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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
CERTIFICATE IN BUSINESS MANAGEMENT
CBM 018- OFFICE ORGANIZATION

Date: 8TH August 2018
Time: 2.30Pm- 4.30 Pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the term 'office'? Discuss **four** emerging trends in office practice? (10 Marks)
- b) Explain **six** ways in which the human resource department serves other departments in an organization. (12 Marks)
- c) Explain **four** features that an office manager should consider when designing an office layout. (8 Marks)

QUESTION TWO (20 MARKS)

- a) Outline **six** benefits that an organization may get from putting in place a centralized mail handling system. (12 Marks)
- b) Explain **four** measures that an office supervisor can take to ensure good human relations among workers in an office. (8 Marks)

QUESTION THREE (20MARKS)

- a) Explain **six** reasons that make it necessary for an organization to purchase the correct quantities of stationery. (12 Marks)
- b) Outline the circumstances under which an organization may adapt a narrow span of control (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain **six** benefits that an organization may get from carrying out an organization and method (O & M) survey. (12Marks)
- b) Explain **four** factors that may contribute to inefficient filing in an organization. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) Outline **six** advantages of photocopying as a method of reproducing documents. (12 Marks)
- b) Explain **four** reasons why an organization may outsource reprographics services (8 Marks)