



The Co-operative University of Kenya
END OF SEMESTER EXAMINATION APRIL 2022

UNIT CODE: BHRM 2210

UNIT TITLE: OFFICE ADMINISTRATION AND PRACTICE
YEAR 2 SEM 2

DATE:

TIME:

INSTRUCTIONS:

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

QUESTION ONE

- (a) Give FIVE reasons why open plan offices are popular with many organizations (10 marks)
- (b) Outline ways in which an office may build good relations with seniors. (10 marks)
- (c) What are the functions of a research and development department? (5 marks)
- (d) Explain factors to be considered when choosing a filing system (5 marks)

QUESTION TWO

- (a) Outline various advantages of office automation (10 marks)
- (b) Explain FIVE measures to be taken to reduce delays in the distribution of mail by an organization. (10 marks)

QUESTION THREE

- (a) Give at least FIVE measures to improve accuracy in filing (10 marks)
- (b) What are some of the challenges employees face in coping with challenging technology? (10 marks)

QUESTION FOUR

- (a) Highlight FIVE ways in which an organization may promote its image to customers (10 marks)
- (b) Outline factors to be considered when deciding on record retention policy (10 marks)

QUESTION FIVE

- (a) What are the ways a worker can show consideration to other workers in the organization? (10 marks)
- (b) Suggest FIVE measures that an organization may take to ensure effective use of stationery. (10 marks)

ANSWER SHEET

1. Give FIVE reasons why open plan offices are popular with many organizations

- a. They are economical in terms of space
- b. Supervision is easy
- c. They minimize staff movement
- d. Economy of equipment
- e. Economy of lighting
- f. Promotes transparency of operations.

1b. Outline ways in which an office may build good relations with seniors.

- a. Complete work or schedule
- b. Follow instructions
- c. Report work related difficulties or problems promptly and accurately
- d. Request for assistance if needed
- e. Help where appropriate
- f. Be courteous
- g. Give feedback to confirm understanding
- h. Adhere to policies

1c. What are the functions of a research and development department?

- a. Develop new methods of manufacturing
- b. Discover new products
- c. Explore new markets
- d. Find ways of improving existing products
- e. Develop better packaging

1d. Explain factors to be considered when choosing a filing system

- a. Should be easily accessible
- b. It should be suitable for the type of correspondence
- c. It should be suitable to work with
- d. It should cater for future expansion
- e. It should allow quick reference
- f. It should be able to safe guard documents/information

2a. Outline various advantages of office automation

- a. Saving on time taken to perform in certain functions
- b. Less labour may be required
- c. The staff experience less fatigue
- d. Less monotony compared to manual
- e. Reduces paper work
- f. Encourages specialization
- g. Improves efficiency.

2b. Explain FIVE measures to be taken to reduce delays in the distribution of mail by an organization

- a. Assign a distribution staff
- b. Establish clear channels for distributions
- c. Establish specific time for distribution –classify distribution points
- d. Institute proper follow up system and fix responsibilities
- e. Maintain constant communication with departments.

3a. Give at least FIVE measures to improve accuracy in filing

- a. Ensure that every document filed has the mark releasing it for
- b. Sort papers and group them before filing
- c. Arrange correspondence in chronological order with the most recent on top
- d. File daily
- e. Use a cross reference where applicable
- f. Seek guidance when in doubt.

3b. What are some of the challenges employees face in coping with challenging technology?

- a. High cost of retraining
- b. Limited access to training facilities
- c. Inadequate time for training
- d. Reluctance to embrace new technology.

4a. Highlight FIVE ways in which an organization may promote its image to customers

- a. Prompt delivery of goods and services
- b. Presentable and effective front office staff
- c. Prompt response to customer queries/ complaints
- d. Periodic press release
- e. Partnership with community in charitable events
- f. Fair pricing of products.

4b. Outline factors to be considered when deciding on record retention policy

- a. Space available for use
- b. Frequency of references
- c. Legal requirements
- d. Need to retain documents in original form as evidence in court
- e. Equipment available for storage
- f. Restrict the amount of stationery to be used.

5a. What are the ways a worker can show consideration to other workers in the organization?

- a. Sharing information and resources fairly
- b. Not making unnecessary noise
- c. Taking up their work when employees are absent
- d. Being sympathetic to their colleagues
- e. Being respectful to colleagues
- f. Listening to other people's opinion.

5b. Suggest FIVE measures that an organization may take to ensure effective use of stationery.

- a. Issue stationery in reams and packets
- b. Ensure there's proper follow up of use
- c. Recycle used stationery where possible
- d. Carry out regular inspection on stock taking
- e. Provide good quality stationery
- f. Restrict the amount of stationery to be used.

COURSE OUTLINE

BHRM 2210: OFFICE ADMINISTRATION AND PRACTICE (42 LECTURE HOURS)

Prerequisites: None

Course Purpose

The course aim of the course unit is to enable the learners to understand and appreciate the basic principles and concepts necessary for efficient and effective management of organizational resources.

Expected Learning outcomes

At the end of this course the student should be able to:

1. Explain the concept and purpose of an office;
2. Evaluate the various filing techniques used in the office;
3. Explain the activities of an office; and
4. Discuss the emerging issues and trends in office administration

Course Content

Introduction; definition of terms, purpose, types of organization structures and charts in the office. Organization structure; Different departments in an organization, functions of various departments, relationship between departments. The office; meaning, functions, types of office layout, features of a good office. Office staff; types, duties/responsibilities of various office staff and qualities. Filing and Storage of Records; different filing systems, different methods of classifying records, use of filing equipment. Reprography; meaning, methods used in reproduction of documents, factors to consider in choice of reproduction methods. Organization and Methods; definition of terms, objectives of organization and methods, importance of organization and methods.

Teaching Methodology : Lecture methods, case studies, discussions, demonstrations.

Instructional Materials : Smart boards LCD Projectors and computers, Flipcharts

Course Evaluation

CATs/Assignment/Presentation	30%
Final Examination	70%
Total	100%

