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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY  
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR  
FIRST YEAR, SECOND SEMESTER EXAMINATION  
FOR THE CERTIFICATE IN BANKING AND FINANCE**

Date: 9<sup>th</sup> August, 2024  
Time: 11.30am – 1.30pm

**CBF 018 OFFICE ORGANIZATION**

**INSTRUCTIONS TO CANDIDATES**

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**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

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**QUESTION ONE (30 MARKS)**

- a) Organizational structure plays a crucial role in determining the organization's overall efficiency, flexibility, and adaptability to changes in the internal and external environment. Explain the elements of organizational structure (6 Marks)
- b) Describe the guidelines of delegation of authority. (6 Marks)
- c) Centralization and decentralization of office services refer to the distribution of authority and decision-making regarding administrative functions and support services within an organization. Explain the disadvantages of decentralization (6 Marks)
- d) An office typically refers to a physical or virtual space where administrative, managerial, and professional tasks are carried out within an organization or business. Identify the various functions of an office (6 Marks)
- e) Office personnel are an integral part of the organization and play a crucial role in coordinating and facilitating the day-to-day operations of the office. Describe the roles and responsibilities of a clerk (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Office furniture refers to the various pieces of equipment and furnishings used in an office setting. Assess the factors to consider when procuring office furniture (8 Marks)
- b) Office correspondence plays a crucial role in maintaining effective communication within an organization and with external stakeholders. Explain the different types of office correspondence (7 Marks)
- c) Filing and storage are essential administrative processes in an organization that involve the organization, arrangement, and safekeeping of documents, records, and other materials. Evaluate the various filing systems in an office (5 Marks)

### **QUESTION THREE (20 MARKS)**

- a) Storing correspondences and records is essential for various reasons, as it serves important functions that contribute to the smooth functioning and success of an organization. Identify the reasons for storing correspondences and records (8 Marks)
- b) Reprography refers to the process of reproducing or duplicating documents, images, or other visual materials using various copying and printing technologies. Discuss the various methods used in reproduction of documents (7 Marks)
- c) Office technology encompasses a wide range of technologies that have transformed the way offices operate and conduct business. Describe the various types of information management systems (5 Marks)

### **QUESTION FOUR (20 MARKS)**

- a) Understanding and addressing these emerging issues and trends is essential for the success and growth of organizations. Identify emerging issue and trends in office administration and management (8 Marks)
- b) Office managers are responsible for supervising and supporting staff, ensuring productivity, and implementing strategies to improve efficiency and effectiveness. Explain the key functions of office management (7 Marks)
- c) In a wide span of control, a manager or supervisor oversees a large number of subordinates. This results in a flatter organizational structure with fewer levels of management. Discuss the disadvantages of wide span of control (5 Marks)

### **QUESTION FIVE (20 MARKS)**

- a) The functions of an office can vary depending on the type of organization, its size, and the industry it operates in. Discuss the various types of an office layout (5 Marks)
- b) The roles and responsibilities of office personnel can vary depending on the size and nature of the organization. Explain the duties and responsibilities of a Marketing and Sales assistants (7 Marks)
- c) Procuring office furniture involves the process of selecting, purchasing, and acquiring the necessary furniture items to furnish an office space. Describe the steps involved in procuring office furniture (8 Marks)