



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 WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CHR 201- OFFICE ADMINISTRATION AND MANAGEMENT**

Date: 29<sup>TH</sup> JULY 2022  
Time: 2:30PM – 4:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Explain in details essential elements of office management. (6 Marks)
- b) Evaluate different methods of filling system. (6 Marks)
- c) Examine the key differences between management and administration. (6 Marks)
- d) State and Explain various departments in an organization. (6 Marks)
- e) Explain 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. (8 Marks)
- b) Discuss briefly some of the characteristics of organisation. (6 Marks)
- c) Explain these terms span of control and delegation of authority. (6 Marks)

**QUESTION THREE (20 MARKS)**

- a) Explain briefly functions of an office administrator. (6 Marks)
- b) State at least four benefits of office layout to an institution. (8 Marks)
- c) Differentiate between centralization and decentralization of authority. (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Examine general duties and responsibilities of office personnel. (8 Marks)
- b) State and explain at least four features of furniture. (6 Marks)
- c) Discuss principles of organization. (6 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Evaluate briefly types of organisation structures in a company. (6 Marks)
- b) State and explain different classification of office personnel. (6 Marks)
- c) Explain the role of human relations in an office. (8 Marks)