



# **MACHAKOS UNIVERSITY**

**University Examinations for 2020/2021 Academic Year**

**SCHOOL OF BUSINESS AND ECONOMICS**

**DEPARTMENT OF BUSINESS ADMINISTRATION**

**SECOND YEAR SECOND TERM EXAMINATION FOR**

**CERTIFICATE IN SUPPLY CHAIN MANAGEMENT**

**CERTIFICATE IN BUSINESS MANAGEMENT**

**OFFICE ORGANIZATION**

**DATE: 3/6/2021**

**TIME: 11.30-2.30 PM**

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## **INSTRUCTIONS:**

**ANSWER ALL THE QUESTIONS**

1. a) Explain five characteristics of a good filing system. (10 marks)  
b) Wamba company has been losing money through payment of wages to on existent employees. Explain five measure that the management may take to eliminate this fraud. (10 marks)
2. a) Outline factors that may determine the period of time documents are retained in an office. (10 marks)  
b) Highlight five factors that an organization may take into account when determining wages salaries of employees. (10 marks)
3. a) Explain five factors that an organization should consider when choosing an appropriate filing system. (10 marks)  
b) Explain five factors that may determine the method used to pay employee wages in an organization. (10 marks)
4. a) Explain five advantages of the mobile phone as a means of office communication. (10 marks)  
b) Give five reasons why most managers prefer written communication when giving instructions to workers. (10 marks)

5. a) Outline five advantages of electronic mail (e-mail) over other forms of office Communication. (10 marks)
- b) Explain five factors which determine the retention period of documents in an organisation. (10 marks)