

**KIBABII UNIVERSITY**



**UNIVERSITY EXAMINATIONS**

**2020/2021 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER**

**SUPPLEMENTARY/SPECIAL EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF EDUCATION ARTS**

**COURSE CODE: BBM 334**

**COURSE TITLE: OFFICE MANAGEMENT**

**DATE: 19/01/2022**

**TIME: 8.00 – 10.00AM**

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**INSTRUCTIONS 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

(30mks)

My name is Mimi. I'm 19 and have recently started work as an administrative assistant for an insurance firm. My job involves a lot of printing and photocopying of important documents and filing them ready for the insurance agents to deal with. However, I am often held up from doing my work by frequent breakdowns of the photocopier. At other times my printer also fails to print! I use the manufacturer's instruction manual so I can attempt to fix the problem myself, but sometimes I'm not always sure what to do, and there doesn't seem to be anybody available to help me. I have asked some of my colleagues, but nobody seems to know what to do or who to go to for technical assistance. I am becoming increasingly worried by this situation, as work is piling up on my desk and I'm getting more and more behind. I am concerned that my lack of progress in my work will soon be picked up by the managers which will reflect badly on me.

#### Required:

- a). Identify the likely problems affecting both the photocopier and the Printer. (10mks)
- b). Manufacturers have a legal obligation to provide an instruction manual for all their products. Advice Mimi on why it is important to follow the manufacturer's instructions manual. (10mks)
- c). Identify any five paper handling machines in an office and define their functions (10mks)

### Question Two

(20mks)

a). You are disturbed by the state of affairs existing in relation to stationary stocks, where you have discovered that there is no one in charge of stationery, and any officer can order for replenishment of any office consumable as long as he cannot immediately find it, yet most of them are piled in the stockroom, some open. What recommendations would you suggest for rectifying this situation?

(10mks)

- b). Recommend a general guideline for establishing working office procedures. (10mks)

### Question Three

(20mks)

You have employed new clerical staff whom you must induct into the filing procedure in your organization.

- a). Advise them on using any of the following methods of filing.

i). Alphabetical

(5mks)

ii). Numerical

(5mks)

- b). Briefly enlighten them on why they should maintain a good files management (10mks)

### Question Four

(20mks)

a). The office is referred to as the nerve centre or heartbeat of an organization. Discuss the various factors that would qualify this statement. (10mks)

b). As a consultant on office matters, participant have asked you to advise them on why they should undertake automation of their offices. Do you think automation is necessary? (10mks)

### **Question Five**

**(20mks)**

- a). There is some concern in your company because letters seem to be going astray. You are asked to devise a system for handling the incoming mail ensuring maximum security, especially for remittances. Set out in detail your plan. (10mks)
- b). As an office worker, how would you ensure the safety and security of your office? (10mks)