



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATION  
2020/2021 ACADEMIC YEAR  
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS  
DIPLOMA IN BUSINESS MANAGEMENT**

**COURSE CODE: DBM 17**

**COURSE TITLE: INTRODUCTION TO OFFICE MANAGEMENT**

**DATE: 13<sup>TH</sup> OCTOBER, 2021**

**TIME: 1430 – 1630HRS**

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**INSTRUCTIONS TO CANDIDATES:**

**Answer Question ONE and any other THREE Questions**

### **QUESTION ONE**

- a) Discuss the key functions in office management (10mks)
- b) State the importance of office record (5mks)
- c) Describe the major functions performed by a filing system (10mks)

### **QUESTION TWO**

- a) Explain the principles of office layout (10mks)
- b) State five staffs who are basic in every office (5mks)

### **QUESTION THREE**

- a) Discuss five functions of an office citing an example in each (10mks)
- b) State and explain the skills of a manager (5mks)

### **QUESTION FOUR**

- a) Explain the four elements of office management (8mks)
- b) There are several types of organizational structures each of which work best for certain sizes or types of business. Discuss those (7mks)

### **QUESTION FIVE**

- a) Discuss the functions of an office administrator (5mks)
- b) State the five methods of filing (5mks)
- c) Discuss the records life cycle (5mks)

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