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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 201- OFFICE ADMINISTRATION AND MANAGEMENT

Date: 9th December 2022
Time: 2:30pm-4:30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Describe factors to consider when making the choice for office space. (6 Marks)
- b) Identify the importance of having a registry office in business. (6 Marks)
- c) Highlight importance of having different types of indexing in an organization. (6 Marks)
- d) Explain importance of filing office records in an organization. (6 Marks)
- e) Highlight factors that would affect proper office layout. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Explain the importance of communication within an organization. (8 Marks)
- b) Correspondence is communication on matters of common interest. Explain: Advantages of centralized correspondence. (6 Marks)
- c) Disadvantages of delegation. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Mail services is written correspondence. Highlight six advantages of having an efficient mail service to an organization. (6 Marks)
- b) Discuss different factors that have to be considered before adapting to a particular communication system. (8 Marks)
- c) Outline some of the emerging issues and trends in office organization. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain three basic equipment and tools found in offices today and their usage. (6 Marks)
- b) An organization structure groups similar jobs together. Explain the advantages of having a functional structure in an organization. (8 Marks)
- c) Describe the indicators of a conducive work environment. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Outline the advantages of having a good office layout. (8 Marks)
- b) Discuss the importance of having a good filing record system in organizations. (6 Marks)
- c) Explain benefits to considering keeping a neat and orderly office. (6 Marks)