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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 DIPLOMA IN PROCUREMENT & SUPPLY
MANAGEMENT
DBA 1109: OFFICE ADMINISTRATION AND
MANAGEMENT

Date:9THApril,2024
Time:8.30AM-10.30AM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain five differences between office administration and office management. **(5 Marks)**
- b) Distinguish flat organizational structure and hierarchical organizational structure. **(5 Marks)**
- c) Outline five departments which may be found in an organization. **(5 Marks)**
- d) Describe three advantages and two disadvantages of a narrow span of control. **(5 Marks)**
- e) Discuss five principles of organization. **(5 Marks)**
- f) Identify five characteristics of a decentralized office structure. **(5 Marks)**

QUESTION TWO (20 MARKS)

- a) Identify five activities associated with filing in office management. **(5 Marks)**
- b) Describe five characteristics of a centralized office structure. **(5 Marks)**
- c) Explain five functions of an office. **(5 Marks)**
- d) Classify office filing equipment into five categories. **(5 Marks)**

QUESTION THREE (20 MARKS)

- a) Discuss five qualities required of office personnel to carry out their roles efficiently and effectively. **(5 Marks)**
- b) Outline all the steps involved in procuring office furniture. **(5 Marks)**
- c) Describe five types of office correspondence. **(5 Marks)**
- d) Explain a general procedure for handling incoming correspondence. **(5 Marks)**

QUESTION FOUR (20 MARKS)

- a) Compare narrow span of control and wide span of control. **(5 Marks)**
- b) Describe five filing systems used in various offices. **(5 Marks)**
- c) Outline five duties of a secretary in any office. **(5 Marks)**
- d) Describe job roles (job activities) of an office administrator. **(5 Marks)**

QUESTION FIVE (20 MARKS)

- a) Mechanization involves the use of mechanical devices to perform tasks in an office. Identify five activities which are subject to mechanization in an office. **(5 Marks)**
- b) Explain five types of office correspondence. **(5 Marks)**
- c) Describe five types of office personnel to be found in a company`s office. **(5 Marks)**
- d) Identify three advantages and two disadvantages of a wide span of control. **(5 Marks)**