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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: 11TH AUGUST 2023

Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Identify four factors that need to be considered when choosing office appliance. (4 Marks)
- b) Highlight five organization principles. (5 Marks)
- c) Identify three types of office furniture stating their uses. (6 Marks)
- d) State five advantages associated with having flexible organization structure. (5 Marks)
- e) List five qualities of an effective manager. (5 Marks)
- f) Identify the essentials of a good filing and indexing system. (5 Marks)

QUESTION TWO (20 MARKS)

- a) Explain three types of offices that can be found in modern organizations. (6 Marks)
- b) State six advantages that the management of an organization might get from choosing an open plan office layout. (6 Marks)
- c) Discuss four types of the office personnel and their functions in offices. (8 Marks)

QUESTION THREE (20 MARKS)

- a) Evaluate four trends being witnessed in modern office management. (8 Marks)
- b) Elaborate three types of office correspondence. (6 Marks)
- c) Discuss reasons supporting the need for management to carry out planning for their organizations. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Evaluate four functions of management in modern organizations. (8 Marks)

- b) Explain six essential office equipment that facilitate the smooth operation of day to day activities. (6 Marks)
- c) Discuss strategies management of organizations can employ to manage office stationery. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the procedure for handling incoming correspondence. (8 Marks)
- a. Explain the factors that should be taken into consideration when selecting office accommodation. (6 Marks)
- b. Elaborate on three management functions that managers engage in. (6 Marks)