



# MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)

University Examinations 2013/2014

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF EMS

**Examination for Diploma in Business Management – Year 2**

**OFFICE ADMINISTRATION AND ORGANIZATION**

Date: 21/7/2014

Time: 2 HOURS

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## **Instructions**

*Answer all questions*

1. Outline five benefits that may be obtained from establishing a centralized filing system. (10 marks)
2. The uses of the duplicating method to reproduce documents in office have been declining. Highlight reasons that may account this decline. (10 marks)
3. a) Explain six factors that may contribute to a manager's reluctance to delegate responsibility to subordinates in an office. (12 marks)  
b) Outline four types of delegation. (8 marks)
4. Outline five methods that may be used to gather information in an organization and method assignment. (10 marks)
5. ABC Co. Ltd has been experiencing delays in locating office document when required. Explain five possible causes of these delays. (10 marks)