

1. (a) Kate has been employed as a filing clerk at Jakuzi Company Limited. Highlight **five** duties that she would be expected to perform in the organization. (10 marks)
- (b) Explain the measures that an office manager may take to improve human relations among employees in a department. (10 marks)
2. (a) Tete Company Limited has changed its offices from an open plan to the closed plan layout. Highlight the benefits that may accrue to the firm from this change. (10 marks)
- (b) Explain the reasons that would make an office manager prefer the lateral method of filing documents over other methods. (10 marks)
3. (a) Outline **five** benefits that may accrue to an organization from effective office administration and management. (10 marks)
- (b) Explain the ways in which the human resource department serves other departments in an organization. (10 marks)
4. (a) Lamwaka Limited recently received an organization and method study report from a consultant. However, the recommendations were not implemented. Explain the reasons for the failure to implement the recommendations. (10 marks)
- (b) Outline **five** features that an efficient filing system should possess. (10 marks)
5. (a) Outline the benefits that an organization would get by carrying out an organization and method study. (10 marks)
- (b) Highlight the factors that should be considered when choosing a method of reproducing documents in an office. (10 marks)
6. (a) Explain **five** effects that a poorly designed organization structure may have on office operations. (10 marks)
- (b) Tamu Company Limited is in the process of recruiting an office supervisor. Outline **five** characteristics that the company should look for in the person to be recruited. (10 marks)
7. (a) The Office Manager at Peps Limited has recommended the landscaping of the organization's offices. Explain the reasons that may have necessitated this recommendation. (10 marks)
- (b) Organizations that adopt modern technology are likely to enjoy certain benefits. Highlight **five** such benefits. (10 marks)