

Name \_\_\_\_\_

Index No. \_\_\_\_\_ / \_\_\_\_\_

3181  
OFFICE MANAGEMENT  
STAGE III  
November 2012  
Time: 3 hours

Candidate's Signature \_\_\_\_\_

Date \_\_\_\_\_



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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**

*Write your name and index number in the spaces provided above.  
Sign and write the date of the examination in the spaces provided above.  
This paper consists of SEVEN questions.  
Answer any FIVE questions in the spaces provided in this question paper.  
All questions carry equal marks.*

**For Examiner's Use Only**

Question	1	2	3	4	5	6	7	TOTAL
Marks								

**This paper consists of 12 printed pages.**

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

1. (a) Explain the negative consequences that may be experienced in an organization that has a poorly co-ordinated office management function. (10 marks)
- (b) Outline the advantages of leasing office accommodation. (10 marks)
2. (a) Highlight **five** difficulties that may be experienced by employees when relationships between departments are strained. (10 marks)
- (b) A sound organizational structure presents certain advantages to a firm. Outline these advantages. (10 marks)
3. (a) Highlight **five** justifiable grounds upon which an employee may be summarily dismissed. (10 marks)
- (b) Outline **five** personal attributes of an office manager that may influence his willingness to delegate. (10 marks)
4. (a) Explain the factors that may influence the behaviour of a work group in an organization. (10 marks)
- (b) Explain the factors that an organization should consider when locating offices in new premises. (10 marks)
5. (a) Explain the reasons that may discourage subordinates from communicating with management in an organization. (10 marks)
- (b) Highlight **five** supervisory duties of an office manager. (10 marks)
6. (a) Explain **five** reasons that could make it necessary for an organization to encourage interdepartmental communication. (10 marks)
- (b) Explain the measures that an organization should take to reduce accidents at the work place. (10 marks)
7. (a) Outline the objectives of forms control in an organization. (10 marks)
- (b) Pango Ltd has not been providing any welfare facilities to its employees. The firm has now decided to do so for all categories of employees. Explain the reasons for this decision. (10 marks)