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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE CERTIFICATE IN COMMUNITY DEVELOPMENT AND SOCIAL WORK
CDS 207: OFFICE ADMINISTRATION AND MANAGEMENT

Date: 8TH DECEMBER 2023

Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Analyse the key differences between management and administration. (6 Marks)
- b) Discuss functions of various departments in an organisation. (6 Marks)
- c) Highlight factors to consider when developing organization structures. (6 Marks)
- d) State essential elements of office management. (6 Marks)
- e) Explain the functions of office management in an organization. (6 Marks)

QUESTION TWO (20 MARKS).

- a) Describe the importance of setting goals by management of an organisation. (7 Marks)
- b) Discuss three skills and characteristics of effective office personnel. (6 Marks)
- c) Analyse steps companies can take to create an ethical organisational culture. (7 Marks)

QUESTION THREE (20 MARKS).

- a) State and explain principles of designing office layout. (7 Marks)
- b) Describe the major classification of organizational goals. (7 Marks)
- c) Explain current trends in office organisation. (6 Marks)

QUESTION FOUR (20 MARKS).

- a) Discuss factors which must be considered in choosing office furniture. (7 Marks)
- b) State and explain objectives office layout in organizations. (6 Marks)
- c) Analyse ways of managing office correspondence system. (7 Marks)

QUESTION FIVE (20 MARKS).

- a) Examine strategies of managing and avoiding wastage of office stationary. (7 Marks)
- b) Explain role of office managers in contemporary society. (7 Marks)
- c) Discuss the importance of storing records to organisation. (6 Marks)