

**3181**  
**OFFICE MANAGEMENT**  
**STAGE III**  
**March 2010**  
**Time: 3 hours**



**MANYAM FRANCHISE**  
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**THE KENYA NATIONAL EXAMINATIONS COUNCIL**  
**BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE**  
**EXAMINATIONS**

**OFFICE MANAGEMENT**

**STAGE III**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of seven questions.*  
*Answer any five 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 that no questions are missing.**

1. (a) Interdepartmental harmony is important for effective accomplishment of organizational goals. Outline the problems that may be experienced by employees when such relationships are strained. (10 marks)
- (b) Explain the reasons why horizontal communication may be encouraged in an organization. (10 marks)
2. (a) Outline the precautions that an organization and methods survey team could take to ensure that it carries out its work successfully. (10 marks)
- (b) Explain the benefits that may accrue to an organization from training its personnel. (10 marks)
3. (a) Explain the reasons that may influence an organization to adopt open office layout. (10 marks)
- (b) Senior managers are normally paid higher salaries as compared to lower ranking employees. Outline the basis upon which such high salaries can be justified. (10 marks)
4. (a) Outline the steps that an organization may take to ensure that there is minimum wastage in the use of office stationery. (10 marks)
- (b) Explain the reasons that are given to justify the leasing of office equipment rather than buying them. (10 marks)
5. (a) Explain the factors that may hinder the downward flow of communication in an organization. (10 marks)
- (b) Explain the circumstances under which the manager in an organization would find it necessary to delegate work. (10 marks)
6. (a) Outline the ways in which a supervisor may promote good human relations among members of a work team. (10 marks)
- (b) Explain the ways in which an office manager can improve confidentiality in the handling of mail in an office. (10 marks)
7. (a) Explain how the effective implementation of the provisions of the Factories Act would reduce the rate of accidents in the workplace. (10 marks)
- (b) One of the functions of an office manager is to organize office work. Explain the activities that are involved in this function. (10 marks)