



Kasarani Campus
Off Thika Road
P. O. Box 49274, 00101
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATIONS, 2022/2023 ACADEMIC YEAR END OF
SEMESTER EXAMINATIONS
FOR THE DIPLOMA IN PROCUREMENT & SUPPLIES MANAGEMENT
DPS 1109- OFFICE ADMINISTRATION & MANAGEMENT

Date:
Time

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a. Outline at least three functions of an office (6 Marks)
- b. Explain six major differences between administration and management (6 Marks)
- c. Define the following terms giving relevant examples of each one of them:
 - i. Office furniture (2 Marks)
 - ii. Filing (2 Marks)
 - iii. Reprography (2 Marks)
- d. Describe three types of office personnel and their responsibilities in an organization. (6 Marks)
- e. Discuss in detail the different types of office accommodation highlighting their differences (6 Marks)

QUESTION TWO (20 MARKS)

- a. An office need to be well organized in order to function smoothly. Explain five signs of bad organization in an office. (10 marks)
- b. Describe any five principles of management as advocated by Henry Fayol. (10 marks)

QUESTION THREE (20 MARKS)

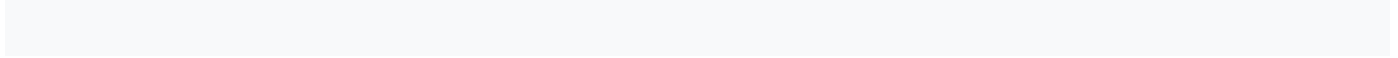
- a. Briefly explain five types of organizational structure in office administration and management. (10 Marks)
- b. Describe five important factors that should be considered in an office layout. (10 Marks)

QUESTION FOUR (20 MARKS)

- a. Explain five types of offices in office administration and management. (10 Marks)
- b. Discuss five factors determining office location for an organization. (10 Marks)

QUESTION FIVE (20 MARKS)

- a. Explain any five types of filing systems used in an office. (10 Marks)
- b. Describe five factors to consider in choosing a reproduction method. (10 Marks)



MARKING SCHEME

Discuss at least three functions of an office

(6 Marks)

- Collecting information.
- Receiving information.

- storing information/Filing/record management.
- Production and reproduction of documents i.e processing information.
- Distributing of information within the organisation.
- Dissemination outside the organisation.

Explain six major differences between administration and management

(6 Marks)

Comparison Chart

BASIS FOR COMPARISON	MANAGEMENT	ADMINISTRATION
Meaning	An organized way of managing people and things of a business organization is called the Management.	The process of administering an organization by a group of people is known as the Administration.
Authority	Middle and Lower Level	Top level
Role	Executive	Decisive
Concerned with	Policy Implementation	Policy Formulation
Area of operation	It works under administration.	It has full control over the activities of the organization.
Applicable to	Profit making organizations, i.e. business organizations.	Government offices, military, clubs, business enterprises, hospitals, religious and educational organizations.

Define the following terms giving relevant examples of each one of them:

- i. Office furniture
 - Office desk
 - Office chairs
 - Browse offers

(2 Marks)

ii. Filing

Traditional filing systems

Filing cabinet

3-ring binder filing systems

Digital filing systems

(2 Marks)

iii. Reprography

Electrostatic

Xerographic

Photographic

Laser ink jet

(2 Marks)

Describe three types of office personnel and their responsibilities in an organization. **(6 Marks)**

Bookkeeping

Office manager

Receptionist

Marketing manager

Procurement manager

Discuss in detail the different types of office accommodation highlighting their differences.

(6 Marks)

Creative office space

Contiguous office space

Co-working space

Executive suites

QUESTION TWO

(20 MARKS)

An office needs to be well organized in order to function smoothly. Explain five elements that show signs of bad organization in an office. **(10 marks)**

Slow decision making

Unclear lines of communication

Territorialism

Unequal workload

Low productivity

Describe any five principles of management as advocated by Henry Fayol. **(10 marks)**

Planning

Organizing

Command

Coordination

And control

QUESTION THREE**(20 MARKS)**

(a) Briefly explain five types of organizational structure in office administration and management.

Divisional

Matrix

Team

networking

(10 Marks)

Functional

(b) Describe five important factors that should be considered in an office layout. **(10**

Marks)

Navigation and space

Good floor plan

Lighting in all areas

Storage facilities

Incorporate privacy in your design

QUESTION FOUR**(20 MARKS)**

Explain five types of offices in office administration and management. **(10 Marks)**

Corporate office management

Executive assistant
Office assistant office
Legal office
Virtual office

Discuss five factors determining office location for an organization.

(10 Marks)

Nature of the business
Source of resources
Source of labour
Source of service facilities
Government laws
Cost of space

QUESTION FIVE

(20 MARKS)

Explain any five types of filing systems used in an office.

(10 Marks)

Alphabetic filing system
Numerical filing system
Alpha numeric filing systems
Paperless filing systems

Describe five factors to consider in choosing a reproduction method.

(10 Marks)

- The quantity required.
- The the quality of the reproducing materials.
- The place it is going to be used.
- The durability of the ink/paints to be used.
- The final output of the product.
- The size of the final product ranging from letter size to bill board size.

