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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DBA 1109- OFFICE ADMINISTRATION AND MANAGEMENT

Date: 19th April, 2022
Time: 8.30 am – 10.30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) An organization's structure determines the level of success of the organization. List five disadvantages that an organization experiences when it has a rigid structure. (4 Marks)
- b) In an organization, management and administration have a clear role that they play to ensure the success of the organization. Highlight the distinctions between office administration and office management. (6 Marks)
- c) Identify five principles of office organization that guide management on how to operate. (5 Marks)
- d) As a manager, you have noticed that employees are handling office stationery inappropriately. List the points you will advise them on managing office stationery. (6 Marks)
- e) State the five steps taken during the filing procedure that offices follow when filing records. (5 Marks)
- f) With the ever-changing business environment, outline the emerging trends and issues being witnessed in office administration and management. (4 Marks)

QUESTION TWO (20 MARKS)

- a) Explain five benefits that an organization may enjoy when the administration and management adapt the decentralized organizational structure. (10 Marks)
- b) There is an increasing tendency for organizations to locate their offices away from the central business district (CBD). Outline five reasons that might be the reason for this trend. (10 Marks)

QUESTION THREE (20 MARKS)

- a) The office manager of the company you have recently started working for likes having all the control. Discuss six factors that might be making the manager reluctant to delegate authority. (6 Marks)
- b) Describe four activities carried out by the human resource department during the process of employee recruitment in an organization. (8 Marks)
- c) Discuss the factors that would make a manager reluctant to embrace the concept of planning for the organization. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Outline six principles that guide management in the organization and methods process in an organization. (12 Marks)
- b) Describe four office leadership styles that managers and administrators can follow in how they deal with their employees in the organization. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) Records management is a crucial aspect in the office as it helps in keeping relevant information to serve as a reference point as well as ensuring the smooth flow of operations. Describe in detail the lifecycle of records management in an office. (10 Marks)
- b) Explain the factors managers need to take into consideration when selecting office furniture and equipment. (10 Marks)