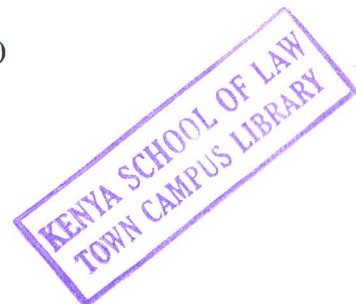


THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

2ND YEAR TERM 1



OFFICE PRACTICE & MANAGEMENT II

13TH AUGUST, 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

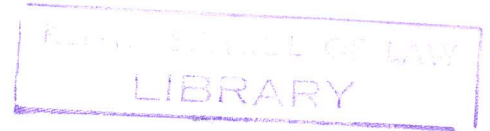
PLEASE TURN OVER

1. (a) Define the term human resource management. (4 marks)
(b) Clearly distinguish between manpower planning and human resource planning. (10 marks)
(c) Discuss the two main outcomes of a job analysis. (7 marks)
(d) Recruitment is the first active step in following a vacant position in the organization.
Discuss. (8 marks)
2. (a) One aspect of internal mobility of transfer.
Explain the need for transfer in an organization. (7 marks)
(b) Discuss the steps involved in the selection process. (8 marks)
3. Highlight and explain the **FIVE** career stages. (15 marks)
4. (a) Human resource management has two main classifications of functions.
Discuss the managerial functions. (8 marks)
(b) Identify and briefly explain the major steps involved in training programmes. (7 marks)
5. (a) Discuss the human resource planning process activities. (8 marks)
(b) Outline the benefits of a job analysis. (7 marks)
6. Most organizations currently in the world have aligned their policies in line with strategic human resource management viz a viz Human resource management.
Discuss. (15 marks)

COUNCIL OF LEGAL EDUCATION



DIPLOMA IN LAW (PARA-LEGAL STUDIES)



OFFICE PRACTICE & MANAGEMENT II

TUESDAY 5TH OCTOBER, 2010

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 following terms as used in an office

- (ii) Filing
- (iii) Records
- (iv) Mailing
- (v) Franking machine
- (vi) Customer

{15 marks}

(b) State the purpose of records in an office. {Give 10 points}.

{10 marks}

QUESTION TWO

(a) Explain how mail is processed in an office as follows:

- (i) Outgoing mail
- (ii) Incoming mail

{15 marks}

QUESTION THREE

List and explain FIVE advantages of using a franking machine in a busy office. {Give 5 points}

{15 marks}

QUESTION FOUR

(a) Explain why a customer is important for an organization. {Give 5 points}

{15 marks}

QUESTION FIVE

Explain why effective customer care is important for an organization.

{15 marks}

QUESTION SIX

List and explain barriers to effective communication in a working environment. {Give 10 points}

{15 marks}

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COUNCIL OF LEGAL EDUCATION



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

KENYA SCHOOL OF LAW
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OFFICE PRACTICE & MANAGEMENT II

MONDAY 22ND AUGUST, 2011

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 following terms as used in Office Management

- (i) Office
- (ii) Decision Making
- (iii) Organizational Chart
- (iv) Communication
- (v) Customer

(b) Identify and explain five barriers of communication.

(c) List and explain what the customer requires to be delighted.

{25 marks}

QUESTION TWO

State ten factors which you would consider when planning office layout for an organization.

{15 marks}

QUESTION THREE

List and explain the importance of an office for an organization.

{15 marks}

QUESTION FOUR

State and explain five advantages of renting or leasing an office.

{15 marks}

QUESTION FIVE

Identify and explain five personnel functions of an office manager.

{15 marks}

QUESTION SIX

List and explain the purpose of the organizational chart in employment.

