



# MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF FASHION DESIGN AND MARKETING

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

CERTIFICATE IN

SUPPLY CHAIN MANAGEMENT

BUSINESS MANAGEMENT

1906/1903/201/OO OFFICE ORGANIZATION

DATE: 31/8/2021

TIME: 11.30-2.30 PM

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## INSTRUCTIONS:

*ANSWER ALL THE QUESTIONS*

### QUESTION ONE (20 MARKS)

- a) Define the following terms: (8 marks)
- i. Office organization
  - ii. Delegation
  - iii. Structure
  - iv. Span of control
- b) State and explain **six** functions of an office. (12 marks)

### QUESTION TWO (20 MARKS)

- a) Principles are guidelines on effective management of an office. State and explain any **six** principles of organization. (12 marks)
- b) Differentiate between formal and informal organizations. (8 marks)

**QUESTION THREE (20 MARKS)**

- a) State and define the **four** types of organizational structures. (8 marks)
- b) Explain **six** benefits that an organization may get from the use of a functional organizational structure. (12 marks)

**QUESTION FOUR (20 MARKS)**

- a) State and explain the **four** forms of business entities. (8 marks)
- b) Highlight **six** factors that should be considered when designing the layout of an office. (12 marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain **six** characteristics that a good filing system should possess. (12 marks)
- b) Highlight **four** factors that may influence the span of control in an organization. (8 marks)