



MURANG'A UNIVERSITY OF TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2024/2025 ACADEMIC YEAR

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR
OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

BHR 203 – OFFICE AND PERSONNEL ADMINISTRATION

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer question ONE and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A – ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a. Define the following terms: (4 marks)
 - i. Office
 - ii. Personnel administrative
- b. Highlight five advantages of oral face to face communication in an organization. (5 marks)
- c. Explain six characteristics of good filing. (6 marks)
- d. Discuss the nature of accidents common in an organization. (6 marks)
- e. Highlight five factors that may lead to frequent breaking of photocopying machine. (5 marks)
- f. Explain four elements of office management. (4 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a. Distinguish two types of office plans. (10 marks)
- b. Explain five concepts which express values in an overall statement of human resource management. (10 marks)

QUESTION THREE (20 MARKS)

- a. Discuss four payroll deductions. (8 marks)
- b. Explain four major security measures which are likely to be effective in an organization. (12 marks)

QUESTION FOUR (20 MARKS)

- a. Discuss the scope of personnel administration. (10 marks)
- b. Discuss five working environment elements in an organization. (10 marks)