



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF COMMERCE

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN
BUSINESS MANAGEMENT**

BCB 052 – OFFICE MANAGEMENT

DURATION: 2 HOURS

DATE: 23/4/19

TIME: 9-11AM

Instructions to candidates:

1. Answer question One and Any Other Two questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Highlight three importances of office security and control (3marks)
- b) Outline five purposes of organization chart to the running of an office (5marks)
- c) Explain five advantages of internal sources of staffing (5marks)
- d) Briefly explain four activities in record management in communication (4marks)
- e) Outline five demands in today's office environment (5marks)
- f) Explain benefits of office equipment to an organization (3marks)
- g) Explain four types office supply which can be found in most offices (5marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Discuss five functions of office management (10marks)
- b) Describe five advantages of office systems and routine (10marks)

QUESTION THREE (20 MARKS)

- a) Explain five measures which you could take to improve office security/safety.(10marks)
- b) Briefly describe five strategies which could improve office communication. (10marks)

QUESTION FOUR (20 MARKS)

- a) Describe five factors you would consider in buying office furniture and fixtures 10marks)
- b) Describe five duties of personnel department. (10marks)