



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT SCIENCES

**SECOND SEMESTER EXAMINATION FOR CERTIFICATE IN BUSINESS
MANAGEMENT**

CBM 103: OFFICE ADMINISTRATION AND MANAGEMENT

Date: 4/8/2016

Time: 2:00 – 4:00 PM

INSTRUCTIONS

- Answer Question ONE and any other TWO questions
- Cheating will lead to disqualification.

QUESTION ONE (COMPULSORY)

- Highlight the importance of office management and administration to an organization. (4 marks)
- Outline the reasons that make office an important part of an organization. (4 marks)
- Identify the duties of a secretary in an organization. (3 marks)
- Describe the functions of the finance department in an organization. (3 marks)
- Outline the advantages that would accrue to an organization for landscaping its office. (4 marks)
- Identify the objectives of an organization and method(O&M) study in an organization. (4 marks)
- Identify the duties of every office manager towards contributing to the achievement of organizational goals. (4 marks)
- Outline some of the reasons that might lead to a manager being hesitant in computerizing documents in an office (4 marks)

QUESTION TWO

- Highlights the benefits of adopting a well-designed organization structure. (10 marks)
- Describe the procedure to be followed in conducting an (O&M) assignment. (10 marks)

QUESTION THREE

- a) Outline the advantages that an organization would enjoy for adopting a closed office layout. (10 marks)
- b) Discuss the purpose of an organization chart. (10 marks)

QUESTION FOUR

- a) Identify the benefits that an organization may get for decentralizing the office filling system. (10 marks)
- b) Identify measures that an office manager may take to ensure effective flow of information in the organization. (10 marks)

QUESTION FIVE

- a) Highlight the benefits that an organization may get for use of a line organization structure. (10 marks)
- b) Outline the circumstances under which an organization may adopt a wide span of control. (10 marks)



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FIRST SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS MANAGEMENT

BBA 030: PRINCIPLES AND PRACTICE OF MANAGEMENT

Date: 11/8/2016

Time: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Question ONE and any other TWO questions
Cheating will lead to disqualification.

QUESTION ONE

- a) Describe the following approaches and clearly outline the provisions under each:
 - i. Classical approach (4 marks)
 - ii. Human relation school of thought (4 marks)
 - iii. The management science approach (4 marks)
- b) Outline the criticisms leveled against the classical approach. (3 marks)
- c) Explain the skills needed by management at the different levels of management in an organization. (3 marks)
- d) Outline the factors that would influence a manager's decision to delegate authority and assign duties to subordinates. (3 marks)
- e) Identify the three levels of management and describe the main functions of each of the levels. (6 marks)
- f) It has been claimed that leaders are born but not made. Discuss. (3 marks)

QUESTION TWO

- a) Citing examples from an organization with which you are familiar, Discuss the process, merit and demerits of management by objective(MBO) (10 marks)
- b) Explain the importance of the management planning function to a business entity as a whole. (10 marks)

QUESTION THREE

- a) Discuss Herzberg's two factor theory of motivation at the different levels of management in an organization. (10 marks)
- b) Outline the significance of effectively executing the organizing function in an organization. (10 marks)

QUESTION FOUR

- a) Summarize the principle guidelines for effective delegation of authority in an organization. (10 marks)
- b) Outline the role of human resource department in recruitment and training of employees. (10 marks)

QUESTION FIVE

- a) Describe steps followed in the control process. (10 marks)
- b) Outline the advantages of a budgetary control system in an organization. (10 marks)



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FIRST SEMESTER EXAMINATION FOR DIPLOMA IN ACCOUNTANCY

DACC 100: INTRODUCTION TO LAW

Date: 2/8/2016

Time: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Question ONE and any other TWO questions
Cheating will lead to disqualification.

QUESTION ONE

- a) i) In relation to law of torts explain the rule “Res Ipsa Loguitor” (3 marks)
ii) Roy keen recently bought a car of his dreams a BMW X6 model. In a bid to show his friends how fast the car was Roy Keen dashed off at a speed of one hundred kilometers per hour within the estate.

The car lost control and crashed into a school van carrying pupils killing three of them on the spot. Roy Keen also perished in the accident. The parents of the three deceased pupils intend to sue the administrators of Roy Keen estate.

Required

1. Identify the legal principles. (4 marks)
 2. Advice the parents of the deceased pupils. (4 marks)
- b) Distinguish between civil law and criminal law. (6 marks)
- c) Briefly explain three advantages of judicial precedent as source of law in Kenya. (3 marks)
- d) Parliament may delegate its law making authority to subordinate component bodies. Briefly explain **four** challenges of subsidiary legislation. (6 marks)

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- e) Outline provisions that should be established for African Customary law to take effect. (4 marks)

QUESTION TWO

- a) Highlight the advantages of a private company over a public company. (10 marks)
- b) Explain **five** circumstances under which an agent may be held personally liable on contract he has entered into on behalf of the principle. (10 marks)

QUESTION THREE

- a) Distinguish between a bill of exchange and a cheque. (10 marks)
- b) Using various illustrations clearly explain the vitiating elements of a contract. (10 marks)

QUESTION FOUR

- a) The courts provide remedies to a breach of contract. Highlight such remedies. (10 marks)
- b) Identify **five** defenses that can be used by a defendant in case he is accused by the plaintiff for committing a tort. (10 marks)

QUESTION FIVE

- a) Describe the establishment, composition and jurisdiction of the supreme court of Kenya. (10 marks)
- b) Highlight the ways of terminating an agency relationship through operation of law. (10 marks)



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FIRST SEMESTER EXAMINATION FOR DIPLOMA IN SECRETARIAL STUDIES

3908/303: OFFICE ADMINISTRATION AND MANAGEMENT

Date: 1/8/2016

Time: 8:30 – 10:30 AM

INSTRUCTIONS

Answer FIVE Questions
Cheating will lead to disqualification.

QUESTION ONE

- a) Highlight the importance of office management and administration to an organization. (10 marks)
- b) Outline ways in which the finance department may enhance the effectiveness of the marketing department. (10 marks)

QUESTION TWO

- a) Identify ways in which an office manager may contribute to poor human relations in an office. (10 marks)
- b) Identify the advantages of using an offset lithography method of reproducing documents in an office. (10 marks)

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QUESTION THREE

- a) Highlight some of the reasons that might make (O&M) team not to get adequate support from employees. (10 marks)
- b) Explain the reasons that make office an important part of an organization. (10 marks)

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QUESTION FOUR

- a) Outline ways in which a poorly designed organizational structure may affect the organization negatively. (10 marks)
- b) Highlight reasons that have made enclosed office layout to become unpopular to most organizations. (10 marks)

QUESTION FIVE

- a) Outline the advantages that an organization can enjoy for adopting a computerized system at procuring office supplies. (10 marks)
- b) Highlight the functional duties of a supervisor in an organization. (10 marks)

QUESTION SIX

- a) Explain the advantages that an organization would enjoy for performing office layout effectively. (10 marks)
- b) Identify the objectives of an organization and method(O&M) study. (10 marks)

QUESTION SEVEN

- a) Outline the circumstances under which an organization adopt a wide span of control. (10 marks)
- b) Describe the following approaches of development of management
 - i) Classical approach (4 marks)
 - ii) Behavioral approach (3 marks)
 - iii) The management scientific approach. (3 marks)