{15 marks}

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DIPLOMA IN LAW (PARA-LEGAL STUDIES)

OFFICE PRACTICE & MANAGEMENT II

TUESDAY 31ST JULY, 2012

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

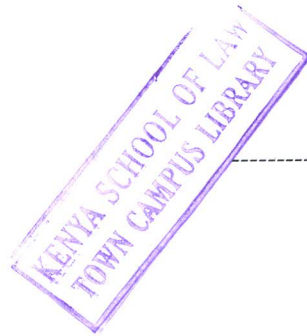
PLEASE TURN OVER

1. (a) Define strategy. **(2 marks)**
- (b) Management is having work done by carrying out five basic management functions. Explain briefly the five functions of management. **(10 marks)**
- (c) Distinguish between Training and Development. **(3 marks)**
- (d) Define motivation in relation to an employee. **(5 marks)**
- (e) Wakili & Co. Advocates of P.O. Box 15555, 00100 Nairobi, advertised the position of Office Manager in the Daily Nation of 20th July, 2012. The officer to be appointed will take charge of their registry and general office functions. They require an officer who has some background in law and five years' work experience and some basic knowledge in Office Practice. You are working in one of the Government Ministries and having graduated with a Diploma in Law from the Kenya School of Law, you feel you meet the requirements for appointment to this position. Deadline for submission of applications is 3rd August, 2012. Draft your application letter. **(5 marks)**
2. (a) Recruitment is a key function of the human resource department. Outline the recruitment process. **(5 marks)**
- (b) Management is important in the smooth functioning of today's office. Explain five principles of management. **(10 marks)**
3. (a) Distinguish between Human Resource Management and Personnel Management. **(2 marks)**
- (b) Management is an activity concerned with guiding human and physical resources such that organizational goals can be achieved. Why is it important to study management? **(10 marks)**
4. (a) Outline ten duties of a Human Resource Manager that are related to staffing. **(5 marks)**
- (b) Training is an essential activity for all organizations. Explain in detail the various forms of "On the Job Training" **(10 marks)**
5. Joy was a talented and innovative employee who met both her targets and that of her employer. She was above average in her performance, stayed away from unnecessary gossips and rumours and avoided loitering around at the workplace. Her work was almost perfect and she was what one would consider an asset to the organization. John, her immediate boss never really liked her and considered her as his biggest threat at the workplace and he did everything he could to demotivate Joy. Soon, Joy got fed up with John and decided to move on.

Situation 1 - The Human Resource Manager did not make any efforts to retain Joy and accepted her resignation.

Situation 2 - The Human Resource Manager immediately intervened and discussed the issues which prompted Joy to think of a change. The Human Resource Manager did his best to convince Joy to stay on and even appointed a new boss to make things better for her.

- (a) From the above passage, explain the need and importance of employee retention. (5 marks)
- (b) What challenges did the Human Resource Manager face in dealing with the issue of trying to retain Joy? (5 marks)
- (c) What strategies would the Human Resource Manager use in order to retain Joy? (5 marks)
6. (a) Define five activities that constitute the scope of Human Resource Management. (10 marks)
- (b) Explain in detail one important factor that contributes to the need for training in an organization. (5 marks)



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**DIPLOMA IN LAW (PARA-LEGAL STUDIES)
(2ND YEAR TERM I)**

OFFICE PRACTICE & MANAGEMENT II

WEDNESDAY 7TH AUGUST, 2013

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) Distinguish between recruitment and selection. (8 marks)
- b) Briefly discuss the responsibilities of human resource management. (9 marks)
- c) In the context of strategic human resource management, explain the following terms:
 - (i) Strategy formulation (4 marks)
 - (ii) Strategy implementation (4 marks)

QUESTION TWO

- a) Define the term job analysis and discuss its benefits in detail. (7 marks)
- b) Discuss the steps involved in a selection process. (8 marks)

QUESTION THREE

- a) Define human resource planning and differentiate it from manpower planning. (5 marks)
- b) Identify the five stages in career development. (10 marks)

QUESTION FOUR

- a) Define the term training and distinguish it from development. (5 marks)
- b) Review the key forms of separation. (10 marks)

QUESTION FIVE

- a) For the office to achieve its objective, certain key resources must be in place. Discuss. (8 marks)
- b) Highlight factors affecting recruitment. (7 marks)

QUESTION SIX

- a) Explain a human resource information system. (5 marks)
- b) Explain the functions of human resource management. (10 marks)

