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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**THIRD YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE BACHELOR IN EDUCATION(ARTS)**  
**KBA 2324:OFFICE MANAGEMENT AND ADMINISTRATION**

Date: 14<sup>th</sup> December 2023  
Time: 8.30am -10.30am

**INSTRUCTIONS TO CANDIDATES:**

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

**QUESTION ONE (30 MARKS)**

Mwihoko Enterprises Ltd is a rapidly growing consulting firm with multiple departments and a diverse team. The current office setup is becoming cluttered and is affecting efficiency and teamwork of organizational members. They are faced with the challenges of lack of a standardized filing system, inefficient use of office space, difficulty in locating essential documents and poor communication flow between departments.

- a) Analyse on the best methods they should use in filing documents (6 Marks)
- b) Describe the tools that might be used to improve collaborations between departments (6 Marks)
- c) Records Management involves controlling the life cycle of a record, beginning with its creation and ending with its final disposition. Analyze the situations that contribute to the vulnerability of an organizations' records (6 Marks)
- d) The physical planning of an office and the location of the premises is so important for the smooth and efficient running of the organization. Describe the factors to be considered when choosing a new office site (6 Marks)
- e) One of the important responsibilities of administrative office managers is the selection and maintenance of office equipment and furniture. Several specific considerations need to be addressed in selecting office equipment and furniture. Discuss (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Organization and methods are said to be the systematic attempt on the part of an enterprise to improve and maintain office at a high level of efficiency. Explain **four** principles which guide organization and methods. (8 Marks)
- b) Employees in any organization often need the right information at the right time. Therefore, the extent to which it manages its records will often impact on its success. Outline **five** objectives of records management (5 Marks)
- c) The office manager is the pivot around which the office function revolves. Explain **seven** qualities of a successful office manager. (7 Marks)

**QUESTION THREE (20 MARKS)**

- a) Accidents do happen to office employees and this might cause permanent disability and prolonged hospitalization. Discuss **FOUR** measures for ensuring safety in an organization. (8 Marks)
- b) In every organization, there are defined steps for physical handling of inward mail so that the mail can reach the concerned official without delay. Describe the procedure for handling incoming correspondence (6 Marks)
- c) Distinguish between centralization and decentralization of office services (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Automation may be the usage of advanced technology with the help of specific devices of communication and control in self-regulation without human intervention. Enumerate the objectives of office mechanization (7 Marks)
- b) Filing is one of the activities in the records management programme which involves systematically classifying, coding, arranging and placing of records in storage. Explain the characteristics of a good filing system (5 Marks)
- c) In order to combine and co-ordinate the efforts of staff working at different levels of organization, the proper relationship between their functions, authority and responsibility have to be set up through proper type of staff organization. Discuss FOUR forms of organizations (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Describe FOUR principles to be considered when purchasing furniture (8 Marks)
- b) Discuss THREE factors to be considered when deciding on the appropriate duplicating process (6 Marks)
- c) Human relations emphasize the individual workers' need for satisfactory relationship with other members of the work group and the need to participate in decisions that affect work significantly. Outline SIX ways of improving human relations (6 Marks)