

The Co-operative University of Kenya
END OF SEMESTER EXAMINATION AUGUST-2018
EXAMINATION FOR THE DIPLOMA IN CO-OPERATIVE MANAGEMENT
(YR I SEM I)
UNIT CODE: COCM 1204
UNIT TITLE: OFFICE ADMINISTRATION

DATE: 27TH AUGUST, 2018

TIME: 2:00 PM – 4:00 PM

INSTRUCTIONS:

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

QUESTION ONE

- (a) Define the term “filling” (2 marks)
- (b) Explain any FOUR filling classification methods (8 marks)
- (c) Explain FIVE roles of an office manager in an organization (10 marks)
- (d) Describe FIVE types of office layout (10 marks)

QUESTION TWO

- (a) Explain any FIVE factors to be considered when purchasing office machines (10 marks)
- (b) Explain any FIVE records that are kept by a co-operative society (10 marks)

QUESTION THREE

- (a) Explain the functions of an office (10 marks)
- (b) Describe any FIVE factors you would consider when purchasing office furniture (10 marks)

QUESTION FOUR

- (a) Co-operative apply procedures that are relevant to them. Explain any FIVE such procedures applicable to co-operatives societies (10 marks)
- (b) State and explain any FIVE reasons why modern offices put emphasis on office etiquette and ethics (10 marks)

QUESTION FIVE

- (a) Explain any FIVE factors that would influence selection of a suitable choice of an office site (10 marks)
- (b) Explain any FIVE factors that influence the decision on whether to rent or build an organizational office (10 marks)