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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE CERTIFICATE IN BANKING AND FINANCE**

Date: 15th April, 2024
Time: 11.30am-1.30pm

CBF 018: OFFICE ORGANIZATION

INSTRUCTIONS TO THE CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Required:

- a) Describe three characteristics of any type of organization structure **(5 Marks)**
- b) List the advantages of centralizing office services **(5 Marks)**
- c) Mention the qualities of good filing systems **(5 Marks)**
- d) Highlight the difficulties of organization methods in an office **(5 Marks)**
- e) State the benefits of utilizing office technology **(5 Marks)**
- f) List the advantages of business letters as means of office correspondence **(5 Marks)**

QUESTION TWO (20 MARKS)

- a) Discuss several factors that a procurement manager will consider in purchasing office furniture for the university library. **(8 Marks)**
- b) Organizations have classifications of employers and employees, list four importance of human relations amongst the two groups **(6 Marks)**
- c) Discuss three ways that an organization can motivate employees who have been affected by new government policies in their salaries and wages scales **(6 Marks)**

QUESTION THREE (20 MARKS)

- a) Highlight the principles of procuring office stationery for business concern and efficiency of office employees. **(8 Marks)**
- b) Photocopying is a key reprography service in an office, list its advantages **(6 Marks)**

- c) State the objectives of office organization and methods as a means of work simplification in the marketing department **(6 Marks)**

QUESTION FOUR (20 MARKS)

- a) State two differences between office administration and management in achieving organization goals **(6 Marks)**
- b) Organizations are structured with different departments, list four functions of the human resource department **(8 Marks)**
- c) Office is the administrative center of a business, list five functions of an office to Kiriri women university of science and technology **(6 Marks)**

QUESTION FIVE (20 MARKS)

- a) Highlight the advantages of a private office layout to a firm offering counselling services to patients from a referral hospital. **(8 Marks)**
- b) List the important functions of an ideal office manager **(6 Marks)**
- c) State the advantages of delegation of office authority to the subordinates. **(6 Marks)**