

The Co-operative University of Kenya

END OF SEMESTER EXAMINATION AUGUST-2018

EXAMINATION FOR THE CERTIFICATE IN CO-OPERATIVE MANAGEMENT

UNIT CODE: CCM 1104

UNIT TITLE: OFFICE ADMINISTRATION

DATE: TH AUGUST, 2018

TIME:

INSTRUCTIONS:

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

QUESTION ONE

- (a) Define the term “office administration” (2 marks)
- (b) Describe FOUR types of office layout (8 marks)
- (c) Explain the relationship between procedure and forms design (10 marks)
- (d) Explain any FIVE records that are kept by a co-operative society (10 marks)

QUESTION TWO

- (a) Explain FIVE principles of organization (10 marks)
- (b) Discuss FIVE functions of an administrative office manager (10 marks)

QUESTION THREE

- (a) Explain the characteristics of an organization (10 marks)
- (b) Discuss important of office furniture (10 marks)

QUESTION FOUR

- (a) Describe the importance of office building (10 marks)
- (b) Discuss factors in selecting office machines (10 marks)

QUESTION FIVE

- (a) Explain the factors in selecting the office machines (10 marks)
- (b) Explain various methods of modern filing (10 marks)