



KIBABII UNIVERSITY COLLEGE

(A Constituent College of Masinde Muliro University of Science Technology)

P.O. Box 1699-50200 Bungoma, Kenya

Tel. 020-2028660/0708-085934/0734-831729

E-mail: enquiries@kibabiiuniversity.ac.ke

UNIVERSITY REGULAR EXAMINATIONS

2014/2015 ACADEMIC YEAR

3RD YEAR 1ST SEMESTER EXAMINATIONS

MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCB 344

COURSE TITLE: OFFICE MANAGEMENT

DATE: DECEMBER 2014

TIME:

INSTRUCTIONS TO CANDIDATES:

Answer question one and any other two questions

QUESTION ONE (COMPULSORY)

- a) Define the term office and office management (5 marks)
- b) Outline five factors to consider while deciding on the physical place where an office should be located (5 marks)
- c) “No office manager can claim to be organized until he has established a routine procedure to deal with the work at hand.....” explain (5 marks)
- d) Mention any five sources where a personal manager needs to know to find staff (5 marks)
- e) What are the critical skills and understanding needed to efficiently perform information management and transmission tasks (5 marks)
- f) Identify the requirements of effective listening (5 marks)

QUESTION TWO

- a) Describe considerations for communicating with your audience while delivering a presentation. (10 marks)
- b) Briefly describe the various forms of organization. (10 marks)

QUESTION THREE

- a) Explain the elements of office organization (10 marks)
- b) Discuss how free flow of communication breaks down (10 marks)

QUESTION FOUR

- a) Describe the effective procedures when using voice mail (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 FIVE

- a) Describe aspects of personality that are critical for effective performance at work. (10 marks)
- b) “Central services are efficient than departmental services.” Discuss the two opposing views of central services. (10 marks)