

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1ST YEAR TERM III EXAMINATION

OFFICE PRACTICE AND MANAGEMENT I

17TH APRIL, 2015

DURATION: 2 HOURS

Instructions to Candidates

- (a) Answer Question **ONE** and **ANY OTHER THREE** Questions
- (b) Question **ONE** carries **25 Marks**
- (c) All other questions carry **15 Marks** each

PLEASE TURN OVER

Question One:

- a) Define the term "Economic order quantity". (3 Marks)
- b) Discuss the **TWO** methods of stock control. (4Marks)
- c) Explain the **FOUR** options for storage on the internet. (8 Marks)

Question Two:

The Occupational Health and Safety Act provides, on general health provisions.

Discuss the general health concerns that may pose risks to the lives of the employee.

(15 Marks)

Question Three:

- a) Briefly explain the factors to consider when deciding to centralize office services. (5 Marks)
- b) Highlight and explain the various types of business insurance. (10 Marks)

Question Four:

- a) State the various forms of oral communication. (5Marks)
- b) There are various factors to consider when deciding which method of communication suits a particular situation. Explain. (10 Marks)

Question Five:

- a) Distinguish between the term discipline and grievance. (5 Marks)
- b) The forms of sexual harassment are outlined in Section 6(1) of the Employment Act, 2007. State what is provided as constituting sexual harassment. (10 Marks)

Question Six:

- a) Indexing is a process in records management, which aids in easy reference. State the **FIVE** methods of indexing. (5 Marks)
- b) "It is important for the manager to provide suitable high quality furniture to enhance the comfort and safety as well as performance of workers and security of documents." Highlight and explain the types of furniture available for office use. (10 Marks)