

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022 ACADEMIC YEAR
CERTIFICATE IN BUSINESS MANAGEMENT**

CBM 018 & CPS 018: OFFICE ORGANIZATION

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTION

QUESTION ONE (30 MARKS)

- a) Explain factors to consider when making the choice for office space (6 marks)
- b) Discuss the importance of having a registry office in business (6 marks)
- c) Highlight importance of having different types of indexing in an organization (6 marks)
- d) Explain importance of filing office records in an organization (6 marks)
- e) Highlight factors that would affect proper office layout (6 marks)

QUESTION TWO (20 MARKS)

- a) Explain the importance of communication within an organization (8 marks)
- b) Correspondence is communication on matters of common interest. Explain:
Advantages of centralized correspondence (6 marks)
- c) Disadvantages of delegation (6 marks)

QUESTION THREE (20 MARKS)

- a) Mail services is written correspondence. Highlight six advantages of having an efficient mail service to an organization (6 marks)
- b) Discuss different factors that have to be considered before adapting to a particular communication system (8 marks)
- c) Outline some of the emerging issues and trends in office organization (6 marks)

QUESTION FOUR (20 MARKS)

- a) State and explain 3 basic equipment and tools found in offices today and their usage (6 marks)
- b) An organization structure groups similar jobs together. Explain the advantages of having a functional structure in an organization (8 marks)
- c) Describe the indicators of a conducive work environment (6 marks)

QUESTION FIVE (20 MARKS)

- a) Outline the advantages of having a good office layout (8 marks)
- b) Discuss the importance of having a good filing record system in organizations (6 marks)
- c) Explain benefits to considering keeping a neat and orderly office (6 marks)