



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P. O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY  
UNIVERSITY EXAMINATION, 2020/2021 ACADEMIC YEAR  
FIRST YEAR, SECOND SEMESTER EXAMINATION  
FOR THE DEGREE OF BACHELOR OF EDUCATION  
(ARTS)**

Date: 16<sup>th</sup> December, 2020  
Time: 11.30am – 1.30pm

**KBA 2324 – OFFICE MANAGEMENT AND ADMINISTRATION**

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

**CASE STUDY: THE OFFICE**

Offices are regarded as places where activities of an organization take place. Any office must have managers who perform various functions as well as changing strategies for the organization to remain competitive. Considering that employees are key in any organization, it is the responsibility of managers to devise strategies of motivating employees in order to achieve the intended objectives.

Required:

- a) Based on the facts from the above case study, discuss the managerial functions performed by modern managers in any office (8 Marks)
- b) Discuss techniques managers any organization can adopt in order to motivate employees (8 Marks)
- c) Examine functions of a modern office by citing appropriate examples (8 Marks)
- d) Elaborate differences between managers and administrators (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Explain factors to consider when planning for an office layout (8 Marks)
- b) Discuss elements of a good office environment (8 Marks)
- c) Describe duties performed by office administrators (4 Marks)

**QUESTION THREE (20 MARKS)**

- a) Examine merits of an open office layout as opposed to closed office layout (8 Marks)
- b) Discuss functions performed by the marketing department in an organization (8 Marks)
- c) Explain qualities of effective office secretaries (4 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss types of offices that you can advise management in your company to embrace (8 Marks)
- b) Examine office challenges and point out ways of overcoming them (8 Marks)
- c) Discuss benefits of delegation of duties in an office (4 Marks)

**QUESTION FIVE ( 20 MARKS)**

- a) There is a notable tendency for organizations to locate offices away from the central business district. Outline five reasons that may account for this trend (8 Marks)
- b) Describe the steps that should be followed when purchasing office stationery (8 Marks)
- c) Explain benefits of digital records in an office as compared with hard copy documents (4 Marks)