



MURANG'A UNIVERSITY COLLEGE

(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY (JKUAT))

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

**SUPPLEMENTARY / SPECIAL EXAMINATION
BSC. HRM YEAR II SEMESTER I MAIN CAMPUS
2014/2015 ACADEMIC YEAR**

UNIT NAME : OFFICE ADMINISTRATION

UNIT CODE : HEH 2110

DATE:

TIME – 2 HOURS

INSTRUCTIONS TO CANDIDATES:-

Answer question one (compulsory) and any other two questions

QUESTION 1

- (a) One of the functions of an office is to give and receive information. Explain five measures that an office manager may take to ensure that this function is carried out effectively. (10 marks)
- (b) Discuss five factors that should be considered when choosing a records filing system in an office (10 marks)
- (c) What are the functions of an administrative office manager in an organization (10 marks)

QUESTION 2

- (a) Explain the benefits of using email to communicate in an office (10 marks)
- (b) Discuss measures that should be taken by the office manager to minimize misfiling of records in an organization (10 marks)

QUESTION 3

- (a) Briefly highlight the advantages of oral face to face communication (10 marks)
- (b) Describe the physical conditions that should exist in an office to ensure a comfortable working environment (10 marks)

QUESTION 4

- (a) Discuss the major factors that a company should consider when choosing filing equipment. (10 marks)
- (b) Having operated in an open office layout for the last five years, Kwao Limited recently adopted a closed office layout. Discuss the reasons that may have led to such a move (10 marks)

QUESTION 5

- (a) Explain the ways in which a manager can ensure efficient stock control in an organization (12 marks)
- (b) Explain the various security measures to be taken by office management (8 marks)