

**2908/102**  
**OFFICE ADMINISTRATION**  
**AND MANAGEMENT**  
**July 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 the benefits that an organization may derive from having an effective organization structure. (10 marks)
- (b) There are certain duties that an office manager is expected to perform in relation to the subordinate staff of an organization. Outline five such duties. (10 marks)
- ✓ 2. (a) Explain the reasons why it is necessary to have various departments in an organization. (10 marks)
- (b) Explain the aspects of a job that are analysed by the organization and methods (O&M) team while undertaking its work. (10 marks)
3. (a) Explain five measures that a filing clerk may take in order to maintain an efficient filing system in an organization. (10 marks)
- (b) Outline the limitations of the bureaucratic organization structure. (10 marks)
- ✓ 4. (a) Explain the reasons that may lead an organization to adopt a computerized filing system. (10 marks)
- (b) Outline the factors that a manager should consider when assigning duties to the members of staff in the organization. (10 marks)
- ✓ 5. (a) Explain the reasons that may account for the increased preference for Desktop Publishing as a method of producing documents in the office. (10 marks)
- (b) Explain five measures that an office manager may take to ensure the safety of employees in the office. (10 marks)
6. (a) Outline five functions that are carried out by the Accounts department in an organization. (10 marks)
- (b) The newly created organization and methods (O&M) team at Farasi Limited intends to improve ways of doing work in the organization. Explain the principles that the team should observe when executing this task. (10 marks)
- ✓ 7. (a) Explain how the office manager may enhance the physical appearance of an office. (10 marks)
- (b) Outline the limitations of using the carbon copying method to reproduce documents in the office. (10 marks)

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