



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P. O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2020/2021 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN PROCUREMENT AND SUPPLIES MANAGEMENT**  
**CPS 018 - OFFICE ADMINISTRATION AND MANAGEMENT.**

Date: 14<sup>th</sup> December, 2020.  
Time: 3.00pm – 5.00pm

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Define the following terms and examples of each one of them:
- i) Office (2 Marks)
  - ii) Management (2 Marks)
  - iii) Office Management (2 Marks)
- b) Explain at least three purposes of an office. (6 Marks)
- c) Name and explain the functions of an office manager. (6 Marks)
- d) Describe the major differences between the managerial duties and the supervisor's duties. (6 Marks)
- e) Briefly explain the relationship between a manager and the top management. (6 Marks)
- f) Explain the objectives that you determine when conducting office organization. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Examine the techniques of management needed to smoothly run an organization. (10 Marks)
- b) The office work has tremendously grown in the modern economy. Due to the expansion of economic activities, the work has been increased manifold. Discuss the factors that contribute to this growth (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Many organizations cannot function without offices. Therefore, an office is a vital space in organizations. Discuss the various types of offices and their functions. (10 Marks)
- b) In the contemporary business world offices in our country faces challenges of different kinds-social, political, economic etc. Discuss these challenges. (10 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Office Management as a function is that branch of the art and science of management which is concerned with the efficient performances of office work. Discuss the functions of office management. (10 Marks)
- b) Examine the elements of office management. (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Departmentation is the process which is used to group business activities into units for the purpose of efficient administration at all levels. Explain the bases of departmentation. (10 Marks)
- b) Evaluate the principles an office manager should bear in mind while making decisions about office accommodation. (10 Marks)