



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF COMMERCE

SPECIAL/SUPPLEMENTARY EXAMINATION

2017/2018 ACADEMIC YEAR

THIRD YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT

HEH 2204: OFFICE ADMINISTRATION

DURATION: 2 HOURS

DATE: 13TH DECEMBER 2017

TIME: 2.00- 4.00 P.M

Instructions to Candidates:

1. Answer **Question 1** 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 ONE - COMPULSORY

QUESTION ONE

- a) List any five advantages of office mechanism (2 Marks)
- b) Outline any five factors to consider when buying office machines (5 marks)
- c) State any four difficulties in work measurement (4 marks)
- d) Define communication and list the main outputs of communication (10 marks)
- e) Describe five factors affecting choice a filing system (10 Marks)

SECTION TWO – ANSWER ANY TWO QUESTIONS

QUESTION TWO

- a) Illustrate any five for considering in the office (10 marks)
- b) Outline any ten points of receptionist work (10 marks)

QUESTION THREE

- a) Explain any five advantages of centralization (10 Marks)
- b) Justify any five purpose of meeting records (10 Marks)

QUESTION FOUR

- a) Explain any five advantages of horizontal filing (10 marks)
- b) Evaluate any five advantages of office machines (10 Marks)