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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DBA 1109- OFFICE ADMINISTRATION AND MANAGEMENT

Date: 16th August 2018
Time: 11.00Am- 10.30 Am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the term **management** (3 Marks)
- b) With an illustration define the term organizational structure (8 Marks)
- c) State five principles of office layout (5 Marks)
- d) Highlight seven importance of delegation in an office (7 Marks)
- e) State functions of ICT in an office (7 Marks)

QUESTION TWO (20 MARKS)

- a) Differentiate between office administration and office management (8 Marks)
- b) Highlight five departments in an organization and their functions (8 Marks)
- c) Define the term span of control (4 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss four emerging issues in office administration & management (4 Marks)
- b) Discuss the role and responsibilities of a human resource manager (8 Marks)
- c) Briefly discuss four types of furniture (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss five importance of office layout (8 Marks)
- b) Briefly discuss five importance of organizational structure (8 Marks)
- c) State four types of stationeries and their use (4 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the procedure of handling incoming correspondence (9 Marks)
- b) Outline five types of office layout (5 Marks)
- c) Human Relations is core in office administration & management. Highlight six facts to support this statement (6 Marks)