



The Co-operative University of Kenya

SPECIALS AND SUPPLEMENTARY EXAMINATION AUGUST-2019 EXAMINATION FOR THE DIPLOMA IN CO-OPERATIVE MANAGEMENT

UNIT CODE: COCM 1104

UNIT TITLE: OFFICE ADMINISTRATION

DATE: 27TH AUGUST, 2019

TIME: 11:30 AM – 1:30 PM

INSTRUCTIONS:

- Answer question **ONE (compulsory)** and any other **TWO** questions

QUESTION ONE

- (a) Define the term office and discuss basic functions of an office. (10 Marks)
- (b) Briefly highlight the elements of office management. (6 Marks)
- (c) Define the following terms;
- (i) Departmentalization (2 Marks)
 - (ii) Centralization (2 Marks)
 - (iii) Delegation (2 Marks)
 - (iv) Grapevine Communication (2 Marks)
- (d) Discuss the challenges that are encountered by an office Manager in a Modern office. (6 Marks)

QUESTION TWO

- (a) Highlight on some of the aims of stock control in an organization. (8 Marks)
- (b) Explain SIX reasons why inventory management is important in an office. (12 Marks)

QUESTION THREE

- (a) Discuss skills that promote good relationships in an office. (5 Marks)
- (b) Explain FIVE benefits of a good records keeping. (5 Marks)
- (c) Discuss FIVE disadvantages of decentralization in an office. (10 Marks)

QUESTION FOUR

- (a) Discuss how an organization should handle customer complaints. (10 Marks)
- (b) Define and explain TWO major types of registry systems. (6 Marks)
- (c) Highlight the main objectives of office mechanization. (4 Marks)

QUESTION FIVE

- (a) Discuss the advantages of a typing pool. (10 Marks)
- (b) Explain FIVE benefits of a well maintained filing system. (10 Marks)