



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2016/2017** ACADEMIC YEAR **ONE**
FIRST SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DIPLOMA BUSINESS MANAGEMENT

COURSE CODE: DBM 017

COURSE TITLE: OFFICE ADMINISTRATION

EXAMINATION DURATION: 3 HOURS

DATE: 05/12/17

TIME: 02.00-05.00 PM

INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE (3)** questions from the remaining **FIVE (5)** 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)

(a) Define the following terms

- i. Office
- ii. Office administration
- iii. Organizational chart
- iv. Delegation

[7 marks]

(b) Organizational chart is a good tool to chart the organization structure

(c) Briefly explain the benefit of using organization chart in an organization

[10 marks]

(d) Explain the four steps in the delegation process

[8 marks]

QUESTION TWO

Outline the factors to consider when locating office for an organization

[15 marks]

QUESTION THREE

Describe the factors to consider when planning your office layout for your organization

[15 marks]

QUESTION FOUR

Briefly describe the advantages and disadvantages of centralization of office duties in an organization

[15 marks]

QUESTION FIVE

Using an organization of your choice explain the management functions of an office

[15 marks]

QUESTION SIX

(a) Define the terms centralization and decentralization of office services

[5 marks]

(b) Organizational structure is the framework of a company through which individual work can be effectively coordinated and managed,

- i. In the above statement briefly describe the principles of good organization

[10 marks]

