphabetical system of classifying documents. Outline the shortcomings that may be associated with this system. (10 marks)
- (b) The Office Manager of Zillo Limited prefers to use the photocopying method to reproduce office documents. Explain **five** reasons that may account for this preference. (10 marks)
4. (a) Outline **five** indicators of an efficient filing system in an organization. (10 marks)
- (b) Describe the steps that should be followed when carrying out an organization and methods (O & M) study. (10 marks)
5. (a) Explain **five** ways in which the human resource department contributes to the achievement of organizational goals. (10 marks)
- (b) Explain the activities that may be undertaken by an office manager while carrying out the function of organizing. (10 marks)
6. (a) The management of Kalu Limited recently created an organization and methods (O & M) team. Explain the reasons that may have led to this move. (10 marks)
- (b) Mr. Mutembei has been hired as a customer relations officer at Mueni Enterprises. Explain the challenges that he is likely to face while discharging his duties. (10 marks)
7. (a) Explain the benefits that an organization may derive from effective internal communication. (10 marks)
- (b) Outline **five** measures that should be taken to minimize wastage when using desktop publishing to produce documents in the office. (10 marks)

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