



MURANGA UNIVERSITY COLLEGE

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

MAIN CAMPUS

MAIN UNIVERSITY EXAMINATIONS

2014/2015 ACADEMIC YEAR

**FIRST YEAR SEMESTER TWO EXAMINATIONS
FOR THE CERTIFICATE BUSINESS MANAGEMENT.**

COURSE CODE: CIB 0108

COURSE TITLE: OFFICE MANAGEMENT

DATE: 19th APRIL 2016

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

- 1) Question **one** is compulsory
- 2) Attempt any other **two** questions

QUESTION ONE

- a) Discuss the main steps in the staffing management functions. **(12 Marks)**
- b) Explain four basic purposes of an office. **(8mks)**
- c) Explain the basic elements of the control process **(10mks)**

QUESTION TWO

- a) Planning is the essence of management. Discuss. **(10 Marks)**
- b) Explain the different steps involved in planning. **(10 Marks)**

QUESTION THREE

- a) Discuss four elements in the control management function. **(10 Marks)**
- b) Explain five factors an office manager would consider before buying office equipment. **(10mks)**

QUESTION FOUR

- a) Communicating effectively is a powerful management tool is business productivity. Identify five barriers to effective communication giving a possible solution to ease of the problem stated **(10mks)**
- b) Describe the benefits you would expect to gain by installing a computer in your office **(10marks)**

QUESTION FIVE

- a) Discuss the elements of office management **(10mks)**
- b) Explain five roles of office furniture **(10mks)**