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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN BUSINESS ADMINISTRATION**  
**DBA 1109 OFFICE ADMINISTRATION AND MANAGEMENT**

Date: 6<sup>TH</sup> AUGUST 2024

Time: 2:30PM-4:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

**CASE STUDY**

**ADMINISTRATIVE AND MANAGERIAL CHALLENGES AT RUBYTECH FIRM**

Rubytch is a mid-sized software development firm with approximately 200 employees. The firm specialize in creating custom software solutions for clients in various industries. The office administration and management team plays a crucial role in ensuring the smooth operation of the company. However, recent challenges have arisen that need to be addressed. Rubytch has been experiencing rapid growth over the past three years, leading to the current office space becoming insufficient as more personnel are hired, and there have been complaints from employees about the lack of amenities and comfortable workspace. The administrative processes, such as handling employee requests, managing office supplies, and organizing company events, have become increasingly complex and time-consuming.

Rapid growth at Rubytch has made managing the filing and storage of records increasingly complex and challenging due to storage space limitations, digital storage overload, difficulty in finding records, inconsistent filing system, rising storage costs, and high maintenance costs related to maintaining and updating storage systems, including software licenses and hardware. Maintaining high levels of employee engagement and morale has become challenging with a larger workforce where employee requests (e.g., leave applications, IT support, facility issues, replies to Emails, office supplies) and general handling of office correspondence are delayed leading to employees' dissatisfaction. Handling office correspondence has become more complex leading to several problems such as high volume of emails and messages hence delays in responding. The office manager has also encountered various challenges due to rapid growth of Rubytch, such as continuously reorganizing office layouts to accommodate new employees and equipment and ensuring frequent upgrades and investments in new technology.

**Questions:**

- a) Explain five challenges faced by the office administrator at Rubytech firm. (5 Marks)
- b) Identify five ways in which the rapid growth of the company impacted the workload of the office administration team. (5 Marks)
- c) Describe five ways in which the work load of the office manager was affected by the growth of Rubytech firm. (5 Marks)
- d) Outline how rapid growth at Rubytech has made managing the filing and storage of records challenging at Rubytech by giving five reasons. (5 Marks)
- e) By giving five points discuss how steady growth of Rubytech firm has affected office correspondence handling. (5 Marks)
- f) Explain five challenges which have led to dissatisfaction of office personnel at Rubytech. (5 Marks)

**QUESTION TWO (20 MARKS)**

- a) Distinguish between office administration and management by arguing out five points. (5 Marks)
- b) Differentiate flat organizational structure from hierarchical organizational structure by raising five points. (5 Marks)
- c) Mechanization in an office refers to the use of machines and mechanical devices to perform tasks that were previously done manually. Explain five areas of office work which can be mechanized. (5 Marks)
- d) Identify five factors to be considered in selecting office appliances. (5 Marks)

**QUESTION THREE (20 MARKS)**

- a) Selecting the appropriate filing system for an office is crucial for efficient document management and easy retrieval. Outline five filing systems to be used in an office. (5 Marks)
- b) Office correspondence involves various forms of communication used to convey information, make requests, or maintain relationships. Discuss five types of office correspondence. (5 Marks)
- c) Identify five common qualities needed for various types of office personnel. (5 Marks)
- d) Office layouts are of various types and can significantly impact productivity, communication, and employee satisfaction. Describe five types of office layouts. (5 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain five differences between centralized and decentralized office services. (5 Marks)
- b) Stationery refers to a range of materials typically used in various office tasks. Classify office stationery into five classes. (5 Marks)
- c) Describe five general duties of a secretary. (5 Marks)
- d) Classifying documents in an office is essential for efficient management of information. Outline five methods of classifying documents based on different criteria. (5 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Describe a step by step general procedure for handling incoming correspondence in an office setting. (5 Marks)
- b) Identify five categories of office furniture. (5 Marks)
- c) Discuss five roles of a human relations officer in any organization. (5 Marks)
- d) Identify five key features of a modern office. (5 Marks)