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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN BUSINESS ADMINISTRATION
DBA 1109- OFFICE ADMINISTRATION AND MANAGEMENT

Date: 9TH DECEMBER, 2022

Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Outline merits of an open plan office. (6 Marks)
- b) Highlight the objectives of mechanization in organizations. (6 Marks)
- c) Explain importance of management of purchase storage. (6 Marks)
- d) A good office space is pleasing to the eye, explain the importance of office planning. (6 Marks)
- e) Describe the various basic functions of office. (6 Marks)
- f) Identify the various duties of an office manager. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Outline the principles of selecting office appliances. (8 Marks)
- b) Explain the factors to be considered when selecting office stationeries. (6 Marks)
- c) A good filing systems has its benefits. Describe the advantages of having a good filing system in organization. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Explain functions of office manager in business. (8 Marks)
- b) Describe types of office records in organization. (6 Marks)
- c) Organizations need offices. Explain the importance of office in organization. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Describe accommodation requirements before selecting an office. (8 Marks)
- b) Describe a good system of indexing office records. (6 Marks)
- c) Discuss the principles of selecting office appliances. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Describe factors to consider while selecting office supplier. (6 Marks)
- b) Records management is part of office function. Explain the principles applied in records management. (8 Marks)
- c) Describe three types of index filing found in modern organizations. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Describe the various functions of management. (6 Marks)
- b) Records are the organizations history. Describe the principles of records management. (8 Marks)
- c) Mechanization is part of modern office. Describe;
 - i) Merits of mechanization. (3 Marks)
 - ii) Demerits of mechanization. (3 Marks)