
SUBJECT: OFFICE ADMINISTRATION AND MANAGEMENT
SUBJECT CODE: 1908/102
CLASS: CHRM 2013 A
DATE: 6TH JUNE 2012
TIME: 2 ½ HOURS

INSTRUCTIONS:

*This paper consists of **FIVE** Questions; answer any **FOUR** Questions.*

Question 1

- a) Explain the functions of an office manager. (10 marks)
- b) Highlight FIVE advantages to an organization that has adopted a matrix organization structure. (10 marks)

Question 2

- a) Explain the functions of the marketing department (10 marks)
- b) As the administration manager, explain why you would advocate for lateral filing. (10 marks)

Question 3

- a) The management board has resolved that the open plan office layout be rearranged to accommodate landscaping. Outline the merits of this resolution. (10 marks)
- b) It's common for organizations to have standing committees that are formalized in the organisation structure. As an office manager, briefly explain the benefits of using committees in decision making. (10 marks)

Question 4

- a) Highlight the arguments for centralized office services. (10 marks)
- b) Explain FIVE Factors that are considered to determine the method of reprography to be used in organisations. (10 marks)

Question 5

- a) Outline the procedure for handling in-coming and out-going mail. (10 marks)
- b) Explain FIVE methods that can be used to collect data in an O&M assignment. (10 marks)