



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, 2018/2019 ACADEMIC YEAR**  
**DIPLOMA IN BUSINESS ADMINISTRATION**

**DBA 1109 – OFFICE ADMINISTRATION AND MANAGEMENT**

Date: 10<sup>th</sup> April, 2018

Time: 11.00am – 1.00pm

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Define the term office (3 Marks)
- b) Differentiate between office administration and office management (9 Marks)
- c) State 5 importance of filling (5 Marks)
- d) Highlight 4 types of office furniture (8 Marks)
- e) Define the term reprography (4 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss the importance of organizational structure (8 Marks)
- b) Discuss the role of a marketing department in an organization (8 Marks)
- c) State 4 types of stationeries and their uses (4 Marks)

**QUESTION THREE (20 MARKS)**

- a) Differentiate between delegation and span of control (4 Marks)
- b) Discuss 4 types / categories of office furniture (8 Marks)
- c) discuss 4 methods of document production (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss 4 qualities of a good accountant (8 Marks)
- b) explain 4 types of office layout (8 Marks)
- c) state 4 functions of an office (4 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Define the term filling (4 Marks)
- b) Discuss 4 filling systems/ methods used in an office (8 Marks)
- c) Discuss 4 types of office correspondence (8 Marks)