



CHRP 2018 JAN EVENING
OFFICE ADMINISTRATION AND MANAGEMENT
ANN THUO
16TH MAY 2018
2 ½ Hours

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER THREE

SECTION A

QUESTION ONE

- a) Zuhuri company members of staff have been struggling to understand the importance of office administration and management. They have invited you as an expert to give them a lecture on the significance of office administration and management. Explain the contents of your lecture. (10 Marks)
- b) Briefly discuss the advantages and disadvantages of the line and staff organization structures. (10 Marks)

QUESTION TWO

- a) An office is a very important part of an organization. Explain the functions of an office. (10 Marks)
- b) What factors must be considered while designing an office layout. (10 Marks)

SECTION B

QUESTION THREE.

- a) The organizational structure redress to the basic framework within which the executive decision making behavior occurs. With the help of relevant examples, discuss at least five advantages of an organizational structure. (5 Marks)
- b) With the help of appropriate diagrams, briefly discuss the following types of organizational structures:
 - i) Functional structures.

- ii) Product structures.
- iii) Matrix structures.

(15 Marks)

QUESTION FOUR

- a) For the filing system to achieve its objectives, it must have some characteristics. With the help of relevant example, analyze the main characteristics of a good filing system. (10Marks)
- b) Describe at least five types of file classification methods. (10 Marks)

QUESTION FIVE

- a) Many documents in an office require copies to be made. Discuss at least two methods of making copies. (10 Marks)
- b) What factors should be considered in the choice of reproduction methods. (10 Marks)