



KIBABII UNIVERSITY COLLEGE

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

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FACULTY OF EDUCATION SCIENCE AND SOCIAL SCIENCE

UNIVERSITY REGULAR EXAMINATIONS

2013 /2014 ACADEMIC YEAR

3RD YEAR 1ST SEMESTER EXAMINATIONS

(MAIN EXAMINATION)

FOR THE DEGREE OF BACHELOR OF

COMMERCE

COURSE CODE: BBM 334

COURSE TITLE: OFFICE MANAGENT.

DATE: APRIL 2014

TIME:

INSTRUCTIONS TO CANDIDATES:

Answer all questions in section A and any other three in section B

SECTION A

QUESTION ONE

- a) Explain why home working policy programmes have been embraced by organizations today. (10mks)
- b) Discuss the importance of manuals in an office. (5mks)

QUESTION TWO

- a) Explain the objectives of records management in an office. (10mks)
- b) Elaborate on the work of an office messenger. (5mks)

SECTION B.

QUESTION THREE

Highlight ways in which the Human Resource in the office can be motivated. (15mks)

QUESTION FOUR

- a) Explain 2 factors that can be considered before an office manager can delegate duties. (5mks)
- b) Explain the advantages of delegation. (10mks)

QUESTION FIVE

Discuss the effects of “work-at-home” policies on the following:-

- a) Women employees. (5mks)
- b) The company. (10mks)

QUESTION SIX.

List and explain 5 office operations that can be automated. (15mks)

QUESTION SEVEN

Explain the precautions that you may take to curb harassment in the office. (15mks)