



**ALUPE UNIVERSITY
COLLEGE**
... Bastion of Knowledge ...

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OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, STUDENT AFFAIRS AND RESEARCH

UNIVERSITY EXAMINATIONS

2020/2021 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER MAIN EXAMINATION

FOR THE DIPLOMA IN BUSINESS MANAGEMENT

COURSE CODE: DBM 17

COURSE TITLE: OFFICE ADMINISTRATION

DATE: 13th July, 2021

TIME: 8AM - 11AM

INSTRUCTIONS TO CANDIDATES

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- SEE INSIDE THIS PAPER CONSISTS OF 3 PRINTED PAGES
OVER

PLEASE TURN

REGULAR/ MAIN

COURSE CODE: DBM 17 COURSE TITLE: OFFICE ADMINISTRATION

STREAM: DBM

DURATION:3HOURS

INSTRUCTIONS TO CANDIDATES

- i. Answer three questions. Question one is compulsory*
- ii. Do not write on the question paper*

Question One

- a) Health concerns is a must in every organization. Describe any FIVE health hazards experienced by officers (10 Marks)
- b) Describe FIVE roles of an office administrator citing relevant examples (10 Marks)
- c) State the importance of maintaining records (10 Marks)

Question Two

- a) Explain the concept of collective social responsibility (CRS) in office administration (10 Marks)
- b) Explain any five precautions that must be undertaken to curb health issues (10 Marks)

Question Three

- a) Alupe enterprises wishes to recruit qualified security personnel to fill in the position of senior manager security department. State the measures that the manager would undertake to reduce insecurity issues within the enterprise. (12 Marks).
- b) Highlight internal and external factors to be considered in location of an office (8Marks)

Question Four

- a) An office is a center of business activity. Justify this statement citing relevant examples. (10 Marks).
- b) Explain the main features of office organization (10 Marks).

Question Five

- a) Highlight the leading factors which should be considered in procurement decision making process in relation to office mechanization (10 Marks)
- b) Giving relevant examples, highlight the role of a public Relations officer in an organization. (10 Marks)