KENYA SCHOOL OF LAW



DIPLOMA IN PARALEGAL STUDIES

YEAR II TERM I

OFFICE PRACTICE AND MANAGEMENT II

6TH AUGUST, 2014

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

1. a) Outline the career planning process. (6 Marks)
- b) Discuss the factors affecting recruitment. (9 Marks)
- c) Explain five selection methods. (10 Marks)
2. a) Outline six benefits of induction. (6 Marks)
- b) State and explain the five stages of career development. (9 Marks)
3. a) Define the term 'Job Analysis' and state the outcomes thereof. (5 Marks)
- b) Training and development is important for an organization's success. Discuss. (10 Marks)
4. a) Briefly explain the phases of socialization and the overall goal of the process. (6 Marks)
- b) Review the key forms of separation. (9 Marks)
5. a) Outline the human resource planning process. (5 Marks)
- b) Analyse the functions of Human Resource Management (HRM). (10 Marks)
6. a) Define the term 'Placement'. (5 Marks)
- b) Discuss the five career anchors. (10 Marks)

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

2ND YEAR TERM 1



OFFICE PRACTICE & MANAGEMENT II

13TH AUGUST, 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

1. (a) Define the term human resource management. (4 marks)
(b) Clearly distinguish between manpower planning and human resource planning. (10 marks)
(c) Discuss the two main outcomes of a job analysis. (7 marks)
(d) Recruitment is the first active step in following a vacant position in the organization.
Discuss. (8 marks)
2. (a) One aspect of internal mobility or transfer.
Explain the need for transfer in an organization. (7 marks)
(b) Discuss the steps involved in the selection process. (8 marks)
3. Highlight and explain the FIVE career stages. (15 marks)
4. (a) Human resource management has two main classifications of functions.
Discuss the managerial functions. (8 marks)
(b) Identify and briefly explain the major steps involved in training programmes. (7 marks)
5. (a) Discuss the human resource planning process activities. (8 marks)
(b) Outline the benefits of a job analysis. (7 marks)
6. Most organizations currently in the world have aligned their policies in line with strategic human resource management viz a viz Human resource management.
Discuss. (15 marks)

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

2ND YEAR TERM I EXAMINATION



OFFICE PRACTICE & MANAGEMENT II

4TH AUGUST, 2016

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



Department

Question One:

- (a) Define the term "induction", and discuss the two types of an induction process. (8 Marks)
- (b) Define the term "training", and discuss the two levels of skills required of an employee. (8 Marks)
- (c) Discuss at least **THREE** types of transfers in an organization. (9 Marks)

Question Two:

- (a) Differentiate the following concepts; recruitment, selection and placement. (9 Marks)
- (b) State and briefly explain the **THREE** types of promotions. (6 Marks)

Question Three:

- (a) State the **FIVE** careers anchor and briefly explain. (5 Marks)
- (b) Discuss the internal factors affecting the recruitment process. (10 Marks)

Question Four:

Discuss the **FIVE** ways in which separation from an organization may occur. (15 Marks)

Question Five:

- (a) State the **FOUR** factors that aid effective career development programmes. (4 Marks)
- (b) Define the term Human Resource Planning and explain how we can make it effective in an organization. (11 Marks)

Question Six:

Discuss the following terms:

- (a) Socialization (5 Marks)
- (b) Scientific selection (5 Marks)
- (c) Job Design (5 Marks)



END



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DIPLOMA IN LAW (PARA-LEGAL STUDIES)

2ND YEAR TERM I EXAMINATION

OFFICE PRACTICE & MANAGEMENT 2

25TH JULY, 2017

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) Many organizations annually set aside funds and time to design jobs. State the overall objective of a job design. (3 marks)
- b) Discuss the process of socialization in an organization. (12 marks)
- c) With the aid of examples, explain FIVE benefits of human resource planning. (10 marks)

Question Two

- a) Explain the place of human resource information systems in a digital work environment. (5 marks)
- b) Outline the distinctions between training and development. (10 marks)

