



**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

WEBUYE CAMPUS

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

MAIN EXAMINATION

**FOR THE DEGREE
OF
BACHELOR OF COMMERCE**

COURSE CODE: BCB 334

COURSE TITLE: OFFICE MANAGEMENT

DATE: FRIDAY, 21ST JANUARY 2022

TIME: 3.00 p.m. – 5.00 p.m.

INSTRUCTIONS TO CANDIDATES

Answer 3 Questions.

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over. ►

Question ONE

- a) George R. Terry says “the acts of collecting, processing, storing and distributing information comprise functions of the office.” Interpret this statement with the use of illustrations. (10 marks)
- b) Explain the term “office security”. Describe various security measures to be taken by an office manager. (12 marks)
- c) The purpose of work measurement is to determine what constitutes an equitable relationship between the number of employee hours and the number of units of work they produce. In calculating the relationship, a work measurement standard is produced. With the use of relevant examples explain the importance of standards in the measurement of office work. (8 marks)

Question TWO

Communication fails for a variety of reasons. Understanding the reasons for **communication failure** as an office manager will help you overcome the situations that frequently result in communication failure. Describe the common barriers to communication and **suggest the measures to overcome these barriers.** (20 marks)

Question THREE

- a) One of the important responsibilities of administrative office managers is the selection and maintenance of office equipment and furniture. **Discuss** the factors to be considered when selecting furniture for a business concern. (12 marks)
- b) Explain the **limitations of acquiring office premises** through a lease. (8 marks)

Question FOUR

It is impossible to meet all demands of present day management by strictly adhering to only one organizational structure. As an office manager **discuss the different forms of organizational structures that you can choose from.** Give reasons how each can best suit the work of your office. (20 marks)

Question FIVE

- a) The office is responsible for maintaining the records for future references. **Demonstrate** its objectives of maintaining these records. (10 marks)
- b) “Central services are more efficient than departmental services.”. Evaluate this statement with the use of examples. (10 marks)