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University Examinations 2023/2024

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

BBR 3151: OFFICE ADMINISTRATION

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions

QUESTION ONE (30 MARKS)

- a) Discuss the roles of administrators and managers in an organization and how they complement each other (11 marks)
- b) Compare and contrast the functional, divisional, and matrix organizational structures (9 marks)
- c) Elaborate with illustrations different charts which can be found in an organization (10 marks)

QUESTION TWO (20 MARKS)

- a) Discuss how different types of office layouts can impact employee collaboration and productivity (10 marks)
- b) Identify main physical security threats that offices may face and how organizations should assess and mitigate these threats effectively (10 marks)

QUESTION THREE (20 MARKS)

- a) Describe common workplace hazards across different industries and what organizations should do to mitigate these hazards to promote a safe work environment (10 marks)
- b) With relevant examples discuss the key skills and qualities that are essential for effective administrative assistants in an organization (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain different types of filing systems and how organizations should select the most suitable system for their needs (10 marks)
- b) Analyze common security threats to records showing how organizations should safeguard records against such threats (10 marks)

QUESTION FIVE (20 MARKS)

- a) Elucidate how effective organizing processes contribute to workflow optimization and employee satisfaction (6 marks)
- b) Describe the key components of taking minutes and how minute takers can ensure effective minute taking (8 marks)
- c) Discuss the different types of conflict that can arise in the workplace and how as a manager you can ensure to manage conflict effectively (6 marks)