



FINAL EXAMINATION
NOVEMBER 2022

COURSE TITLE	OFFICE ADMINISTRATION
COURSE CODE	BGD2063
DATE/DAY	13 FEBRUARY 2023 / MONDAY
TIME/DURATION	09:00 AM - 11:00 AM / 2 Hours

INSTRUCTIONS TO CANDIDATES :

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 6 Printed Pages including front page)

*****DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO*****

This question paper consists of TWO (2) sections. Answer ALL questions in the answer booklet provided. [60 MARKS]

SECTION A

There are TWENTY (20) questions in this section. Answer ALL questions in the OMR Sheet. (20 Marks)

1. _____ is the process of working with and through others to blend people, materials, money, methods, machines and morale to set and achieve the goals of the organization.
 - A. Administrative
 - B. Management
 - C. Leading
 - D. Organizing

2. What needs to be considered when designing the office?
 - A. Chair
 - B. Color
 - C. Desk
 - D. Monitor

3. Fitting the workplace to the workers by modifying or redesigning the job, workstation, tool, or environment is called _____.
 - A. erosion
 - B. entitlement
 - C. agronomy
 - D. ergonomic

4. OSHA stands for _____.
 - A. Office Safety and Health Action
 - B. Occupational Safety and Health Act
 - C. Occupy Safety and Health Act
 - D. Occupational Safety and Health Action

5. Which of the following is not a common type of record to consider as part of a background check?
 - A. A landlord references
 - B. High school background
 - C. Debt record
 - D. Driving record

6. Which of the following are laws that protect workers?
- A. Financial laws
 - B. Employment laws
 - C. Health insurance laws
 - D. Wage laws
7. Which of these questions is appropriate for an interviewer to ask?
- A. What is your religious affiliation?
 - B. Do you have any disabilities?
 - C. What is your biggest weakness?
 - D. Are you pregnant?
8. _____ has the potential for causing damage to people, property, or the environment.
- A. Hazard
 - B. Injury
 - C. Risk
 - D. OSHA
9. A _____ is assigning the employee to another job with a similar level of responsibility and in most cases, without change in pay.
- A. termination
 - B. transfer
 - C. promotion
 - D. layoffs
10. The improper designed of building ventilation systems can result in _____.
- A. noise pollution
 - B. indoor air pollution
 - C. carpal tunnel syndrome
 - D. task illumination syndrome

11. A place to perform administrative functions such as information collection, recording, analyzing, and distribution of information and executive functions such as planning, policies formulation, organizing and decision making is known as _____.
- A. the terminal
 - B. the office
 - C. the workstation
 - D. the building
12. What is the correct definition of work-life balance?
- A. Work-life balance is spending more time working at home and having little time to relax.
 - B. Work-life balance describes the relationship between your work and the commitments in the rest of your life and how they impact one another.
 - C. Work-life balance is the invisible driving force that reflects the collective values and behaviors of those associated with the organization.
 - D. Work-life balance is what people think of the way you do business and how they assess your character as a business person.
13. In assessing employee promotions all the following factors are prohibited **EXCEPT** _____.
- A. age
 - B. race
 - C. gender
 - D. seniority
14. Job description identifies for a job _____.
- A. task
 - B. responsibilities
 - C. duties
 - D. all of the above
15. Which of the following provides wage replacement and medical benefits to employees who suffer from job-related illnesses or injuries?
- A. Paid time off
 - B. Retirement plan
 - C. Worker's compensation
 - D. Disability insurance

16. Identify the category an employee would be placed if he/she was hired to work seasonally.
- A. Temporary worker
 - B. Employee
 - C. Independent contractor
 - D. Probationary employee
17. Example of workplace violence situations are _____ .
- A. one worker's aggression towards his or her fellow employees in the workplace
 - B. criminal activity involving personal injury to a worker
 - C. an armed robbery of a taxicab driver
 - D. all of the above
18. What is important to follow safety regulations?
- A. To avoid injuries
 - B. To be promoted
 - C. To get more salary
 - D. To avoid stress
19. Referring a new employee to an experienced employee is known as _____ .
- A. fixed method
 - B. buddy system
 - C. employee pairing
 - D. employee development
20. The tendency for members of a group to produce conformity among their ideas can be referred to as _____ .
- A. diversity
 - B. grapevine
 - C. groupthink
 - D. brainstorming

SECTION B

There are **FOUR (4)** questions in this section. Answer **ALL** questions in the answer booklet.
(40 Marks)

Question 1 **(10 marks)**

As a result of growth in the information sector and increased use of these information technologies, the workplace has significantly changed. Explain **FOUR (4)** ways of how technology has improved the modern work environment.

Question 2 **(10 marks)**

Explain **FOUR (4)** criteria that are required in designing an office.

Question 3 **(10 marks)**

Differentiate between job analysis, job description and job specification.

Question 4 **(10 marks)**

A growing number of organizations are bestowing specific rewards to workers who reach targeted business results. Discuss **FOUR (4)** simple ways the organization may use to reward their employees who had contributed to organization's performance.

END OF QUESTION PAPER