

DEPARTMENT OF BUSINESS ADMINISTRATION

2908/102: OFFICE ADMINISTRATION AND MANAGEMENT DIPLOMA IN HUMAN RESOURCE MANAGEMENT(TVET)

YEAR ONE SEMESTER ONE EXAMINATION (JAN-APRIL 2019)

INSTRUCTIONS

TIME: 2 HOURS

ALL QUESTIONS HAVE EQUAL MARKS

ANSWER ANY FIVE QUESTIONS

- ❖ ANSWER ALL QUESTIONS IN THE ANSWER BOOKLET PROVIDED**
- ❖ ALL QUESTIONS TO BE ANSWERED IN ENGLISH**

Question 1

- a) Highlight five factors that should be considered when locating departments in an organization. (10marks)
- b) Explain six ways in which the marketing department may contribute to the achievement of organizational goals.(10marks)

Question 2

- a) Explain ways through which operations in an office may contribute to the achievement of organizational goals. (10marks)
- b) Outline the features of a landscaped office. (10marks)

Question 3

- a) Explain factors that may account for the popularity of the open office layout in the organization today.
- b) Explain five duties of office managers in relation to the management. (10marks)

Question 4

- a) Explain five duties that a filling clerk is expected to carry out in an organization. (10marks)
- b) Explain five duties of an office manager in relation to his subordinates. (10marks)

Question 5

- a) Explain five ways in which an organization may benefit from establishing a centralized filing system.(10marks)
- b) Outline three advantages of lateral filling. (10marks)

Question 6

- a) Describe positive effects of using mobile phones in an office.(10marks)
- b) Highlight ways through which an organization would benefit from multi-skilled employees (10marks)