



MURANGA UNIVERSITY COLLEGE

(A constituent College of Jomo Kenyatta University of Agriculture & Technology)

MAIN CAMPUS

ORDINARY UNIVERSITY EXAMINATIONS

2014/2015 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER EXAMINATIONS

**FOR CERTIFICATE
IN
BUSINESS MANAGEMENT**

COURSE CODE: CIB0108

COURSE TITLE: OFFICE MANAGEMENT

DATE: 22ND APRIL

TIME 9.00AM

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory

Answer THREE (3) questions

MRUC observes ZERO tolerance to examination irregularities

This Paper Consists of 2 Printed Pages. Please Turn Over. 

QUESTION ONE

- a) Employers are responsible for the safety of office staff during working hours. Explain any five measures to ensure staff safety. (10 marks)
- b) Explain five components of a favorable working environment. (5 marks)
- c) Explain five principles of organization. (5 marks)
- d) Outline five principles of selecting office furniture. (5 marks)
- e) Outline five factors to consider when deciding on office location. (5 marks)

QUESTION TWO

- a) Explain five ways of preparing outgoing mails for dispatch. (10 marks)
- b) Departmentalization refers to an arrangement whereby each department provides for its own services. Explain any five advantages of this practice. 10 marks)

QUESTION THREE

- a) Explain five essentials of a good filing system. (10 marks)
- b) Explain five advantages of using office machines. (10 marks)

QUESTION FOUR

- a) Explain any five barriers to effective communication. (10 marks)
- b) Explain five factors to consider when choosing a method of communication. (10 marks)