



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

**UNIVERSITY EXAMINATION FOR THE CERTIFICATE IN
BUSINESS ADMINISTRATION**

FIRST YEAR, SECOND SEMESTER 2024/2025 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: BCA 2211

COURSE TITLE: FUNDAMENTALS OF OFFICE MANAGEMENT

EXAM VENUE: BH 1-2

DATE: 22/04/2025

EXAM SESSION: 3.00 – 4.30 PM

TIME: 1 ½ HOURS

Instructions

- 1. Answer Question ONE and any other TWO**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

- 1a) Explain five (5) importance of an office. (10 marks)
- b) List four (4) types of office. (4 marks)
- 2a) State 4 qualities of office manager. (4 marks)
- b) Explain five (5) qualities of a good office manager. (10 marks)
- 3a) State four (4) functions of a good filing system. (4 marks)
- b) Explain five (5) advantages of a good filing system. (10 marks)
- 4a) Explain five (5) characteristics of a good filing system. (10 marks)
- b) Differentiate between centralized and decentralized filing. (2 marks)
- c) Outline two (2) purposes of indexing. (2 marks)
- 5a) List four (4) office machines. (4 marks)
- b) Explain five (5) types of organization structures. (10 marks)
- 6a) Explain five (5) essential elements of office management. (10 marks)
- b) Define office communication. (2 marks)
- c) Outline any two types of letters. (2 marks)
- 7a) Explain five (5) major functions of office management. (10 marks)
- b) Differentiate between Electronic record and paper analog. (4 marks)