



CHRP 07

OFFICE ADMINISTRATION AND MANAGEMENT

MONICA MBUGUA

19TH MAY 2018

TIME 2HOURS 30 MINUTES

Instructions: Attempt one questions and any four questions

Question One

- a) Explain five reprographic support equipment and their function used in an office. (10 Marks)
- b) Give five reasons that make it difficult to retain qualified workers in an organization (10 Marks)

Question Two

- a) Outline five benefits that may be obtained by an organization that centralizes its office services (10 Marks)
- b) Highlight five functions that an office manager may perform in an organization (10 Marks)

Question Three

- a) Explain five ways in which a manager can demotivate his staff. (10 Marks)
- b) Discuss the objective of O&M study in office management (10 Marks)

Question Four

- a) Discuss the demerits of line form of organizational structure (10 Marks)
- b) Explain the advantages of technology in modern business (10 Marks)

Question Five

- a) Explain five limitations of using open office layout in an organization (10 Marks)
- b) Discuss five characteristics of a good filing system (10 Marks)

Question Six

- a) Outline five advantages that an organization may get from using photocopier to reproduce documents (10 Marks)
- b) Discuss five emerging issues in office management. (10 Marks)

Question Seven

- a) Describe five disadvantages of using O& M in office management (10 Marks)

b) Discuss the importance of delegation of duties to employees (10 Marks)