

7033/111
OFFICE MANAGEMENT
November 2008
Time: 3 hours



MANYAM FRANCHISE
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THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN MANAGEMENT PART I

OFFICE MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

*Answer any FIVE of the SEVEN questions.
All questions carry equal marks.*

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and no questions are missing.

1. (a) A receptionist is expected to enhance the image of the organization while carrying out her duties as an office staff.
Highlight the qualities that she should possess for her to do so. (10 marks)
- (b) Explain the limitations of organizational charts as tools of office management. (10 marks)
2. (a) An organization should adopt certain measures aimed at ensuring employees' safety in the office.
Explain these measures. (10 marks)
- (b) Explain the ways in which an office manager can design job descriptions so as to minimise conflicts among employees. (10 marks)
3. (a) Office forms can be classified according to their use in the office operations.
Describe these classifications. (10 marks)
- (b) Highlight the factors that may facilitate work simplification in the office. (10 marks)
4. (a) Describe the objectives of filing in an office. (10 marks)
- (b) Explain the benefits of photocopying as a method of reproducing office documents. (10 marks)
5. (a) Highlight the limitations of card indexing to an organization. (10 marks)
- (b) Explain the reasons why an organization may prefer to lease office machines for its operations. (10 marks)
6. (a) Koptic Ltd, a newly established organization, intends to set performance standards for its employees.
Highlight the reasons that may account for such a move. (10 marks)
- (b) Explain the ways in which the conduct of a supervisor at the work place may strain human relations in the office. (10 marks)
7. (a) Hassan has been appointed as the new office manager of Bimbo Ltd.
Explain the benefits that Hassan may derive from delegating some of his work to his staff. (10 marks)
- (b) Explain the ways in which a marketing department in an organization enhances the attainment of the organization's goals. (10 marks)