Question One
a) Explain five reprographic support equipment and their function used in an office. (10 Marks)
b) Give five reasons that make it difficult to retain qualified workers in an organization (10 Marks)

Question Two
a) Outline five benefits that may be obtained by an organization that centralizes its office services (10 Marks)
b) Highlight five functions that an office manager may perform in an organization (10 Marks)

Question Three
a) Explain five ways in which a manager can demotivate his staff. (10 Marks)
b) Discuss the objective of O&M study in office management (10 Marks)

Question Four
a) Discuss the demerits of line form of organizational structure (10 Marks)
b) Explain the advantages of technology in modern business (10 Marks)

Question Five
a) Explain five limitations of using open office layout in an organization (10 Marks)
b) Discuss five characteristics of a good filling system (10 Marks)

Question Six
a) Outline five advantages that an organization may get from using photocopier to reproduce documents (10 Marks)
b) Discuss five emerging issues in office management. (10 Marks)

Question Seven
a) Describe five disadvantages of using O&M in office management (10 Marks)
b) Discuss the importance of delegation of duties to employees (10 Marks)