



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE CERTIFICATE OF BUSINESS
ADMINISTRATION
1ST YEAR 2ND SEMESTER 2019/2020 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: BCA 2211

COURSE TITLE: OFFICE MANAGEMENT

EXAM VENUE: MAIN

DATE:

EXAM SESSION:

DURATION: 1 HOUR 30 MINUTES

INSTRUCTIONS

- 1. Answer QUESTION ONE and any other TWO questions**
- 2. Show all your workings.**
- 3. Do not write anything on the question paper**

QUESTION ONE

- a) Discuss five basic functions of an office (10mks)
- b) Explain five reasons why office documents should be filed (10mks)
- c) Discuss the duties of a general manager (10mks)

QUESTION TWO

- a) Explain five types of office structures. (10mks)
- b) Discuss the various measures an organization can take to safeguard its property (10mks)

QUESTION THREE

- a) State and explain the importance of office automation (10mks)
- b) Discuss various categories office staff (10mks)

QUESTION FOUR

Write short notes on the following;

- a) Stock control (3mks)
- b) Landlord-tenant relationship (4mks)
- c) Petty cash (4mks)

QUESTION FIVEs

- a) Discuss the emerging issues in office management (10mks)
- b) Explain five factors to consider when selecting office machines (10mks)