



MACHAKOS UNIVERSITY

University Examinations 2020/2021

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN BUSINESS MANAGEMENT

OFFICE ADMINISTRATION AND MANAGEMENT

DATE: 3/9/2021

TIME: 8:30-10:30 AM

INSTRUCTIONS

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

1. a) Give five reasons why organizations maintain records. (10 marks)
- b) Explain five factors to consider in choosing a reproduction method. (10 marks)
- c) Highlight five benefits that may accrue to a business firm from carrying out an organization and methods survey. (10 marks)
2. a) Highlight five objectives of organization and methods department in an organization. (10 marks)
- b) Explain five benefits that an organization may derive from creating departments in an organization (10 marks)
3. a) Explain five reasons that may justify centralization of office services in an organization. (10 marks)
- b) Outline five merits of microfilming office documents in an organization. (10 marks)
4. a) Outline five duties carried out by the procurement department in an organization. (12 marks)
- b) Explain five reasons why it is necessary to file documents in an organization. (10 marks)
5. a) Explain five advantages of photocopying as a method of reproduction. (10 marks)
- b) Explain five principles of organization. (10 marks)