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Date: 25.11.2025 02:57 PM

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OFFICE ADMINISTRATION LEVEL 6

BUS/OS/OA/CR/10/6

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Perform Office Administrative Duties

November/December 2025

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02:57 PM



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TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

Printed By: And Vocational College Date: 25.11.2025 02:57 PM

TIME: 3 HOURS

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INSTRUCTIONS TO CANDIDATE

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1. **This paper consists of THREE (3) printed pages**
2. **Answer ALL questions in section A.** Printed By Technical And Vocational College
3. **Answer question ELEVEN (11) and any Other TWO (2) questions in section B.**
4. **Marks for each question are indicated in the brackets.**
5. **Candidates are provided with answer booklet** Printed By Technical And Vocational College
Date: 25.11.2025 02:57 PM
6. **Do not write on the question paper.**

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This paper consists of THREE (3) printed pages

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

SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. Delegation is the Printed By: Technical And Vocational College Date: 25.11.2025 02:57 PM signing tasks and responsibilities to others. Mention FOUR benefits that an organization may get from delegating duties. (4 marks)
2. A neighboring organization has invited you to train their staff on coaching. Give FOUR benefits that you will mention during the training. (4 marks)
3. Security of valuable office items is an important activity carried out by every organization. State FOUR ways in which the items should be stored. (4 marks)
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An organization chart is diagram that shows the org structure of a company. Date: 25.11.2025 02:57 PM
Identify FOUR advantages of the chart. (4 Marks)
5. Your boss has asked you to prepare a requisition for the office stationery. List THREE types of the stationery that will be required. (3 Marks)
6. You are employed as an office administrator in Jarek Company Ltd where you will be performing office administrative duties. State FOUR types of office equipment that you will require. (4 Marks)
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7. One of the duties of an office administrator is to safeguard office materials and stationery. Give FOUR benefits of carrying this exercise diligently. (4 Marks)
8. Administration department is one of the main departments in the organization. State FOUR services it provides. (4 Marks)
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9. Your boss has requested you to prepare for the purchase of the office materials and stationery that will be required in a new office. Identify FOUR factors that you will Printed By: Technical And Vocational College Date: 25.11.2025 02:57 PM consider in acquiring the materials. (4 Marks)
10. The Human Resource Manager of Zaberi Company has decided to give its employees letters of employment. Give THREE reasons for this decision. (4 Marks)

SECTION B (60 MARKS)

Answers question ELEVEN (11) and any Other TWO (2) questions in this section

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11. Jackson, an Printed By: Technical And Vocational College Date: 25.11.2025 02:57 PM Office Administrator, at Mwalimu Sacco Limited will be traveling to Addis Ababa for an upcoming company meeting. He has a team of three members, each with different skills and proves to be competent. He understands that delegation is Printed By: Technical And Vocational College Date: 25.11.2025 02:57 PM important and that, believes that those to whom a particular duty is delegated execute Printed By: Technical And Vocational College Date: 25.11.2025 02:57 PM that duty on behalf of the leader. He then decides to delegate part of his work to his Printed By: Technical And Vocational College Date: 25.11.2025 02:57 PM team to ensure the organization continues running.

a) Explain FIVE reasons why Jackson decided to delegate work to his team. (10 Marks)

b) Discuss FIVE factors that Jackson should put into consideration when delegating part some work to his team. (10 Marks)

12. Joy Millers Company has advertised the post of Senior Sales Manager. Peter has worked in the company for the past five years. He intends to apply for the post.

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a) Describe FIVE skills that Peter should be able to possess in her promotion.

(10 marks)

b) If Peter gets the position, he will be required to cultivate mutual trust with the employees in order to be efficient in executing. Explain FIVE ways on how Peter will achieve this. (10 Marks)

13. You are the Office Administrator at Bemwa Limited; your boss has been complaining Printed By: Technical And Vocational College Date: 25.11.2025 02:57 PM about the consumption of stationery.

a) Explain FIVE measures that you should take to tackle the consumption of stationery. (10 marks)

b) Organizational structure has a big impact on the productivity of an organization. Explain FIVE benefits an organization gets from having a well-organized structure. (10 Marks)

14. Jumbo company LTD has recently conducted an appraisal exercise. The manager has tasked you with the responsibility of identifying rewards to be given to employees.

a) Explain FIVE types of rewards that are appropriate. (10 marks)

b) Coaching is the process of providing guidance, support and feedback to help employees or team members develop their skills, improve performance and gain confidence in their administrative work. Explain FIVE advantages of coaching in an organization. (10 Marks)