



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR
SECOND YEAR SECOND SEMESTER**

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

COURSE CODE: DBM 17

COURSE TITLE: OFFICE ADMINISTRATION

DATE: 18/4/2023

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

Answer question **ONE** and any other **THREE** questions

QUESTION ONE

- a) Define the office as a center of business activity. **{5 mks}**
- b) Giving examples, distinguish between the basic and administrative functions of an office **{10mks}**
- c) Elaborate 10 qualities of an office manager **{10mks}**

QUESTION TWO

- a) Giving examples, elaborate the difference between internal and external noise **{5mks}**
- b) Explain measures to prevent internal noise **(10 mks)**

QUESTION THREE

Briefly explain the functions carried out by a PersonnelManager in an organization. **(15mks)**

QUESTION FOUR

- a) Discuss mechanical, physiological and psychological causes of accidents within the office **[10 mks]**
- b) State and explain 5 measures to prevent accidents in the office. **(5 mks)**

QUESTION FIVE

- a) Giving examples, define office landscaping **[5 mks]**
- b) Discuss the advantages and disadvantages associated with open plan offices. **[10 mks]**

//END//