

DEPARTMENT OF BUSINESS ADMINISTRATION

1908/102: OFFICE ADMINISTRATION AND MANAGEMENT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT(TVET)

YEAR ONE SEMESTER ONE EXAMINATION (JAN-APRIL 2019)

INSTRUCTIONS

TIME: 2 HOURS

- ❖ **ANSWER ALL THE QUESTIONS IN SECTION A AND ANY FOUR IN SECTION B**
- ❖ **ANSWER ALL QUESTIONS IN THE ANSWER BOOKLET PROVIDED**
- ❖ **ALL QUESTIONS TO BE ANSWERED IN ENGLISH**

SECTION A (32 MARKS)

1. List three duties that a receptionist would be expected to perform in an organization. (3marks)
2. Highlight three ways through which an office receives information. (3marks)
3. Outline the features of a landscaped office. (4marks)
4. Describe three personal attributes that a secretary should possess. (3marks)
5. Highlight three reasons why an organization would want to decentralize activities. (3marks)
6. Outline qualities that an office receptionist should possess. (3marks)
7. Explain three duties that a filing clerk is expected to carry out in an organization. (3marks)
8. Give three benefits that accrue to an organization that adopts an open office layout. (3marks)
9. Explain three ways in which the marketing department may contribute to the achievement of organizational goals. (3marks)
10. Explain ways through which operations in an office may contribute to the achievement of organizational goals. (3marks)

SECTION B (68 MARKS)

11. (a) Highlight six factors that should be considered when locating departments in an organization. (9marks)
(b) Explain six services offered by the human resource department to other department. (8marks).
12. (a) Outline four advantages of decentralized office services. (8marks)
(b) Explain factors that may limit an office manager when delegating work to subordinates. (9marks)
13. (a) Highlight five duties of performed by an office secretary in an organization. (8marks)
(b) Explain six ways through which the open office layout may enhance operations in an office. (9marks)
14. (a) State three disadvantages of a closed office layout. (8marks)
(b) Highlight six qualities of an effective office receptionist. (9marks)
15. (a) Explain five duties of office managers in relation to their subordinates. (8marks)
(b) State three positive effects of using mobile phones in an office (9marks)