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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE CERTIFICATE IN COMMUNITY DEVELOPMENT AND SOCIAL WORK**  
**CDS 207: OFFICE ADMINISTRATION AND MANAGEMENT**

Date: 15<sup>TH</sup> APRIL 2024

Time: 11:30AM-1:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- Describe three characteristics of any type of organization structure. (5 Marks)
- List the advantages of centralizing office services. (5 Marks)
- Mention the qualities of good filing systems. (5 Marks)
- Highlight the difficulties of organization methods in an office. (5 Marks)
- State the benefits of utilizing office technology. (5 Marks)
- List the advantages of business letters as means of office correspondence. (5 Marks)

**QUESTION TWO (20 MARKS)**

- Discuss several factors that a procurement manager will consider in purchasing office furniture for the university library. (8 Marks)
- Organizations have classifications of employers and employees, list four importance of human relations amongst the two groups. (6 Marks)
- Discuss three ways that an organization can motivate employees who have been affected by new government policies in their salaries and wages scales. (6 Marks)

**QUESTION THREE (20 MARKS)**

- Highlight the principles of procuring office stationery for business concern and efficiency of office employees. (8 Marks)
- Photocopying is a key reprography service in an office, list its advantages. (6 Marks)
- State the objectives of office organization and methods as a means of work simplification in the marketing department. (6 Marks)

**QUESTION FOUR (20 MARKS)**

- State two differences between office administration and management in achieving organization goals. (6 Marks)
- Organizations are structured with different departments, list four functions of the human resource department. (8 Marks)
- Office is the administrative center of a business, list five functions of an office to Kiriri women university of science and technology. (6 Marks)

**QUESTION FIVE (20 MARKS)**

- Highlight the advantages of a private office layout to a firm offering counselling services to patients from a referral hospital. (8 Marks)
- List the important functions of an ideal office manager. (6 Marks)
- State the advantages of delegation of office authority to the subordinates. (6 Marks)