



**KIBABII UNIVERSITY COLLEGE**

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**UNIVERSITY REGULAR EXAMINATIONS**

**2014/2015 ACADEMIC YEAR**

**3<sup>RD</sup> YEAR 1<sup>ST</sup> SEMESTER EXAMINATIONS**

**MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE: BCB 334**

**COURSE TITLE: OFFICE MANAGEMENT**

**DATE: DECEMBER 2014**

**TIME:**

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**INSTRUCTIONS TO CANDIDATES:**

- Answer questions ONE (Compulsory) and any other two questions.

### **QUESTION ONE (COMPULSORY)**

- (a) “Sound organization can contribute to the success of an enterprise”. Explain in which ways this statement is true (5 marks)
- (b) Outline steps through which a planned management programme should follow in order to ensure office safety. (5 marks)
- (c) Identify the limitations of using office machines (5 marks)
- (d) Give the meaning of the following phrases:
  - (i) Departmentalization of office services
  - (ii) Office procedures (5 marks)
- (e) Mention the requirements for speaking effectively. (5 marks)
- (f) Identify skills needed to handle word processing tasks. (5 marks)

### **QUESTION TWO**

- (a) Describe five characteristics of an effective document (10 marks)
- (b) “Among the core duties of a personnel manager is to increase the skills and efficiency of staff”. Explain this statement. (10 marks)

### **QUESTION THREE**

- (a) “All time spent at work is not productive. You can waste time without realizing it.....” Substantiate further this statement. (10 marks)
- (b) High officials have different tastes for furniture and furniture is purchased according to their tastes. Explain a specific type of furniture that relates to this statement. (10 marks)

### **QUESTION FOUR**

- (a) Briefly describe the task of “handling incoming Mail.” (10 marks)
- (b) Discuss the advantages and disadvantages of open office form of layout. (10 marks)

### **QUESTION FIVE**

- (a) Describe the guidelines to follow in order to ensure that your use of e-mail is effective and professional. (10 marks)
- (b) Explain the functions that management of an organization is required to perform. (10 marks)

**END**