



**FIRST YEAR EXAMINATION FOR THE AWARD OF THE  
DIPLOMA IN LAWS  
FIRST SEMESTER, 2022/2023  
(SEPTEMBER-DECEMBER, 2022)**

**DLAW 0116: OFFICE PRACTICE MANAGEMENT**

**STREAM: Y1 S1**

**TIME: 2 HOURS**

**DAY: WEDNESDAY, 9:00 – 11:00 A.M.**

**DATE: 06/12/2022**

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**INSTRUCTIONS**

- 1. Do not write anything on this question paper.***
- 2. Answer Question ONE [Compulsory] and any other TWO Questions.***
- 3. Illustrate your answer with relevant cases and statutory provisions where applicable.***

**QUESTION ONE**

- Management function is an administrative function of an office. Define it, and outline any five management functions. (12 marks)
- Define office accommodation and give four factors that should be considered before putting up an office. (10 marks)
- Highlight five basic functions of an office. (5 marks)
- State three reasons why retaining a valuable worker in an organization is important. (3 marks)

## **QUESTION TWO**

- (a) It has been proposed that an organization chart be drawn for your organization. Some of the senior executives are against the idea. Explain five reasons that they are likely to give in support of their decision. (10 marks)
- (b) (i) Differentiate between an organization structure and an organization chart. (2 marks)
- (ii). Give two advantages and one disadvantage of an organization chart. (3 marks)

## **QUESTION THREE**

- (a) Mr. Onkendi is a registered practicing Lawyer. After his five years of practice under another Advocate's firm he has opted to open his own firm. Advise him on the importance of an office. (10 marks)
- (b) Jane is a newly employed office messenger at your work place. The Office Manager has directed you to orient her about the office and give her the proper qualities of an office messenger. Briefly elucidate to her any five. (10 marks)

## **QUESTION FOUR**

- (a) (i) Outline three factors that can affect the performance of an office worker. (3 marks)
- (ii). Explain any three personal attributes of an office worker. (6marks)
- (iii). Define office etiquette and enumerate at least four aspects of office etiquette. (5 marks)
- (b) Distinguish between a company secretary and a personal secretary. (1 mark)

## **QUESTION FIVE**

- (a) State the definition of staff development and give five reasons why staff development is important at workplace. (10 marks)
- (b) Define the term landscaping as used in office practice and management and give four features of office landscaping. (5 marks)

