



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF EDUCATION

BBA 312 OFFICE ORGANISATION AND MANAGEMENT

DATE: 11/8/2021

TIME: 8.30-10.30 AM

INSTRUCTIONS:

Answer question one and any other two questions.

QUESTION ONE (30 MARKS) (COMPULSORY)

Setting yourself apart from other offices can be a real challenge. Often, you're up against properties pretty similar to yours, so you need to find tangible ways to attract customers. One of the first things customers are going to notice is your landscape, so it better make a good impression. Beyond keeping it maintained and healthy, there are other ways to turn your landscape into a marketing tool. Every office needs at least one standout feature that attracts some attention and leaves an impression.

Everyone has a role in making sure a workplace is safe, from the administrative assistant who gets the boxes of newly delivered office supplies unpacked promptly to the warehouse foreman who makes sure every person on the line gets a break. When you take charge of your own safety, it creates a safer place for all employees. Don't cut corners or take unnecessary risks. Workplace safety rules are often developed in response to hazard and risk assessments. They are by nature designed to minimize the chances that an employee will be injured while carrying out assigned tasks. Being well-rested helps employees maintain the focus and situational safety awareness that contribute to workplace safety.

In some places, work breaks may be established according to contract; in others, it's on the employees to create the breaks. The people are what really make up an organization. A successful organization doesn't happen without great people. An effective talent retention and attraction strategy will help you to hold onto your best team players and recruit new ones as your company grows and develops work out breaks among themselves. A Positive team spirit will be born out of good people combining forces to work towards a greater goal. Without team spirit, good people are almost wasted. There's an African Proverb; 'If you want to go fast go alone, if you want to go far go together'. If you have a Communication is one of the most important aspects of an office, and indeed life itself. Nurturing excellent communication is within reach of every organization. Ensure that your workspace is designed to help your people communicate and collaborate effectively. Be like Google and design your workspace to enhance the happening of chance encounters. Good team spirit in the office and the possibilities are endless.

In the light of the above background answer the following questions.

- a) Explain five features of a well landscaped office (5 marks)
- b) Identify the safety measures that an office manager can provide to Safeguarding hazardous machines from causing office accidents. (10 marks)
- c) Outline the issues to be considered when developing a safety program in an office. (10 marks)
- d) Explain what is meant by office environments (5 marks)

QUESTION TWO (20 MARKS)

- a) Describe Layout of a Reception Office (10 marks)
- b) Discuss the factors to consider when deciding whether to centralize office services (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the Importance/Benefits of good office layout (10 marks)
- b) What are the benefits of using metal furniture in the office as opposed to wood furniture? (10 marks)

QUESTION FOUR (20 MARKS)

- a) Analyze the forms of organization structures stating the unique feature in each structure (10 marks)
- b) Explain the principles of a good organization structure (10 marks)

QUESTION FIVE (20 MARKS)

- a) Give the Steps involved in re-organizing an office (10 marks)
- b) Identify the key functions in personnel management (10 marks)