Question Three

- a) Discuss the various techniques of job design. (8 marks)
- b) Define the term promotion and briefly explain the types thereof. (7 marks)

Question Four

- a) Distinguish between retrenchment and lay-off. (5 marks)
- b) Discuss the stages of a career life cycle. (10 marks)

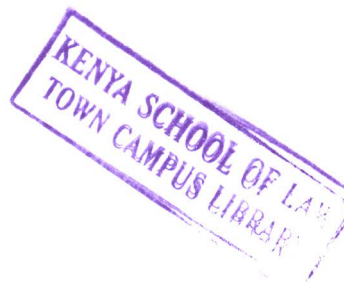
Question Five

- a) Highlight the internal factors affecting the recruitment process in an organization. (5 marks)
- b) Define the term induction and explain the main ways that an organization may implement it. (10 mark)

Question Six

Write Short notes on:

- a) Strategic human resource management. (5 marks)
- b) Scientific Selection process. (5 marks)
- c) Demotion in an organization. (5 marks)



END



THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

2ND YEAR TERM I EXAMINATION

OFFICE PRACTICE AND MANAGEMENT II – DPS - 201

2ND AUGUST, 2018

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) State and briefly explain the career development stages. (9 marks)
- b) Distinguish between Training and Development. (4 marks)
- c) Discuss the term "Internal mobility" (12 marks)

Question Two:

- (a) Highlight and explain the internal factors affecting recruitment. (7 Marks)
- (b) Discuss the techniques of job design. (8 Marks)

Question Three:

- (a) Briefly explain the scientific selection approach. (7 Marks)
- (b) "Human resource planning is a necessary process in ensuring rapid development milestones of a nation". Explain the specific important aspects of human resource planning. (8 Marks)

Question Four:

- (a) Distinguish between a transfer and a promotion. (6 Marks)
- (b) Wembe Kali Advocates are seeking to recruit a legal officer. You are required to draft an advertisement to help in the recruitment process. (9 Marks)

Question Five:

- (a) Define the term separation. (2 Marks)
- (b) Distinguish between lay-off and retrenchment. (6 Marks)
- (c) Define the term induction and explain its objectives. (7 marks)

Question Six:

- (a) Write short notes on the following training approaches:
- i) On the job (3 marks)
 - ii) Simulation (3 marks)
 - iii) Vestibule (3 marks)
 - iv) Apprenticeship (3 marks)
 - v) Outward bound (3 marks)

END



THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

2ND YEAR TERM I EXAMINATION

OFFICE PRACTICE AND MANAGEMENT II – DPS - 201

1ST AUGUST, 2019



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) Highlight the various anchors that aid in career planning & development (5 marks)
- b) In Human Resource Management, Separation is the process of terminating the employer employee employment contract of service. Discuss the various forms of employer – employee separation. (15 marks)
- c) “To ensure Human Resource Planning (HRP) is managed effectively, various strategies are implemented”. Discuss this statement. (5 marks)

Question Two

- a) State and briefly explain the different types of employee transfers. (6 marks)
- b) Induction is the process of welcoming new employees in an organization. Discuss the aspects of a formal induction process (9 marks)

Question Three

- a) Briefly explain the importance of Human Resource Planning. (6 marks)
- b) Employee performance is based on an employee’s knowledge and attitude. Discuss the selection tests employed in the search of a prospective employee. (9 marks)

Question Four

- a) Career management requires sound career plans to be implemented effectively. Briefly explain the tools applied to effectively implement career plans. (9 marks)
- b) The effect of employee transfers at a workplace on employee morale can either be positive or negative and hence should be managed well. Explain the guidelines relied upon while formulating a transfer policy. (6 marks)

Question Five

- a) State and explain the external factors which affect the recruitment process (6 marks)
- b) Job analysis and design is paramount to effective human resource management. Discuss the various methods of job analysis. (9 marks)

Question Six

Write short notes on

- a) Socialization process
- b) Demotion
- c) The broad areas for training approaches.

(5 marks)

(5 marks)

(5 marks)

END

