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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE CERTIFICATE IN BUSINESS MANAGEMENT
CBM 018-OFFICE ORGANIZATION

Date: 11th August 2023
Time: 11.30am-1.30pm

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) State five benefits associated with open plan office (5 marks)
- b) Outline five importance of offices in an organization set up (5 marks)
- c) List four essentials of a good indexing system (4 marks)
- d) Highlight the different types of offices (5 marks)
- e) State six skills required of an effective human relations manager (5 marks)
- f) Identify the factors influencing the choice of office layout to be chosen (6 marks)

QUESTION TWO (20 MARKS)

- a) Discuss the benefits associated with effective record-keeping for organizations (6 marks)
- b) Elaborate on the procedure taken by organizations when filling their documents (8 marks)
- c) Explain three trends being witnessed in office organization (6 marks)

QUESTION THREE (20 MARKS)

- a) Demonstrate the factors taken into consideration when selecting the appropriate stationery and equipment for organizations (6 marks)
- b) Discuss four principles of an office layout (6 marks)
- c) Evaluate the steps for effective records management in an organization (8 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the principles that guide office organization (8 marks)
- b) Explain the factors that will guide the choice of office space (6 marks)
- c) Elaborate on three types of correspondence that can be witnessed in modern offices (6 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the criteria used for selecting office stationery and equipment (6 marks)
- b) Discuss the steps taken when conducting office organization (8 marks)
- c) Evaluate the importance of having effective communication structures in an organization (6 marks)