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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN BUSINESS MANAGEMENT**  
**CBM 018**

Date: April  
Time: 11.00 am-

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Highlight the choices the manager considers when choosing a location to setup offices (6 Marks)
- b) Explain the different types of correspondence records sent by the organization or received by the organization (6 Marks)
- c) State the steps involved in office organization (6 Marks)
- d) Specify some of the disadvantages of having an open office plan (6 Marks)
- e) Identify the characteristics imbibed in the structure of an organization (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Deliberate on the various leadership styles that managers may adopt in an organization. (10 Marks)
- b) Describe the advantages of having an open plan office (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Explain the steps involved in organizing the functions of management being performed in an organization (10 Marks)
- b) Describe some of the office disciplines required for operating an organization (10 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Examine the different types of office space found in organizations (10 Marks)
- b) Describe the common challenges faced in organizational structures (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Office records play an important role. Explain the importance of records management in offices and organizations (10 Marks)
- b) Describe the various departments found in organizations (10 Marks)