

GARISSA UNIVERSITY

UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR ONE SECOND SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DIPLOMA BUSINESS MANAGEMENT

COURSE CODE: DBM 17

COURSE TITLE: OFFICE ADMINISTRATION

EXAMINATION DURATION: 3 HOURS

DATE: 18/04/18 TIME: 09.00-12.00 PM

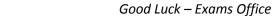
INSTRUCTION TO CANDIDATES

- The examination has SIX (6) questions
- Question ONE (1) is COMPULSORY
- Choose any other THREE (3) questions from the remaining FIVE (5) questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of THREE (3) printed pages

please turn over

SEM 11, 17/18 main exam (06/04-19/04/18)





QUESTION ONE (COMPULSORY)

(a) Define the following terms as used in business.

i.	Office	[1 mark]
ii.	Administration	[1 mark]
iii.	Clerical officer	[1 mark]
(b) Explain three disadvantages of using a photocopier to reproduce documents.		[3 marks]
(c) Explain three roles of filing in an office.		[3 marks]
(d) Give the use of the following office machines		
i.	Guillotine	[1 mark]
ii.	Paper shredder	[1 mark]
iii.	Cash register	[1 mark]
(e) Briefly explain the three main factors that affect the performance of an office worker		[3 marks]
(f) Clearly outline four advantages of computerizing office functions.		[4 marks]
(g) Highlight four challenges that can be encountered when an organization automates its services		
		[4 marks]
(h) Briefly explain any two functions of the customer care department in an organization		[2 marks]

QUESTION TWO

(a) Explain any four functions of an office. [8 marks]
(b) Elaborate on any four merits of operating an open office layout. [4 marks]
(c) Discuss three roles of a manager in an organization. [3 marks]

QUESTION THREE

(a) Give a detailed account on any five ways of how the organization's property can be controlled and protected [10 marks]

(b) Elaborate on any five characteristics of a good filing system. [5 marks]



QUESTION FOUR

- (a) Give a detailed account on five factors you would consider when selecting office equipment for purchase. [10 marks]
- (b) Explain five qualities of a good secretary.

[5 marks]

QUESTION FIVE

(a) Critically examine five ways of maintaining good working relations among employees

[10 marks]

(b) Briefly explain any five emerging trends in office management.

[5 marks]

QUESTION SIX

(a) Critically examine five ways that can be employed by a manager to motivate his junior staff.

[10 marks]

(b) Clearly explain five unethical behavior for any office worker.

[5 marks]

