



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A
CITY CAMPUS

P.O. Box 62157
00200 Nairobi - KENYA
Telephone: 891601-6
Fax: 254-20-891084
E-mail: academics@cuea.edu

MAIN EXAMINATION

MAY – JULY 2016 TRIMESTER

FACULTY OF COMMERCIAL

DEPARTMENT OF MARKETING AND MANAGEMENT

CMD 092: OFFICE MANAGEMENT

Date: JULY 2016

Duration: 2 Hours

INSTRUCTIONS: Answer QUESTION ONE AND ANY OTHER TWO Questions

- Q1. a) An office defines an area where business is conducted. Explain this statement if its true and state any other definition of an office. **(5 marks)**
- b) Explain the purposes of having an office I a business set up. **(5 marks)**
- c) The choice of an office is important to an organization. Explain various types of office furniture necessary in a modern office. **(10 marks)**
- d) Explain giving examples the importance of modern technology and communication I offices. **(10 marks)**
- Q2. a) Discuss recent trends in office safety and health in Kenya. **(10 marks)**
- b) Define inventory management and explain its importance. **(5 marks)**
- c) Briefly explain benefits of motivating employees in an office. **(5 marks)**
- Q3. a) Explain formal and informal organization structures that are important in an office. **(10 marks)**
- b) Explain the steps used in staffing in organizations. **(10 marks)**

- Q4. a) Define office layout and highlight its importance in an organization. **(4 marks)**
- b) Explain giving various objectives of coming up with a good office. **(8 marks)**
- c) Explain the importance of a conducive office environment. **(8 marks)**

END