



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

2908/102: OFFICE ADMINISTRATION AND MANAGEMENT

DATE: 15/4/2019

TIME: 8:30 – 11:30 AM

INSTRUCTIONS:

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 ONE

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

QUESTION TWO

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

QUESTION THREE

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

QUESTION FOUR

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

QUESTION FIVE

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

QUESTION SIX

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