



# MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR SUPPLEMENTARY EXAMINATION FOR BACHELOR OF  
EDUCATION

BBA 312: OFFICE MANAGEMENT

**Date:** 26/7/2019

**Time:** 11:00 – 1:00 pm

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## **Instructions**

**Answer question ONE and any other TWO questions**

### **Records Management**

A well-known public organization keeps very good facilities for storing its documents to ensure safety and easy retrieval of information. The process is managed by a team of staff with daily deliveries and collections from each of their main many offices across the country. Their storage facilities are reaching a capacity of 70,000 cartons and space is hard to find. It has become necessary to establish a relationship with an appropriate Records Management provider to complement existing facilities and add capacity.

Finding value in reorganization is to assist the personnel in identifying the less-frequently moved information, in order to provide capacity and to minimize cost. Workers, therefore, have to capture information for each item, to create a detailed inventory. The long term value of the inventory is that it makes it possible for the client to track ownership of items to different departments and thereby to account for them more clearly. The organization will also provide management information to track high-activity items, so as to flag necessary possible changes to storage locations and save money on transport. Stakeholders will work together throughout the project including the planning stage in order to complete the task on time. The service by the organization will be on a request-only basis and will be coordinated to ensure that vehicles arrive at the customer's data center in good time. The essence of the service lies in the flexibility of the organization's capacity as far as storage and management service is concerned. The organization will monitor the service and ensure that, as its data

center reaches full capacity, they are able to quickly react and undertake an additional transfer of documents.

The obvious benefit is that the organization's customers will not have to invest in any new land, property or facilities to enable them to comply with document retention legislation. The stakeholders should ensure that service provided by the organization matches their in-house service to ensure that their departments are unaware that their documents are held externally. Through the made-to-order services, they will be able to retrieve their documents just as easily as before.

1. (a) Explain the essence of proper records management in the above organization. (10 marks)  
  
(a) According to the above study, storage facilities were reaching a capacity of 70,000 cartons which may be quite challenging to the above organization. Discuss the solutions to this challenge. (10 marks)  
  
(b) Discuss why the records retention policy should be applied to the above organization (10 marks)
2. (a) Explain five factors that an office supervisor should consider when designing an office Layout. (10 marks)  
  
(b) Discuss five ways in which an office manager may establish good human relations with subordinates. (10 marks)
3. (a) A purchasing officer wishes to lay down a set of rules to be followed when goods are received. Draw up a set of rules mentioning in particular what to do about damaged goods. (12 marks)  
  
(a) Give four reasons that make it necessary for a subordinate to receive instructions from only one supervisor. (8 marks)
4. (a) Explain the importance and use of either a delivery note or the goods received note, when you are accepting goods. (10 marks)  
  
(b) Discuss the factors that hinder effective communication. (10 marks)
5. (a) Discuss five ways in which management of an organization may minimize interpersonal conflicts among its employees. (5 marks)  
  
(c) Explain what you understand by minutes, the information contained in minutes and the importance of storing the minutes. (15 marks)