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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN BANKING AND FINANCE
CBF 018: OFFICE ORGANIZATION

Date: 17TH APRIL 2023

Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Organizations need offices. Indicate the importance of office in organization. (6 Marks)
- b) Outline factors to consider when selecting office supplier. (6 Marks)
- c) Outline the principles of selecting office appliances. (6 Marks)
- d) Highlight functions of office manager in organizations. (6 Marks)
- e) Explain types of office records in organization. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Describe the various functions of management. (7 Marks)
- b) Businesses need leadership. Discuss the requirements for position of office manager. (7 Marks)
- c) Describe three types of office personnel and their responsibilities in an organization. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Records are the organizations history. Describe the principles of records management. (7 Marks)
- b) An office need to be well organized in order to function smoothly. Explain five elements that show signs of bad organization in an office. (7 Marks)
- c) Describe five important factors that should be considered in an office layout. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Mechanization is part of modern office. Highlight the demerits of mechanization. (6 Marks)
- b) Explain the importance of management of purchase storage. (6 Marks)
- c) Describe five factors to consider in choosing a reproduction method. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) A good office space is pleasing to the eye, explain the importance of office planning. (7 Marks)
- b) Explain the disadvantages of having an open office plan. (7 Marks)
- c) Explain why there is need for control of office stationery and supplies in the office. (6 Marks)