

LAIKIPIA



UNIVERSITY

UNIVERSITY EXAMINATIONS

1ST SEMESTER 2023/2024 ACADEMIC YEAR

THIRD YEAR EXAMINATION FOR THE DEGREE
OF BACHELOR OF EDUCATION (ARTS)

BUST 312: OFFICE ADMINISTRATION AND MANAGEMENT

STREAM:

TIME: 2 HRS

DAY: FRIDAY [8.30-10.30 A.M]

DATE: 8/12/2023

THIS QUESTION PAPER CONSISTS OF TWO (2) PAGES

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INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE

- a) Explain five measures that a manager should consider in making promotion of staff effective. **(10marks)**
- b) Explain the measures an office manager would undertake to ensure effective communication in an organization **(10marks)**
- c) Discuss the advantages of internal recruitment/internal sourcing. **(10 marks)**

QUESTION TWO

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

QUESTION THREE

As a management student you are required to give a presentation of a closest plan and open plan office layout. Also include the advantages and disadvantages of each. **(20 marks)**

QUESTION FOUR

- a) Discuss the process involved in the handling of out-going mails in an organization **(10 marks)**
- b) Discuss the responsibilities an organization and Method Officer in fast growing organization **(10 marks)**

