



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2023/2024 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: 6/12/2023

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

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

*This paper consists of **TWO** printed pages. Please turn over.*

QUESTION ONE

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

QUESTION TWO

- a) Explain the principles of office layout (10 marks)
- b) Identify five staffs who ere basic in every office (5 marks)

QUESTION THREE

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

QUESTION FOUR

- a) Describe the four elements of office management (8 marks)
- b) There are several types of organizational structures each of which work best for certain sizes or types of businesses. Discuss tho (7 marks)

QUESTION FIVE

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

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