



OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, STUDENT AFFAIRS AND RESEARCH

UNIVERSITY EXAMINATIONS

2019/2020 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER REGULAR EXAMINATION

FOR THE DIPLOMA IN BUSINESS MANAGEMENT

COURSE CODE: DBM 17

COURSE TITLE: OFFICE ADMINISTRATION

DATE: 4TH DECEMBER 2019

TIME: 3HOURS

INSTRUCTIONS TO CANDIDATES

- SEE INSIDE THIS PAPER CONSISTS OF 2 PRINTED PAGES
OVER

PLEASE TURN

DBM 17

REGULAR/ MAIN

COURSE CODE: DBM 17 COURSE TITLE: OFFICE ADMINISTRATION

STREAM: COMMON UNIT

DURATION:3HOURS

INSTRUCTIONS TO CANDIDATES

- i. Answer three questions. Question one is compulsory*
- ii. Do not write on the question paper*

Question One

- a) Describe any FIVE departments in an organization and state its functions (20 Marks)
- b) Public relations play a significant role in an organization. Describe the role of a public relations manager. (10 Marks)

Question Two

- a) Explain any FOUR elements of office organization structure (8 Marks)
- b) Define office organization and justify its importance to an organization. (12 Marks)

Question Three

- a) Computers, cash registers and copiers are part of the important machines used in offices. State their usage, advantages and disadvantages. (10 Marks)
- b) Explain any FIVE factors taken into account when considering the merits of purchasing office equipment (10 Marks)

Question Four

- a) Explain any FIVE importance of providing a good working environment to employees (10 Marks)
- b) Discuss any FIVE factors to be considered in the location of an office. (10 Marks)

Question Five

- a) Discuss the purpose of record management in a modern office (10 Marks)
- b) Describe the precautions to be undertaken by offices in their day to day activities (10 Marks)
