

2906/201
OFFICE ADMINISTRATION AND
MANAGEMENT
July 2016
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN BUSINESS MANAGEMENT
MODULE II**

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.

© 2016 The Kenya National Examinations Council

Turn over

1. (a) Jonas has been hired by Safara Limited as the Personal Assistant to the Office Administrator. Outline the duties he is expected to perform. (10 marks)
- (b) Outline the benefits that an organization may derive from using Desktop Publishing to reproduce documents. (10 marks)
2. (a) Explain the factors that should be considered in determining the space to be allocated to an individual office worker in an organization. (10 marks)
- (b) Outline the circumstances under which an organization may find it necessary to carry out an O & M study. (10 marks)
3. (a) Describe the activities carried out by the human resource department during the process of employee selection in an organization. (10 marks)
- (b) Explain the limitations of using the subject filing method in an organization. (10 marks)
4. (a) Explain the reasons for the increased use of conference calls to hold organizational meetings. (10 marks)
- (b) One of the functions of office management is planning. Explain the steps that the office manager should take when carrying out this function. (10 marks)
5. (a) Outline the factors that may be considered when selecting the type of paper to be used as part of office stationery. (10 marks)
- (b) A receptionist is often the first contact for visitors in an organization. Explain the guidelines that the receptionist should follow in receiving first-time visitors. (10 marks)
6. (a) Explain the procedure that should be followed to dispatch franked mail. (10 marks)
- (b) Explain the factors that may influence the adoption of a line and staff structure in an organization. (10 marks)
7. (a) Explain the measures that the Office Manager may take to ensure effective delegation in the organization he/she works for. (12 marks)
- (b) Outline the advantages of the offset litho method of duplication to an organization. (8 marks)

THIS IS THE LAST PRINTED PAGE.