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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 HUMAN RESOURCE**  
**MANAGEMENT**  
**CHR 201: 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)**

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

**QUESTION TWO (20 MARKS)**

- a) Discuss several factors that a procurement manager will consider in purchasing office furniture for the university library. **(8 Marks)**
- b) Organizations have classifications of employers and employees, list four importance of human relations amongst the two groups. **(6 Marks)**
- c) 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)**

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

**QUESTION FOUR (20 MARKS)**

- a) State two differences between office administration and management in achieving organization goal. **(6 Marks)**
- b) Organizations are structured with different departments, list four functions of the human resource department. **(8 Marks)**
- c) Office is the administrative center of a business, list **five** functions of an office to Kiriri Women's University of Science and Technology. **(6 Marks)**

**QUESTION FIVE (20 MARKS)**

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