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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
THIRD YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF EDUCATION
(ARTS)

Date: 7th August, 2024
Time: 2.30pm – 4.30pm

KBA 2324 OFFICE MANAGEMENT & ADMINISTRATION

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

CASE STUDY:

OFFICE ADMINISTRATION AND MANAGEMENT CHALLENGES AT EUREKA LEGAL SERVICES

Eureka Legal Services is a mid-sized law firm facing significant challenges in its office administration and management. Despite having a skilled team of attorneys, the firm's administrative inefficiencies are affecting its overall performance. Eureka has cluttered workspaces and disorganized files leading to lost documents, and inefficiencies. Cluttered and disorganized office has significantly contributed to poor time management causing employees to spend excessive time searching for documents, wasting valuable time leading to decreased productivity and increased frustration. The frustrations stemming from a disorganized office has significantly impacted the qualities of office personnel, and this has manifested through reduced Productivity, increased stress and anxiety, decreased job Satisfaction, Impaired Focus and Concentration, Ineffective Communication; all resulting to poor time management.

A consultant (Mr. Job) was hired to streamline office operations and after careful analysis several problems were identified and solutions recommended to Eureka Legal Services: Mr. Job recommended formation of an organizational structure with different departments for increasing efficiency and avoiding confusion since departments define clear roles and responsibilities, streamline communication and decision-making processes, reducing ambiguity and minimizing the risk of misunderstandings or conflict since departments create specialized units focused on specific functions or tasks, making it easier to assign tasks and hold individuals accountable. He also recommended principles of office organization such as coordination departmentalization, formalization of rules, policies and procedures, scalar chain and span of control. To reduce clutter and disorganization Mr. Job advised on Selecting the right office furniture and stationery to achieve an organized and clutter-free workspace such as filing cabinets, shelving units, desk organizers, bookshelves, and storage cabinets

Questions:

- a) Outline five office administration and management problems faced by Eureka Legal Services. (5 marks)
- b) Discuss how challenges in office administration and management at Eureka legal services has affected qualities of office personnel. (5 marks)
- c) Explain how implementing filing and storage of records system help solve clutter and disorganization at Eureka Legal Services. (5 marks)
- d) Identify five principles of office organization which were recommended by Mr. Job to increase efficiency at Eureka legal services office. (5 marks)
- e) How can defining the organizational structure with distinct departments increasing efficiency and avoiding confusion. (5 marks)
- f) To achieve an organized and clutter-free efficient workspace, it's essential to select the right office furniture. Identify five types of furniture which could be used to organize Eureka legal services offices. (5 marks)
- g) Time management is crucial for individuals and organizations because it determines individuals` productivity and effectiveness in organizational goal achievement. Explain how office administration challenges have impacted on employees` time management. (5 marks)

QUESTION TWO (20 MARKS)

- a) The accounting and finance department of an organization plays crucial roles in managing the financial aspects of the business. Outline five functions of this department. (5 marks)
- b) Delegation of authority refers to the process of transferring decision-making power and responsibility from higher levels of management to lower levels within an organization. Explain five steps involved in the process of delegation. (5 marks)
- c) Office layout refers to the arrangement of furniture, equipment, and workspace within an office environment. Describe two types of office layout giving one advantage of each. (5 marks)
- d) Both office furniture and stationery are essential for creating a functional and productive work environment, supporting the daily operations and activities of the office. Identify three types of office furniture and two types of office stationery. (5 marks)

QUESTION THREE (20 MARKS)

- a) Office mechanization and automation significantly transform how businesses operate providing numerous benefits. Explain five benefits of office automation and mechanization. (5 marks)
- b) Time management in an office setting is essential for productivity and efficiency. Discuss three key strategies for effective time management. (5 marks)
- c) For any office, effective scheduling and calendar management are crucial for maximizing productivity and ensuring that you make the best use of your time. Describe five strategies to help you manage your schedules and calendar efficiently. (5 marks)
- d) Effective delegation is a critical skill for enhancing productivity, fostering team development, and ensuring efficient task management. Outline five Practical Steps to help a manager delegate tasks effectively. (5 marks)

QUESTION FOUR (20 MARKS)

- a) Office management is continuously evolving, driven by advancements in technology, changes in work culture, and shifts in societal expectations. Discuss five future trends in office management. (5 marks)
- b) The impact of AI on office administration is significant and transformative, spanning across various aspects of administrative functions. Explain five areas where AI is making a difference in office management. (5 marks)
- c) Remote virtual offices are digital environments that enable employees and teams to work and collaborate from any location using internet-connected devices. Discuss five benefits of a virtual office. (5 marks)
- d) When selecting office appliances, several factors should be taken into consideration to ensure they meet the needs of your business. (5 marks)

QUESTION FIVE(20 MARKS)

- a) Human relations, also known as employee relations play a very important role in an office or work place. Discuss five roles of human relations officer in any organization. (5 marks)
- b) Delegation of authority is the process of entrusting responsibility and decision-making power from a manager or supervisor to subordinates within an organization. Outline five benefits of delegation in an organization. (5 marks)
- c) Modern office is characterized by its adaptability, technology integration, focus on employee well-being, and emphasis on collaboration and innovation. Identify five features of a modern office. (5 marks)
- d) Differentiate the functional organizational structure and the divisional organizational structure. (5 marks)