

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2019/2020 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE
COURSE CODE: BCO 314
COURSE TITLE: OFFICE MANAGEMENT
DATE: 18/11/2020 TIME: 2.00- 11.00AM**

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

QUESTION ONE

Question One

- a) An Office Manager plays an important role in any organization. Outline six qualities that you would like him to possess. (6marks)
- b) Describe the characteristics of an effective and well designed office system. (6marks)
- c) Explain the functions and responsibilities of the purchase department. (8marks)
- d) An office is described as the nerve centre of the entire organization Justify the statement. (10marks).

Question Two

- a) Organizing refers to the grouping of activities necessary for the attainment of objectives. It also indicates the authority and the responsibility assigned to individuals charged with the execution of their respective functions. Explain the steps involved in organizing the structure of an enterprise. (10marks)
- b) The management of reports is important in any business. What are the purposes of maintaining the reports in an organization? Discuss at least 5 reasons. (10marks)

Question Three

Chairs are an important item of furniture from the workers' viewpoint since they have to sit in them, all through the day in the office. A well designed chair reduces fatigue and therefore improves productivity. This is particularly true of chairs for machine operators; they should be built on scientific lines to prevent fatigue which is the direct result of badly designed chairs. Standards should be set for chairs for each type of work. A very wide range of chairs is available. Three major factors, adjustable height, adjustable backrest and the shape of the seat have to be taken into account while selecting a chair.

- a) Clearly explain the characteristic criteria used in selection decisions of chairs. (10marks)

- b) One of the functions of an office is the receiving of information on behalf of the organization. Explain the ways in which the office manager may ensure that this function is carried out effectively in relation to the job description. (10marks)

Question Four

- a) Systems have acquired a great importance now; some authors have even advocated that organizations should be based on systems. Organization and systems are both based on the work performed, and they are in fact inter-related. Explain the factors that make the systems concept important in the field of management, including Office Management. (10marks)
- b) The office manager constantly communicates with various groups of people. Explain the ways in which the manager may minimize barriers during such communication. (8marks)

Question Five

- a) Mechanization in the office refers to the process by which machines and equipment are introduced with a view to speeding up the administrative process. The decision to shift from manual to machine operations is governed by a comparison of the cost incurred with the cost saved. Discuss the important objects in assessing the desirability of mechanizing office tasks. (10marks)
- b) It is rather difficult to lay down any hard and fast rule about the location of an Office, for a desirable location is usually determined by the requirements of each business. Different kinds of offices require different locations. Describe the factors to be taken into consideration in choosing an office location. (10marks)