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

Date:28<sup>th</sup> July 2022  
Time:2.30pm-4.30pm

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE COMPULSORY (30 MARKS)**

- a) Describe factors to consider when selecting office supplier (6 marks)
- b) Explain functions of office manager in business (6 marks)
- c) Outline merits of an open plan office (6 marks)
- d) Describe types of office records in organization (6 marks)
- e) Distinguish between private office and open office (6 marks)

**QUESTION TWO (20 MARKS)**

- a) Describe the various functions of management (10 marks)
- b) Analyse the requirements for position of office manager in any given organization (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Explain the importance of offices in modern organization (10 marks)
- b) Describe the principles of records management in contemporary organizations (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Mechanization is part of modern office. Describe
- i. Merits of mechanization (5 marks)
- ii. Demerits of mechanization (5 marks)
- b) Explain importance of management of purchase storage (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Describe the types of index filing found in organizations (10 marks)
- b) Discuss the principles of selecting office appliances (10 marks)