

Name _____ Index No. _____ / _____

1908/102
 OFFICE ADMINISTRATION AND
 MANAGEMENT
 July 2012
 Time: 3 hours

Candidate's Signature _____

Date _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

MODULE I

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 **TWO** sections: **A** and **B**.
 Answer **ALL** questions in section **A** in the spaces provided in this question paper.
 Answer any **FOUR** questions from section **B** in the spaces provided in this question paper.
 All questions carry equal marks.

For Examiner's Use Only

Section A

Questions	1	2	3	4	5	6	7	8	9	10	Total
Candidate's Score											

Section B

Questions	11	12	13	14	15	Total
Candidate's Score						

Grand
Total

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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.

SECTION A (32 marks)

Answer **ALL** questions in this section in the spaces provided.

1. Outline **four** benefits of using electronic mail for communication in an office. (4 marks)
- (i) _____

- (ii) _____

- (iii) _____

2. List **three** duties that may be performed by clerical staff in a sales department. (3 marks)
- (i) _____

- (ii) _____

- (iii) _____

3. Highlight **three** factors that may determine the span of control of a manager in an organization. (3 marks)
- (i) _____

- (ii) _____

- (iii) _____

4. Outline **three** measures that may be taken to reduce noise in an open plan office. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

5. Highlight **four** qualities of an effective office receptionist. (4 marks)

- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

6. Outline **three** types of furniture that a secretary may use in an office. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

7. Explain **three** shortcomings of the alphabetical filing system. (3 marks)

(i) _____

(ii) _____

(iii) _____

8. Outline **three** consequences of using inappropriate equipment in a mailroom. (3 marks)

(i) _____

(ii) _____

(iii) _____

9. Highlight **four** factors that may account for the popularity of photocopying as a method of reproducing office documents. (4 marks)

(i) _____

(ii) _____

(iii) _____

(iv) _____

10. Outline **two** limitations of requiring Organization and Methods (O & M) teams to report to top management (2 marks)

(i) _____

(ii) _____

SECTION B (68 marks)

Answer ANY FOUR questions from this section in the answer booklet provided.

11. (a) Outline **four** measures that an Office Manager may take to improve human relations in an organization. (8 marks)
- (b) Explain **six** ways through which by an Office Manager may ensure success in the performance of his duties. (9 marks)
12. (a) Explain **four** reasons that would make it necessary to use offset lithography to reproduce documents in an office. (8 marks)
- (b) Describe the procedure for handling incoming office mail. (9 marks)
13. (a) Highlight four measures that an Office Manager may take to ensure the security of computerized office data. (8 marks)
- (b) Explain **six** reasons that would justify the formulation of a document retention policy in an organization. (9 marks)
14. (a) Explain **four** responsibilities of an Organization and Methods (O &M) team. (8 marks)
- (b) Outline **six** reasons that may make it necessary for an organization to adopt the open plan office layout. (9 marks)
15. (a) Outline **six** factors that may encourage the adoption of a line organization structure in a business firm. (9 marks)
- (b) Explain **four** measures that manager may take to ensure effective delegation in an office. (8 marks)