



MACHAKOS UNIVERSITY

University Examinations 2021/2022 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM

MANAGEMENT

DEPARTMENT OF BUSINESS ADMINISTRATION AND FINANCE

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF EDUCATION

BBA 312 OFFICE MANAGEMENT

DATE: 30/8/2022

TIME: 11.00-1.00 PM

INSTRUCTIONS

Answer one and any other two questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Explain the term office administration bringing out what it involves (4 marks)
- b) Expound the administrative functions of an office (6 marks)
- c) What are the duties of a manager and to whom are they directed? (10 marks)
- d) Illustrate the key functions in personnel management (10 marks)

QUESTION TWO (20 MARKS)

- a) Explain the importance of a well-organized office (10 marks)
- b) Analyze the principles of a good organization structure (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the Advantages and disadvantages of office organization by use of committee (10 marks)
- b) Your comrade who you schooled together wants to set up an office. He comes to you for advice on office location. Clarify to him the factors to consider when selecting an office

location.

(10 marks)

QUESTION FOUR (20 MARKS)

- a) You're not sure whether to locate your office in town or out of town. Determine the advantages of sub-urban offices (10 marks)
- b) Enumerate the Principles of good office Layout (10 marks)

QUESTION FIVE (20 MARKS)

- a) Disclose the factors to consider when selecting a Lighting System. (10 marks)
- b) What are the benefits of using metal furniture in an office as opposed to wooden furniture? (10 marks)