



**MURANG'A UNIVERSITY COLLEGE**

*Constituent College of Jomo Kenyatta University College of Agriculture and Technology*

**SCHOOL OF BUSINESS AND COMMERCE**

**DEPARTMENT OF HRM**

**COURSE CODE:** HEH 2204

**COURSE TITLE:** OFFICE ADMINISTRATION AND MANAGEMENT

**TIME:** 2HOURS

**PROGRAMME** Y2SI 2011

**YEAR OF STUDY:** 2013

**DATE:** 16 DECEMBER 2013

**TIME:** 2 HOURS

---

**INSTRUCTIONS**

1. Students are required to answer **three (3)** questions
2. Question **one** is compulsory
3. Answer any other **two** questions

**QUESTION ONE (30 marks)**

- a) According to Allen sound organisation can contribution to the success of an enterprise.  
Outline five (5) importance of an organisation. (5 marks)
- b) Differentiate between the following types of offices
  - i) Open offices
  - ii) Private offices (10marks)
- c) Communications is a vital tool of management. Explain five importance of office communication. (5 marks)
- d) Explain the factors to be considered when selecting furniture for a business concern.
- e) As a Human Resource Manager explain how you will overcome difficulties of promotions. (5marks)

**QUESTION TWO (20 MARKS)**

- a) As a newly appointed Human Resource Manager, advice the management on methods to motivate employees. (8 marks)
- b) Explain the factors which determine the stock levels (12 marks)

**QUESTION THREE (20 MARKS)**

- a) It does not matter whether you are a farmer, an engineer, a teacher or a manager you will spent much of your time either in office work or processing documents for office work. Explain four basic functions of an office. (8 marks)
- b) Describe three advantages and disadvantages of the following filing systems:
  - i) Geographical
  - ii) Chronological

**QUESTION FOUR (20 MARKS)**

- a) A contract is an agreement which is legally binding or enforceable by law
- b) Explain seven (7) essential elements of a valid contract. (14 marks)
- c) Describe three (3) important qualities of an ideal office manager. (6 marks)

**QUESTION FIVE (20 MARKS)**

- a) No business concern can exist without an office. Explain five (5) importance of an office. (10 marks)
- b) Delegation is important in an organisation. As an office manager, explain the benefits of carrying out delegation in an office. (10 marks)