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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE DIPLOMA IN BUSINESS ADMINISTRATION
DBA 1109: OFFICE AND ADMINISTRATION AND MANAGEMENT

Date:

Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Outline five ways in which an office supervisor may enhance good relations with the subordinates. (6 Marks)
- Outline five indicators of a poor office layout. (6 Marks)
- The rate of stationery wastage at KLM Ltd has been rising over time. Explain five measure that the office manager should take to reverse the trend. (6 Marks)
- Explain five factors that management should consider when selecting an appropriate organization structure. (6 Marks)
- Carbon copying as a method of reprography has been losing popularity in the recent few years. Explain four reason that may account for this trend. (6 Marks)

QUESTION TWO (20 MARKS)

- Explain the six principles of records management. (7 Marks)
- Outline four function of the human resource management department in an organization. (6 Marks)
- Describe the procedure for handling incoming mail in an office. (7 Marks)

QUESTION THREE (20 MARKS)

- Outline five demerits of microfilming office document in an organization. (6 Marks)
- Explain five measures that may be taken by an office manager to enhance employee security. (6 Marks)
- Many organizations find it appropriate to outsource some office services. Explain five Challenges that may be associated with this practice. (8 Marks)

QUESTION FOUR (20 MARKS)

- Highlight the basic functions of a modern office. (6 Marks)
- Explain the reasons why as a manager you would be reluctant to delegate your tasks. (6 Marks)
- Discuss the advantages of decentralization of office services. (8 Marks)

QUESTION FIVE (20 MARKS)

- Explain FIVE administrative functions of an office. (5 Marks)
- Choose one office layout and state why you would want to implement it as a manager. (4 Marks)
- Explain the factors of effective supervision. (6 Marks)
- Discuss the way which a manager can motivate the subordinates working under them. (5 Marks)