



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY – APRIL 2017 SEMESTER

BACHELOR OF COMMERCE

COURSE CODE: BCBA 305

COURSE TITLE: OFFICE MANAGEMENT

DATE: 4 APRIL 2017

TIME: 8.00 AM – 11.00 AM

INSTRUCTIONS TO CANDIDATES

1. QUESTION ONE IS **COMPULSORY**.
2. ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

QUESTION ONE

- a. What is an office and in details what are the office functions. (10mks)
- b. Organizations carrying out record management will always run very smoothly in their daily work. Discuss.
(10mks)
- c. Discuss the features of a good record management. (10mks)
- d. Describe the factors that determine the type of the office layout in an organization. (10mks)

QUESTION TWO

- a. Explain in details the importance of machines in any given organisation. (10mks)
- b. When selecting the types of machines to used in an organization different factors need to be considered. Explain (10mks)

QUESTION THREE

- a. Discuss importance of clear communication for the purpose of running the organisation. (10mks)
- b. Discuss ways in which an organization should engage the employees in communication. (10mks)

QUESTION FOUR

a. Discuss the factors to consider when selecting office furniture. (10mks)

b. Explain ways suggested in reducing some of the hazards found in offices. (10mks)

QUESTION FIVE

a. Discuss the different personels outlining their duties in the organization hence an organization can never run without employees. (10mks)

b. Discuss in details the benefits expected by organizations that value their employees by motivating them in different ways.

(10mks)