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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN BANKING AND FIANCE**  
**CBF 018- OFFICE ORGANIZATION**

Date:

Time:

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) State five benefits associated with open plan office. (5 Marks)
- b) Outline five importance of offices in an organization set up. (5 Marks)
- c) List four essentials of a good indexing system. (4 Marks)
- d) Highlight the different types of offices. (5 Marks)
- e) State six skills required of an effective human relations manager. (5 Marks)
- f) Identify the factors influencing the choice of office layout to be chosen. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss the benefits associated with effective record-keeping for organizations. (6 Marks)
- b) Elaborate on the procedure taken by organizations when filling their documents. (8 Marks)
- c) Explain three trends being witnessed in office organization. (6 Marks)

**QUESTION THREE (20 MARKS)**

- a) Demonstrate the factors taken into consideration when selecting the appropriate stationery and equipment for organizations. (6 Marks)
- b) Discuss four principles of an office layout. (6 Marks)
- c) Evaluate the steps for effective recordsmanagement in an organization. (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss the principles that guide office organization. (8 Marks)
- b) Explain the factors that will guide the choice of office space. (6 Marks)
- c) Elaborate on three types of correspondence that can be witnessed in modern offices. (6 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain the criteria used for selecting office stationery and equipment. (6 Marks)
- b) Discuss the steps taken when conducting office organization. (8 Marks)
- c) Evaluate the importance of having effective communication structures in an organization. (6 Marks)

