

Name _____

Index No. _____

2906/201
OFFICE ADMINISTRATION
AND MANAGEMENT
July 2014
Time: 3 hours

Candidate's Signature _____

Date _____

THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN BUSINESS MANAGEMENT
MODULE II**

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 SEVEN questions.
Answer any FIVE questions in the spaces provided in this question paper.
All questions carry equal marks.
Do NOT remove any pages from this question paper.
Candidates should answer the questions in English.*

For Examiner's Use Only

Question	1	2	3	4	5	6	7	TOTAL SCORE
Candidate's Score								

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.**

1. (a) Outline five benefits that an organization may obtain from effective office administration and management. (10 marks)
- (b) Explain five functions that the procurement department of a large organization could be expected to perform. (10 marks)
2. (a) Ngoi, an employee of Wingu Company Limited was reluctant to take up tasks delegated to him by his supervisor. Explain five reasons that may have made Ngoi act this way. (10 marks)
- (b) Explain five measures that an office manager should take to reduce internal noise in an office. (10 marks)
3. (a) Explain five ways in which an office manager may contribute to poor human relations in an office. (10 marks)
- (b) Explain five reasons that justify the need for companies to maintain adequate quantities of office stationery. (10 marks)
4. (a) Outline five limitations of using pigeon holes to distribute correspondence to employees in an organization. (10 marks)
- (b) Explain five benefits that may be realized by an organization that maintains an efficient document filing system. (10 marks)
5. (a) Explain five factors that may lead to the frequent breakdown of an office photocopying machine. (10 marks)
- (b) Highlight five limitations of using a computer software to analyse data collected in an organization and methods study. (10 marks)
6. (a) Salama is a newly employed office messenger at Johari Limited. Outline five duties that she may be expected to perform in her position. (10 marks)
- (b) Explain five challenges that may be faced by a firm that adopts a functional organization structure. (10 marks)
7. (a) Explain five reasons that may make a company fail to implement the recommendations made in an organization and methods study report. (10 marks)
- (b) Outline five measures that an organization may adopt to ensure effective use of office forms. (10 marks)