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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE CERTIFICATE IN COMMUNITY DEVELOPMENT AND SOCIAL WORK**  
**CDS 207: OFFICE ADMINISTRATION AND MANAGEMENT**

Date: 17<sup>TH</sup> APRIL 2023  
Time: 11:30AM-1:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Explain the essential elements of office management (6 Marks)
- b) Evaluate principles of organisation in an office (6 Marks)
- c) Examine the roles of human relations in an office. (6 Marks)
- d) Explain various departments in an organization (6 Marks)
- e) Describe the procedure involved for handling incoming office correspondence (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Describe factors which must be taken into account in choosing office furniture (7 Marks)
- b) Discuss the advantages of decentralization of office functions (7 Marks)
- c) Explain the procedure involved for handling outgoing office correspondence (6 Marks)

**QUESTION THREE (20 MARKS)**

- a) Explain the functions of an office administrator. (6 Marks)
- b) Highlight at least four benefits of office layout to an institution. (7 Marks)
- c) Discuss demerits of decentralization of office function (7 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Examine general duties and responsibilities of office personnel. (7 Marks)
- b) Explain the purpose of filling system to an organisation. (7 Marks)
- c) Describe the procedure involved for handling outgoing office correspondence (6 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Evaluate types of organisation structures in a company. (7 Marks)
- b) Explain at least four features of furniture. (7 Marks)
- c) Discuss different classification of office personnel. (6 Marks)