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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN BANKING AND FINANCE**  
**CBF 018: OFFICE ORGANIZATION**

Date: 8<sup>TH</sup> DECEMBER 2023

Time: 11:30AM-1:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Highlight the basic functions of a modern office. (6 Marks)
- b) Explain advantages of centralizing office departments. (6 Marks)
- c) Outline reasons why managers may be reluctant to delegate work. (6 Marks)
- d) Explain the choices the manager considers when choosing a location to setup offices. (6 Marks)
- e) Explain the different methods of classifying office records. (6 Marks)

**QUESTION TWO 20 MARKS**

- a) Describe steps involved in office organization. (6 Marks)
- b) Highlight some of the principles of organization. (8 Marks)
- c) Explain types used indexing of office records. (6 Marks)

**QUESTION THREE 20 MARKS**

- a) Explain importance of an office. (6 Marks)
- b) Explain some of the disadvantages of having an open office plan. (6 Marks)
- c) Discuss the different types of correspondence records sent by the organization and received by the organization. (8 Marks)

**QUESTION FOUR 20 MARKS**

- a) Explain why office work has to be properly planned, organized, executed according to plans. (7 Marks)
- b) Describe the significance of having a good filing of office records. (6 Marks)
- c) Distinguish between office administration and management. (7 Marks)

**QUESTION FIVE 20 MARKS**

- a) Describe duties of an office manager. (6 Marks)
- b) Explain two types of organization structure and give advantages and disadvantages of each. (8 Marks)
- c) Explain the choices the manager considers when choosing location to landscape office. (6 Marks)