



Kasarani Campus
Off Thika Road
P. O. Box 49274, 00101
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE DIPLOMA IN PROCUREMENT AND SUPPLIES MANAGEMENT
DBA 1109-OFFICE ADMINISTRATION AND MANAGEMENT

Date: 11th August 2023

Time: 2.30pm-4.30pm

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Explain key functions that form the set of activities in Office Management. (6 Marks)
- As a manager of company Apex Limited, outline any six guidelines useful in planning an office (6 Marks)
- Highlight the basic functions of a modern office (4 Marks)
- Explain what an office scanner is and justify to the chief executive officer in your organization why your office requires such office equipment. (4 Marks)
- Machines and equipment are the tools used due to the needs of efficiency and standardization of routine office operations. Highlight the objectives of mechanization (6 Marks)
- Every office must have an efficient filing system. Explain the major objectives of filing process (4 Marks)

QUESTION TWO (20 MARKS)

- You intend to set up a company with some partners who are tech savvy and believe that having an office is a waste of capital. Explain to them why you need to have a physical office. (8 Marks)
- Mary is working as a human resource officer in Pepto Ltd and has been requested to compile the necessary qualifications for an office manager. Explain what she should include in the list of qualifications. (4 Marks)
- Explain the characteristics of a good filing system (8 Marks)

QUESTION THREE (20 MARKS)

- The office manager should be capable to face challenges of modern complexities of business world. Explain the qualities that a dynamic office manager should possess (8 Marks)
- Explain the functions of records management outline in different stages (6 Marks)
- Discuss the activities involved in management (6 Marks)

QUESTION FOUR (20 MARKS)

- You have been transferred to a new department and you are having difficulties getting some documents that you require to perform some of your duties. Explain to the departmental staff the objectives of record management (6 Marks)
- Explain the functions of a filing system (6 Marks)
- Discuss the functions of an office manager (8 Marks)

QUESTION FIVE (20 MARKS)

- Explain the essentials of a good indexing system (8 Marks)
- Discuss the purposes that one must focus on while selecting the filing equipment (6 Marks)
- The employees in your organization are not happy with the recent changes of having a centralized system of handling mail. Explain to them the advantages of a centralized mailing department (6 Marks)