



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

SPECIAL EXAMINATIONS
FIRST YEAR EXAMINATION FOR THE AWARD OF THE
DIPLOMA IN LAWS
FIRST SEMESTER, 2021/2022
(FEBRUARY - JUNE, 2022)

DLAW 0116: OFFICE PRACTICE AND MANAGEMENT

STREAM: Y1 S1

TIME: 2 HOURS

DAY: WEDNESDAY, 3:00 – 5:00 P.M.

DATE: 20/07/2022

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

- 1(a). Management function is an administrative function of an office. Define it, and outline any five management functions. (12 marks)
- (b). Define office accommodation and give four factors that should be considered before putting up an office. (10 marks)
- (c). Highlight five basic functions of an office. (5 marks)
- (d). 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 five advantages and three disadvantages of an organization chart. (8 marks)

QUESTION THREE

(a) Mr. Ombati 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) Prettier 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. (6 marks)

(iii). Define office etiquette and enumerate atleast four aspects of office etiquette. (5 marks)

(iv) Discuss any eight principles of an organization (4 marks)

(b) Distinguish between a company secretary and a personal secretary. (2 marks)

QUESTION FIVE

5a). state the definition of staff development and give five reasons why staff development is important at workplace. (10 marks)

b). (i). Explain clearly the difference between staff training and staff development. (2 marks)

(ii). Define the term landscaping as used in office practice and management and give six features of office landscaping. (8 marks)