

**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/20221 ACADEMIC YEAR ONE**

 **SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE CERTIFICATE IN BUSINESS MANAGEMENT**

**COURSE CODE: CBM 03**

**COURSE TITLE: BUSINESS COMMUNICAATION AND OFFICE MANAGEMENT**

**EXAMINATION DURATION: 3 HOURS**

**DATE: TIME:**

**INSTRUCTIONS TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) 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 TWO (2) printed pages**

**QUESTION ONE**

a) Define the following terms:

1. communication [2 marks]
2. Office [2 marks]

b) Explain **three** components used in a model of communication [6 marks]

c) Explain **three** uses of organization chart in an organization [6 marks]

d) Describe two types of office layouts [4 marks]

e) Highlight **four** purposes of communication to an organization [8 marks]

f) List four **staffs** in anoffice [2 marks]

**QUESTION TWO**

 a) Explain **five** advantages of written communication in an organization [10 marks]

b) Outline **five** factors to consider **when** selecting office furniture [10 marks]

**QUESTION THREE**

a) Explain **five** advantages of a closed plan office layout [10 marks]

b) Explain **five** factors to consider **in** choosing an effective channel of communication [10 marks]

**QUESTION FOUR**

a) Explain **five ways** on how to overcomebarriers to effective communication [10 marks]

b) Explain **five** factors considered when buying the type of office machine [10 marks]

5.a) Describe **six** principles of effective communication [12 marks]

b) Explain **four** types of office machine [8 marks]