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## **CHRISTIAN SERVICE UNIVERSITY COLLEGE**

### **KUMASI**

### **CSUC SCHOOL OF BUSINESS**

**DEPARTMENT OF MANAGEMENT AND GENERAL STUDIES**

**BACHELOR OF BUSINESS ADMINISTRATION**

**End of Second Semester Examinations, 2019/2020 Academic Year**

**Level 200**

**CSBG 270: OFFICE ADMINISTRATION AND BUSINESS COMMUNICATION**

**JUNE 2020**

**TIME ALLOWED: 2 HOURS**

#### **INSTRUCTIONS TO CANDIDATES:**

- Answer two (2) questions (35 marks each)
- Write your answer on the answer sheets provided
- Your answer for EACH QUESTION should be FOUR (4) pages minimum
- Please present your answer in ESSAY form as much as possible
- Write your index number clearly at the top of every page of the answer sheets used

#### **Note: Marks will be awarded for:**

- Introduction
- Content
- Conclusion
- Evidence of further reading
- Originality and independence (cheating would be penalised and integrity rewarded)
- Correct grammar, clarity of expression and logical presentation of facts.
- Answers to questions must be well referenced

***Examiner: Isaac Ampong***

**Q1.** Why is it essential not only for the Office to be well-managed, but for it to be seen to be so? In what ways can an Office prove its efficiency and its value to the enterprise of which it forms part? **(35 marks)**

**Q2.**

(a) What are plans, and why are they essential in management? **(15marks)**

(b) Comment on the relationship between organising and co-ordination. **(10 marks)**

(c) Explain the importance of the correct motivation of subordinates by managers and supervisors. **(10 marks)**

**Q3.** (a) Discuss the modalities and restrictions the central bank can put in place to control the commercial banks lending in Ghana. **(15 marks)**

(b) What are insurance covers and why are they essential to the development of a country **(10 marks)**

(c) How important are the principles underlying the contract of insurance to the insurance companies. **(10 marks)**

**Q4.** Visit any organisation of your choice and find out how the organisation goes about drafting the functions of their office and how it helps the organisation to achieve their objective. **(35 marks)**