

2908/102
OFFICE ADMINISTRATION
AND MANAGEMENT
November 2022
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 organizational aspects that may be considered at the collection of facts stage during an organization and methods assignment. (10 marks)
(b) Outline **five** advantages of the alphabetical system of document classification. (10 marks)
2. (a) Explain **four** factors that a firm's management should consider when selecting its organization structure. (8 marks)
(b) Outline **six** duties of an office supervisor in relation to the subordinates. (12 marks)
3. (a) The open plan office has sustained its popularity among employers over the years. Explain **five** reasons that may account for this situation. (10 marks)
(b) Describe **five** functions performed by the production manager in an organization. (10 marks)
4. (a) The Office Manager at Avensil Limited has recommended adoption of the lateral filing method in the firm. Suggest the arguments that he may have raised in favour of the method. (10 marks)
(b) Explain **five** guidelines that should be observed with regard to artificial lighting in an office. (10 marks)
5. (a) Thematic Limited intends to advertise the position of Office Manager. Outline **five** items that may be included in the duties and responsibilities section of the advertisement. (10 marks)
(b) Explain the circumstances under which the purchasing department may be responsible for poor performance in an organization. (10 marks)
6. (a) Outline the advantages of producing copies of an original document using the photocopying process. (10 marks)
(b) Explain **five** limitations that may be associated with an organization and methods enquiry. (10 marks)
7. (a) Explain **five** measures that the management of an organization may take to reduce noise in an open plan office. (10 marks)
(b) Explain **five** reasons that may account for the continued use of offset lithography in some organizations despite modern developments in reprography. (10 marks)

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