

10



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

**SUPPLEMENTARY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

THIRD YEAR FIRST SEMESTER EXAMINATIONS

**FOR THE DEGREE
OF
BACHELOR OF COMMERCE**

COURSE CODE: BCB 334

COURSE TITLE: OFFICE MANAGEMENT

DATE: TUESDAY, 26TH JULY 2022 TIME: 2.00 – 4.00 PM

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer any other TWO (2) questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

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

SECTION A: COMPULSORY**Question ONE**

- a. Using appropriate examples explain the factors that would impede **effective interpersonal communication in the office. (10 marks)**
- b. **Compare and contrast the following pair of terms:**
 - a. **Office layout and office landscaping (5 marks)**
 - b. **Filing and records management (5 marks)**
 - c. **Office safety and Office security (5marks)**
 - d. **Principle of Unity of command and Principle of unity of direction (5marks)**

SECTION B: Answer any 2 questions:**Question TWO**

- 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. **(10 marks)**
- b. **Discuss the qualities** required of an office manager to effectively manage an organization. **(10 marks)**

Question THREE

- a. **“Central services are more efficient than departmental services. Evaluate** this statement with the use of examples. **(10 marks)**
- b. Explain the **limitations of acquiring office premises** through a lease. **(10 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)**