

1. (a) Explain **five** signs that may be used as an indicator that the organization structure adopted by a firm is ineffective. (10 marks)
- (b) Explain **five** ways through which the finance department may enhance the effectiveness of the marketing department in an organization. (10 marks)
2. (a) Explain **five** staff related security regulations that may be adopted by an office manager to safeguard the assets of an organization. (10 marks)
- (b) Highlight **five** functional duties that a supervisor may carry out in an organization. (10 marks)
3. (a) Explain the measures that may be taken in order to minimize misfiling of records in an office. (10 marks)
- (b) The cost of photocopying documents at Uwesio Limited has increased over the past three months. Explain the measures that the office manager may take to reduce this cost. (10 marks)
4. (a) Outline the background information that an office manager should obtain when planning for an organization and methods study. (10 marks)
- (b) Some organizations encourage their office staff to perform multiple tasks as opposed to specialization. Explain the benefits of this move to an organization. (10 marks)
5. (a) In order to ensure smooth flow of work in an open office, there are certain factors that should be taken into consideration in its arrangement. Explain **five** such factors. (10 marks)
- (b) Kool Limited uses the lateral filing system in its office registry. Outline **five** reasons that may account for this choice of filing system. (10 marks)
6. (a) Outline the ways in which an organization and methods team may win the support of office staff in the course of carrying out its work. (10 marks)
- (b) Business firms may have organization charts for different uses. Outline **five** such uses. (10 marks)
7. (a) Outline **five** qualities that a good office receptionist should possess. (10 marks)
- (b) Outline the ways in which intra departmental relationships in an organization may be enhanced. (10 marks)