

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2018/2019**

**YEAR II SEMESTER I EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**HEH 2204: OFFICE ADMINISTRATION**

**DATE: DECEMBER 2018 TIME: 2 HOURS**

**INSTRUCTIONS: Answer question one (compulsory) and any other two questions.**

QUESTION ONE (30 MARKS)

a. Briefly explain any five functions of an office administrator. (5 marks)

b. Discuss advantages of manual filing system with an office. (5 marks)

c. Explain five primary functions of an office. (5 marks)

d. Explain five factors to be considered in selecting the location of an office.

(5 marks)

e. Explain five factors to be considered in choosing a suitable filing system in an organization. (5 marks)

f. Briefly discuss the components of an organization chart. (5 marks)

QUESTION TWO (20 MARKS)

Discuss the concepts of centralization and departmentalization of services in an organization, clearly highlighting the advantages and limitations of each.

QUESTION THREE (20 MARKS)

a. Discuss how the various levels of management complement each other within the organization. (10 marks)

b. Explain the measures that an organization can put in place to ensure that the organization is safe and secure. (10 marks)

QUESTION FOUR (20 MARKS)

a. Discuss any five auxiliary functions of an office administrator. (10 marks)

b. Explain any five HR policies that can be found in an organization. (5 marks)

c. Briefly discuss how organizations stand to benefit by having clear office policies and procedures. (5 marks)