



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF BUSINESS AND ECONOMICS**

**UNIVERSITY EXAMINATIONS FOR THE CERTIFICATE OF BUSINESS  
ADMINISTRATION**

**1<sup>ST</sup> YEAR 2<sup>ND</sup> SEMESTER 2023/2024 ACADEMIC YEAR**

**MAIN CAMPUS/KISUMU CAMPUS**

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**COURSE CODE: BCL 2211**

**COURSE NAME: FUNDAMENTALS OF OFFICE MANAGEMENT**

**DATE: 24/04/2024**

**EXAM SESSION: 14.00 – 15.30 PM**

**TIME: 1 ½ HOURS**

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**INSTRUCTIONS**

- i. Answer question ONE (COMPULSORY) and any other two questions**
- ii. Candidates are advised not to write on the question paper**
- iii. Candidates must hand in their answer booklet to the invigilator while in the examination room**

**QUESTION ONE (attempt this question)**

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

**QUESTION TWO**

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

**QUESTION THREE**

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

**QUESTION FOUR**

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

**QUESTION FIVE**

Write short notes on the following;

- a) Stock control (3 marks)
- b) Land-lord tenant relationship (4 marks)
- c) Petty cash (4 marks)