



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P.O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CHR 201: 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 decentration of office functions. **(7 Marks)**
- c) Explain the procedure involve for handling out going 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 decentration 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 out going 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)**