

The Co-operative University of Kenya
END OF SEMESTER EXAMINATION AUGUST-2018
EXAMINATION FOR THE CERTIFICATE IN PURCHASING & SUPPLIES
MANAGEMENT / BUSINESS MANAGEMENT (YR I SEM I)

UNIT CODE: CBM 0105

UNIT TITLE: OFFICE ORGANIZATION

DATE: 27TH AUGUST, 2018

TIME: 2:00 PM – 4:00 PM

INSTRUCTIONS:

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

QUESTION ONE

- (a) Discuss the functions of an organization (10 marks)
- (b) Explain FIVE stages of a communication process (10 marks)
- (c) Define the following terms in relation to office organization
 - i. Office organization (2 marks)
 - ii. Microfilming (2 marks)
 - iii. Work lounge (2 marks)
 - iv. Circulation space (2 marks)
- (d) “All records start off as documents, but not all documents will ultimately become records” Explain (2 marks)

QUESTION TWO

- (a) Discuss the principles of office organizations (10 marks)
- (b) Discuss the advantages of an efficient office layout (10 marks)

QUESTION THREE

- (a) Communication is critical to organizations productivity, discuss (10 marks)
- (b) Discuss the filing classifications, frequently used by office managers (10 marks)

QUESTION FOUR

- (a) Communication is critical to organizations productivity, discuss (10 marks)
- (b) List and explain the roles of departments found in an office (10 marks)

QUESTION FIVE

- (a) Discuss the main factors to consider in office environment and how they affect organization performance (10 marks)
- (b) List and explain the types of organization structure, while citing their benefits in relation to organization productivity (10 marks)