**GARISSA UNIVERSITY**

**SCHOOL OF BUSINESS AND ECONOMICS**

**DEPARTMENT OF BUSINESS MANAGEMENT**

**DIPLOMA IN BUSINESS MANAGEMENT**

**YEAR 2 SEMESTER 1**

**UNIT CODE: DBM 17**

**UNIT TITLE: OFFICE ADMINISTRATION**

**MAY – AUGUST 2021 SEMESTER EXAMINATIONS**

**DURATION 2 HOURS**

**Instructions: Answer question ONE (Compulsory) and any other TWO questions**

**QUESTION ONE**

1. Explain five benefits of application of computers in records management in an office (10 Marks)
2. Outline fivedisadvantages of centralization of the office administration operations(10 Marks)
3. Describe five benefits of using organizational charts in modern organizations (10 Marks)

**QUESTION TWO**

1. Describe five security measures to enhance safety and security of office records (10 Marks)
2. Explain five benefits of delegation of the duties by the managers (10 Marks)

**QUESTION THREE**

1. Explain five factors benefits of managing human relations in an organization (10 Marks)
2. Outline five causes of accidents and injuries to the workers (10 Marks)

**QUESTION FOUR**

1. Identify five functions of office in an organization (10 Marks)
2. Outline five causes of unethical behavior among staffs in an office (10 Marks)

**QUESTION FIVE**

1. Explain five advantages of maintain office manuals of office machines and equipment in an organization (10 Marks)
2. Many organizations are currently shifting from enclosed office layout to open layout. Discuss five reasons that have accounted for this phenomenon (10 Marks)