



The Co-operative University of Kenya

END OF SEMESTER EXAMINATION AUGUST -2018

EXAMINATION FOR THE DIPLOMA IN CO-OPERATIVE MANAGEMENT

UNIT CODE: COCM 1105

UNIT TITLE: OFFICE ADMINISTRATION

DATE: 20TH AUGUST, 2018

TIME: 9:00 AM – 11:00 AM

INSTRUCTIONS:

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

QUESTION ONE

- (a) Define the term Office. (2 Marks)
- (b) Give FOUR functions of an office. (4 Marks)
- (c) Explain FOUR functions of Public relations. (4 Marks)
- (d) (i) Explain FOUR benefits of office equipment. (8 Marks)
- (ii) Office furniture provide several advantages in any office. Discuss. (6 Marks)

QUESTION TWO

- (a) What is office layout. (2 Marks)
- (b) State the disadvantages of an open plan office. (12 Marks)
- (c) As a manager of Towers company why would you prefer to put your employees in an open office. (8 Marks)

QUESTION THREE

- (a) Define the term filing. (2 Marks)
- (b) Describe any FIVE key methods of filing that can be used in any organization. (10 Marks)
- (c) Explain the procedure of record retention. (8 Marks)

QUESTION FOUR

- (a) Explain how you would ensure that office machines and equipments are well maintained. (10 Marks)
- (b) As an office manager explain the factors you should put into consideration when purchasing office furniture. (10 Marks)

QUESTION FIVE

- (a)
- (b)