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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2018/2019 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DIPLOMA IN BUSINESS MANAGEMENT**

**COURSE CODE: DBM 17**

**COURSE TITLE: OFFICE ADMINISTRATION**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 19/08/2021 TIME: 12.00-2.00 PM**

**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. Explain five benefits of application of computers in records management in an office (10 Marks)
2. Outline fivedisadvantages of centralization of the office administration operations(10 Marks)
3. Describe five benefits of using organizational charts in modern organizations (10 Marks)

**QUESTION TWO**

1. Describe five security measures to enhance safety and security of office records (10 Marks)
2. Explain five benefits of delegation of the duties by the managers (10 Marks)

**QUESTION THREE**

1. Explain five factors benefits of managing human relations in an organization (10 Marks)
2. Outline five causes of accidents and injuries to the workers (10 Marks)

**QUESTION FOUR**

1. Identify five functions of office in an organization (10 Marks)
2. Outline five causes of unethical behavior among staffs in an office (10 Marks)

**QUESTION FIVE**

1. Explain five advantages of maintain office manuals of office machines and equipment in an organization (10 Marks)
2. Many organizations are currently shifting from enclosed office layout to open layout. Discuss five reasons that have accounted for this phenomenon (10 Marks)