

LAIKIPIA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST SEMESTER 2025/2026 ACADEMIC YEAR

THIRD YEAR EXAMINATION FOR THE DEGREE
OF BACHELOR OF EDUCATION ARTS

BUST 312: OFFICE ADMINISTRATION AND MANAGEMENT

STREAM:

TIME: 2 HRS

DAY: THURSDAY [2.30 P.M-4.30 P.M] DATE: 5/02/2026

THIS QUESTION PAPER CONSISTS OF TWO (2) PAGES

PLEASE DO NOT OPEN UNTIL THE INVIGILATOR SAYS SO.

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE

- a) Identify the advantages of conducting staff training programmes in a business organization **(10 marks)**
- b) Outline the factors taken into consideration when choosing the location of departments in an office. **(10 marks)**
- c) Identify **important factors to be considered in designing an office layout in an organization.** **(10marks)**

QUESTION TWO

- a) Organization of an office is a very crucial task for an office manager. **DISCUSS** the principles of a good office organization **(10marks)**
- b) You a manager of XYZ company, recently employed clerical staff, explain to them the steps of a typical filing routine **(10marks)**

QUESTION THREE

- a) Discuss the process that organizations can adopt in handling of incoming and outgoing mails **(10marks)**
- b) You have been employed as a clerical officer in a fast-growing organization. Design an inward mail register. Do it well **(10marks)**

QUESTION FOUR

- a) As a fresh graduate from Laikipia University a local business man from your village is running a very successful business and have been facing challenges in terms of entering into a contract with his suppliers, he approached you to enlighten him on the essentials of a valid contract. Explain five essentials. **(10marks)**
- b) Organization and Methods is a newcomer in the field of management. Discuss the attributes necessary for an Organization and Method officer **(10marks)**

END