



MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

TVET PROGRAMME

SECOND YEAR FIRST TERM END OF SEMESTER EXAM FOR DIPLOMA IN BUSINESS MANAGEMENT

OFFICE ADMINISTRATION AND MANAGEMENT

DATE: 23/3/2023

TIME: 2:30 – 5:30 PM

INSTRUCTIONS

Answer all the Questions

1. a) Explain five benefits that an organization may derive from creating departments in an organization. (10 marks)
- b) Give five reasons by organizations maintain records. (10 marks)
2. a) Explain five benefits of using functional organization structure in an office Organization. (10 marks)
- b) Good organization should be based on certain principles. Highlight five such Principles. (10 marks)
3. a) Explain five advantages of an enclosed office layout in an organization. (10 marks)
- b) Outline five functions of the purchasing department. (5 marks)
- c) Outline five ways in which an organization may safeguard its office property. (5 marks)
4. a) The rate of stationery wastage at Kwapo limited has been rising overtime. Explain five measures that the office manager should take to reverse this trend. (10 marks)
- b) Explain five uses of an organization chart. (10 marks)
5. a) Explain five personal attributes that may enhance the effectiveness of an office manager. (10 marks)
- b) Explain five guidelines that should be observed when arranging an open office to ensure smooth flow of work. (10 marks)