



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA II IN BUSINESS MANAGEMENT

2906/201 OFFICE ADMINISTRATION & MANAGEMENT

DATE: 4/11/2020

TIME: 8:30 – 11:30 AM

INSTRUCTIONS:

Answer ALL questions

1. Explain the role an office plays in an organization (10 marks)
2. Explain five measures that an office manager should take to reduce internal noise in an office. (10 marks)
3. Describe five features of a landscaped office. (10 marks)
4. Explain five reasons why an office manager may prefer a closed office to an open office. (10 marks)
5. Outline five benefits of office landscaping. (10 marks)
6. Explain factors that may affect an efficient utilization of office space. (10 marks)
7. Explain five challenges that may be faced by a firm that adopts a functional organization structure. (10 marks)
8. Explain the factors that should be considered in determining the space to be allocated to an individual office worker in an organization. (10 marks)
9. An organizational structure is a graphical representation of an organizational structure. Explain five challenges an organization is likely to face in the course of drafting it (10 marks)
10. Explain the benefits that might accrue to an organization that adopts a line organizational structure (10 marks)