



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

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

BHR 203 – OFFICE AND PERSONNEL MANAGEMENT

DURATION: 2 HOURS

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 (30 MARKS)

QUESTION ONE (30 MARKS)

- a) Define the following terms in office and personnel administration. (6 marks)
 - i. Office land scapping
 - ii. Office
 - iii. An index in filling
- b) Explain five advantages of centralized filling. (5 marks)
- c) Highlight four elements of office management. (4 marks)
- d) Outline five factors that may lead to frequent breaking of photocopying machine. (5 marks)
- e) Highlight the importance of internal communication of an office manager. (5 marks)
- f) Explain five characteristics of an office manager. (5 marks)

SECTION B (40 MARKS) ANSWER ANY TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) The overall policy is an expression of an organizational values or beliefs about how people should be treated. Discuss. (10 marks)
- b) Explain five payroll deductions. (10 marks)

QUESTION THREE (20 MARKS)

- a) An office can be described as the nerve centre of the whole concern. Discuss. (10 marks)
- b) Highlight five measures to prevent internal noise in an office. (10 marks)

QUESTION FOUR (20 MARKS)

- a) The efficient of a worker depends to a great extent on his working environment. Discuss. (10 marks)
- b) Explain the scope of personnel administration. (10 marks)