



MACHAKOS UNIVERSITY

University Examinations for 2017/2018 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS, ENTREPRENEURSHIP & MANAGEMENT SCIENCE

AUGUST SESSION EXAMINATION FOR BACHELOR OF EDUCATION

BBA 313: OFFICE MANAGEMENT

DATE: 14/11/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1. (a) Highlight five measures that the management of an organization may take to ensure a conducive working environment in an office. (10 marks)
- (b) Explain five reasons that make an efficient mail handling system an important aspect in an organization. (10 marks)
- (c) Explain five factors that should be considered when choosing the type of reprography machine to use in making copies of documents in an office. (10 marks)
2. (a) Outline five factors that an office supervisor should consider when designing an office layout. (10 marks)
- (b) Highlight five ways in which an office manager may establish good human relations with subordinates. (10 marks)
3. (a) Give five reasons that make it necessary for a subordinate to receive instructions from only one supervisor. (10 marks)

- (b) Explain the factors that make organizations to invest in insurance despite the fact that it is an expensive affair to any organization.. (10 marks)
4. (a) Effective communication is very essential to any organization. Discuss the factors that may however hinder effective communication. (10 marks)
- (b) Organization records are very essential for the successful operation of any organization Discuss. (10 marks)
5. (a) An office is described as the Pivot of any organization. Discuss (10 marks)
- (b) Explain the importance and use of a delivery note/ the goods received note when you are accepting goods. (10 marks)