



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF EDUCATION

BBA 312: OFFICE ORGANISATIONS AND MANAGEMENT

DATE: 28/12/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions.

QUESTION ONE (30 MARKS)

- Your friend wants to hire and office space for his assistant. Explain to him the functions of an office. (6 marks)
- Why is necessary to have an O & M Team in an organization (8 marks)
- Identify what statutes and by laws must cover in their regulation to protect environment (5 marks)
- You have been co-opted as a trainer to office staffs on safety. Explain five safety precautions necessary when using office equipment (6 marks)
- You have been shortlisted for a position of an office manager, Explain five duties of an office manager (5 marks)

QUESTION TWO (20 MARKS)

- In a management meeting, they want to decide the type of office plan to set up. Explain three types of office layout and outline the differences between them. (9 marks)
- Draw and label a simple organization chart of a manufacturing firm (11 marks)

QUESTION THREE (20 MARKS)

- a) Your roommate pursuing engineering course hired as a production manager wants your assistance discuss with him the duties of the said position. (11 marks)
- c) Identify three advantages to each of the three types of office layout. (9 marks)

QUESTION FOUR (20 MARKS)

- a) Enumerate at least two functions performed by the various departments in a manufacturing firm of your choice (10 marks)
- b) Identify five general office services and attach each service to the officer concerned. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Your friend invited for an interview for a position of an office manager. Explain to him five qualities of an office manager (10 marks)
- b) Identify the purpose that an organization chart serves in a firm (10 marks)