



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## University Examinations 2023/2024

FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR  
OF SCIENCE IN PUBLIC HEALTH

### HPP 3124: OFFICE ADMINISTRATION AND MANAGEMENT

DATE: APRIL 2024

TIME: 2 HOURS

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

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#### QUESTION ONE (30 MARKS)

- a) Discuss the importance of having a good office and activities performed in an office in any organization (10 marks)
- b) Elaborate on considerations should-organizations take into account when selecting a suitable location for their office expansion (10 marks)
- c) Explore various types of offices you are familiar with giving advantages and disadvantages of each (10 marks)

#### QUESTION TWO (20 MARKS)

- a) Elucidate various office equipment's you are familiar with and their uses (10 marks)
- b) Discuss various practices or functions of human resource management (10 marks)

#### QUESTION THREE (20 MARKS)

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- a) Describe reasons why managers and employees may decline or fear delegating of duties (10 marks)
- b) Outline how records can be classified in an office (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain how an administrative staff should manage petty cash in his or her custody (10 marks)
- b) Secrecy and confidentiality of records in an office is very important, discuss (10 marks )

**QUESTION FIVE (20 MARKS)**

- a) Explain factors you would put into consideration if you are doing a public speaking (10 marks)
- b) As a supervisor discuss how you would ensure to communicate effectively in an organization for performance of employees (10 marks)