



THE CO-OPERATIVE UNIVERSITY OF KENYA

END OF SEMESTER EXAMINATION DECEMBER -2022

EXAMINATION FOR THE DEGREE OF BACHELOR OF **COMMERCE
(**YR IV SEM II**)**

UNIT CODE: BMGT 3227

UNIT TITLE: OFFICE ORGANISATION AND PROCEDURES

DATE: TUESDAY, 13TH DECEMBER, 2022

TIME: 2:00 PM – 4:00 PM

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INSTRUCTIONS:

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

QUESTION ONE

- (a) Explain any **THREE** functions of an office. (6 marks)
- (b) Explain any **FOUR** methods of a filing system. (8 marks)
- (c) Describe any **FIVE** types of office furniture. (5 marks)
- (d) Explain any **SIX** types of records kept in a co-operative organization. (6 marks)
- (e) Explain any **FIVE** common faults found in office forms designs. (5 marks)

QUESTION TWO

- (a) Explain any **FIVE** principles of office systems or procedures. (10 marks)
- (b) Outline any **FIVE** advantages of an organization chart. (10 marks)

QUESTION THREE

- (a) Explain any **FIVE** measures that could be taken to reduce noise in the office. (10 marks)
- (b) Explain any **FIVE** factors which should be considered while buying office furniture. (10 marks)

QUESTION FOUR

- (a) Explain any **FIVE** contents of an office manual. (10 marks)
- (b) Explain any **FIVE** procedures that may be followed when handling outgoing mail. (10 marks)

QUESTION FIVE

- (a) Explain any **FIVE** reasons for storage of documents. (10 marks)
- (b) Differentiate between a credit noted and a debt note. (10 marks)