



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, 2022/2023 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN BUSINESS ADMINISTRATION**  
**CBM 018- OFFICE ORGANIZATION**

Date: 29<sup>TH</sup> JULY 2022  
Time: 2:30PM – 4:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Describe the principles of office organization. (6 Marks)
- b) Outline the principles of management. (6 Marks)
- c) Explain factors to consider when making the choice for office space. (6 Marks)
- d) Highlight the importance of having a good filing record system in organizations. (6 Marks)
- e) Describe the different types of office layouts. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Describe the different types of office correspondence found in business. (6 Marks)
- b) Explain the different types of indexing when managing records in organizations. (6 Marks)
- c) Briefly discuss types of organizational structures in a company. (8 Marks)

**QUESTION THREE (20 MARKS)**

- a) Outline emerging issues and trends in office organization. (6 Marks)
- b) Discuss the importance of having a registry office in business. (6 Marks)
- c) Describe factors which must be taken into account when choosing office furniture. (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain five basic equipment and tools found in offices today. (10 Marks)
- b) Describe the indicators of a conducive work environment. (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Outline the advantages of having a good office layout. (10 Marks)
- b) Explain benefits to considering keeping a neat and orderly office. (10 Marks)