



KENYATTA UNIVERSITY
EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

BBA 312: OFFICE MANAGEMENT

2ND SEMESTER 2025/2026

TIME: 2 HOURS

INSTRUCTIONS:

Answer Question ONE (Compulsory) and any other TWO Questions

1. (a) Discuss in details the functions of an office. (10 marks)
- (b) Explain any five factors to consider when making decision on the choice of an office layout. (10 marks)
- (c) Define an organizational chart and explain its purposes. (10 marks)

2. (a) It is through the various office forms that essential information required for efficient conduct of business can be received. Explain any five principles of form design. (10 marks)
- (b) Describe the procedure used in organizations to handle incoming mails for effective management of offices. (10 marks)

3. (a) Organization and Methods (O & M) is a scientific checking on the way work is done to ensure utmost efficiency is obtained. Describe the advantages of IO & M (10 marks)
- (b) The main task of an office manager is to ensure efficiency of the service Provided and should therefore possess certain qualities. Explain any five such qualities. (10 marks)

4. (a) Records management and filing is an important function for efficient office management. Explain any five principles of record management. (10 marks)
- (b) Explain any five factor to consider when buying office machines. (10 marks)