



# COLLEGE OF HUMAN RESOURCE MANAGEMENT

## DIPLOMA IN HUMAN RESOURCE MANAGEMENT END OF SEMESTER EXAMS

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**SUBJECT:** OFFICE ADMINISTRATION AND MANAGEMENT  
**SUBJECT CODE:** 2908/102  
**CLASS:** DHRM 2014E-SUNRISE  
**LECTURER:** LUCY NUTHU  
**DATE:** 26<sup>TH</sup> MAY 2014  
**TIME:** 2 ½ HOURS  
**SEMESTER:** ONE

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### *Instructions to candidates:*

- This paper has **FIVE** Questions.
- Answer any **FOUR** Questions

### QUESTION ONE

- a) Explain Five benefits of an Organisation and Method (O&M study) to an organisation. (10 marks)
- b) Explain the factors to be considered in determining the method to be used in storage of files. (10 marks)

### QUESTION TWO

- a) Digital printing technology (computer printers) has become a popular method of reproducing office documents. Explain FIVE factors that may account for this popularity. (10 marks)
- b) Explain the disadvantages of centralizing office services. (10 marks)

### QUESTION THREE

- a) Explain the advantages of a line and staff structure to an organisation. (10 marks)
- b) Explain the disadvantages of an open plan office. (10 marks)

### QUESTION FOUR

- a) Explain the functions of the finance department. (10 marks)
- b) Outline the factors that should be considered in determining the office layout for an organisation. (10 marks)

### QUESTION FIVE

- a) Explain FIVE ways in which a manager may encourage good human relations in the office. (10 marks)
- b) Explain the advantages to an organisation for having a freehold occupancy. (10 marks)