



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR
BACHELOR OF EDUCATION

BBA 312: OFFICE ORGANISATIONS AND MANAGEMENT

DATE:

TIME:

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

QUESTION ONE

- a) Explain the basic functions of an office. (6 marks)
- b) Discuss O & M. Why is necessary for an organization to have an O & M Team? (8 marks)
- c) Identify the statutes and by laws organization must adhere to in their regulation to protect environment (5 marks)
- d) Explain six safety precautions necessary when using office equipments (6 marks)
- e) Explain five duties of an office manager (5 marks)

QUESTION TWO

- a) Differentiate between the two types of office (2 marks)
- b) Explain three advantages to each of the three types of offices. (18 marks)

QUESTION THREE

- a) Describe an organization chart and explain the purpose it serves (10 marks)
- b) Draw a simple organization chart of a manufacturing firm (10 marks)

QUESTION FOUR

- a) You have been invited for an interview for a position of an office manager. Explain five qualities of an office manager. (10 marks)
- b) Identify essential consideration to determine the sitting and laying out an office (20 marks)

QUESTION FIVE

- a) Enumerate at least two functions performed by each of the five departments in a manufacturing firm of your choice. (10 marks)
- b) Identify five general office services and attach each service to an officer concerned. (10 marks)