



MACHAKOS UNIVERSITY

University Examination 2022/2023

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF - TVET

SECOND YEAR/FIRST TERM EXAMINATIONS FOR

CRAFT CERTIFICATE – MODULE 2

1903/201/00 - SUPPLY CHAIN MANAGEMENT

1906/201/00 - CRAFT CERTIFICATE IN BUSINESS MANAGEMENT

OFFICE ORGANIZATION

DATE: 23/3/2023

TIME: 8:30 – 11:30 AM

INSTRUCTIONS

This paper consists of 15 (FIFTEEN) questions in TWO sections: A and B.

Answer ALL the questions in Section A and any FOUR questions from Section B in the answer booklet provided.

You should answer the questions in English.

SECTION A (32 marks)

Answer ALL the questions in this section

QUESTION ONE (20 MARKS)

1. List **two** uses of an organizational chart. (2 marks)
2. Outline **three** advantages of oral communication. (3 marks)
3. State **four** limitations of using geographical filing system. (4 marks)
4. List **three** benefits of following the principle of unity of objective in an organization. (3 marks)
5. Outline **four** disadvantages of sole proprietorship. (4 marks)
6. State **three** functions of Human Resource department in an organization. (3 marks)
7. List **four** circumstances where it may be appropriate to use the time rate method of calculating employees' wages. (4 marks)
8. State **two** instances where it would be appropriate to use letters to communicate in an office. (2 marks)
9. Outline **three** factors that may influence the choice of office location. (3 marks)

10. Highlight **four** measures that the person in charge of petty cash can take to prevent fraud. (4 marks)

SECTION B (68 marks)

*Answer any **FOUR** questions from this section*

11. (a) An office is charged with the responsibility of carrying out various functions for the whole organization. Explain **four** of its functions. (8 marks)
- (b) A new company is in the process of establishing an organization structure. Explain **six** factors that the organization should consider when designing the structure. (9 marks)
12. (a) Describe **six** ways in which the use of mobile phones has enhanced office Operations. (9 marks)
- (b) Highlight **four** ways of safeguarding cash in an office. (8 marks)
13. (a) Describe **four** merits of an enclosed office layout in an organization. (8 marks)
- (b) Explain **six** physical conditions that are necessary for a good office environment. (9 marks)
14. (a) Explain **six** benefits that may be realized in an organization that adopts the landscaped form of an office. (9 marks)
- (b) Outline **four** factors that an organization should consider when choosing an appropriate filing system. (8 marks)
15. (a) Explain **six** reasons why an organization may prefer to use short message services (SMS) when communicating to customers. (9 marks)
- (b) Outline **four** benefits that an individual may get by becoming a member of a savings and credit co-operative society. (8 marks)