



MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF
EDUCATION

BBA 312: OFFICE ORGANISATIONS AND MANAGEMENT

DATE: 25/7/2017

TIME: 11:00 – 1:00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

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

QUESTION TWO (20 MARKS)

- a) Explain two types of office layout and outline the differences between them. (2 marks)
- b) Identify three advantages to each of the three types of office layout. (18 marks)

QUESTION THREE (20 MARKS)

- a) Draw a simple organization chart of a manufacturing firm. (10 marks)
- b) Identify essential matters to determine when laying out an office plan. (10 marks)

QUESTION FOUR (20 MARKS)

- 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)

QUESTION FIVE (20 MARKS)

- 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) What is an organization chart? What purpose does it serve? (10 marks)