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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2019/2020 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE CERTIFICATE IN BUSINESS MANAGEMENT**

**COURSE CODE: CMB 003**

**COURSE TITLE: BUSINESS COMMUNICAATION AND OFFICE MANAGEMENT**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 08/12/2020 TIME: 09.00-11.00 AM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Define the following terms:
2. communication **[2 marks]**
3. Office **[2 marks]**
4. Explain **three** elements used in a model of communication **[6 marks]**
5. Explain **three** uses of organization chart in an organization **[6 marks]**
6. Describe two types of office layouts **[4 marks]**
7. Highlight **four** purposes of communication to an organization **[8 marks]**
8. List four **staffs** in anoffice **[2 marks]**

**QUESTION TWO**

1. Explain **five** advantages of written communication in an organization **[10 marks]**
2. Outline **five** factors to consider **when** selecting office furniture  **[10 marks]**

**QUESTION THREE**

1. Explain **five** advantages of a closed plan office layout **[10 marks]**
2. Explain **five** factors to consider **in** choosing an effective channel of communication

**[10 marks]**

**QUESTION FOUR**

1. Explain **five ways** on how to overcomebarriers to effective communication **[10 marks]**
2. Explain **five** factors considered when buying the type of office machine **[10 marks]**

**QUESTION FIVE**

1. Describe **six** principles of effective communication **[12 marks]**
2. Explain **four** types of office machine **[8 marks]**