



# UNIVERSITY OF EMBU

2016/2017 ACADEMIC YEAR

FIRST SEMESTER EXAMINATION

FIRST YEAR EXAMINATION FOR THE DIPLOMA IN PURCHASING AND SUPPLIES

MANAGEMENT

BBA 211: OFFICE ADMINISTRATIVE MANAGEMENT

DATE: DECEMBER 6, 2016

TIME: 2:00-4:00PM

INSTRUCTIONS:

Answer Question ONE and ANY Other TWO Questions.

QUESTION ONE (30 MARKS)

- a) Highlight the FIVE merits of Numerical classification (5 marks)
- b) Mention the FIVE Objectives of record keeping (5 marks)
- c) State FIVE advantages of line organizational structure (5 marks)
- d) Mention FIVE ways used by organizations in order to deliver excellent customer service (5 marks)
- e) Highlight FIVE Benefits of Policies and Procedures (5 marks)
- f) Mention any FIVE Importance of office to a business enterprise (5 marks)

QUESTION TWO (20 MARKS)

- a) State and describe the FIVE ways of improving Management of office staff (10 marks)
- b) State and describe the FIVE types of office (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the SIX Principles of record keeping (12 marks)
- b) Discuss FOUR issues that must be put into account when making a budget (8 marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss any FIVE elements of office equipment security (10 marks)
- b) Discuss any FIVE factors that may determine the location of an office (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss FOUR Critical signs that call for review and update of policies and procedures (8 marks)
- b) Discuss the SIX factors that will determine the suitability of an indexing system (12 marks)

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