



*(University of Choice)*

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
KISUMU CITY CAMPUS**

**UNIVERSITY EXAMINATIONS  
2016/2017 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER EXAMINATIONS  
FOR THE CERTIFICATE  
IN  
BUSINESS MANAGEMENT**

**COURSE CODE: CBB 103**

**COURSE TITLE: OFFICE ADMINISTRATION**

**DATE: FEBRUARY, 2018      TIME: 2 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**



### **Question One**

a) Explain the following terminology as applied in office administration

i) Office **(2marks)**

ii) Workplace ethics **(2marks)**

iii) Communication **(2marks)**

iv) Office layout **(2marks)**

v) Administration **(2marks)**

b) A virtual office is a setup that enables owners and employees to work remotely. Outline five advantages and five disadvantages of this setup. **(10marks)**

c. Discuss the importance of the existence of an office in any institution. **(10marks)**

### **Question Two**

Hekima Company has hired your services as a business consultant. You are expected to assist the management in identifying the common ethical issues that should be addressed in offices and advise them on the importance of workplace ethics. **(20marks)**

### **Question Three**

Outline the various types of office layouts, highlighting the advantages and disadvantages of each **(20marks)**

### **Question Four**

Information is one of the bases for organizational success. Discuss the qualities of effective information. Use appropriate examples. **(20marks)**

### **Question Five**

A new administrative assistant has been recruited by your firm. Enlighten him/her on the concept of work simplification: the meaning, its importance and the techniques involved. **(20marks)**

