



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

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

1

please turn over

Good Luck – Exams Office



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]**

