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

Date: 11th December, 2024

Time: 2.30pm –4.30pm

CBF 018 - OFFICE ORGANIZATION

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Describe importance of administration in an organization (5 marks)
- b) Discuss components or elements of office management: (5 marks)
- c) Define “organization.” explain types of organization (5 marks)
- d) Explain basic functions of modern office (5 marks)
- e) Explain the Objectives of Office Mechanization. (5 marks)
- f) Explain the procedure usually followed in handling of incoming mail. (5 marks)

QUESTION TWO (20 MARKS)

- a) Explain various functions of office management to an organization (6 marks)
- b) Describe Departmentalization and provide main types of departmentalization (7 marks)
- c) Discuss the factors affecting the span of control (7 marks)

QUESTION THREE (20 MARKS)

- a) Explain the points highlight the importance of office management (6 marks)
- b) Explain centralization and provide features of centralization (7 marks)
- c) Discuss qualities Dynamic office manager possess to manage complexities of modern business (7 marks)

QUESTION FOUR (20 MARKS)

- a) State and explain Principles of Office Management (7 marks)
- b) An office is an important unit of the whole organization which is also regarded as the mainspring of a watch. Discuss the importance of offices (6 marks)
- c) Describe Characteristics of a Good Filing System (7 marks)

QUESTION FIVE (20 MARKS)

- a) State and explain different types of office (5 marks)
- b) Describe Disadvantages of Mechanization in Office (5 marks)
- c) Examine factors to be considered while selecting appropriate office equipment (5 marks)
- d) Analyze the purpose and benefits of a suitable records system of filing (5 marks)