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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, 2018/2019 Academic Year

CSBG270: OFFICE ADMINISTRATION

May 2019

Section A

TIME: 40MINS

General Instructions:

- Answer **all questions** in Section A and any two (2) questions from Section B.
- Please note that sheets will be collected at the end of Section A.
- Circle the correct answer from Q1 to Q30
- Each question carries 1 mark in section A
- Answer any two (2) questions from Section B.

Examiner: Isaac Ampong

1. The purpose of a shredder is to

- a. Destroy documents received by the Mailing Department
- b. Destroy documents that companies may not want competitors to access
- c. Destroy financial statement crucial to the organization and stakeholders
- d. Destroy all documents

2. Photocopying machine can perform all of the functions except

- a. It allows mass replications of an original document
- b. Enlargement and reduction
- c. Copying on both sides of the sheet of paper
- d. They can print up to 120 pages per minute

3. A photocopying machine is

- a. A high-speed digital printing system designed mainly for high-volume photocopy and printing.
- b. A multifunctional system/electronic device
- c. An electronic duplicator that fuses a reproduced image to plain bond paper
- d. None of the above

4. Collating refers to.

- a. Collecting and combining(texts, information, or sets of figures) in proper order
- b. Storing information in chronological order
- c. Copying and organizing data based on their nature
- d. All of the above

5. Photocopiers and Risographs can perform the function of *DUPLICATION*

- a. False
- b. True

6. Computers can help reduce the time information in producing business correspondents.

- a. False
- b. True

7. A projector can be used to enlarge images onto a screen or wall for audience to view.

- a. False
- b. True

8. A Risograph is best appropriate for

- a. High speed digital printing and copying
- b. Reducing the time information is organised
- c. Allowing information to be copied between servers
- d. Producing documents in short time span

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9. A Guillotine

- a. Works similar to a photocopier
- b. Can reproduce information similar to a Risograph
- c. Performs similar functions to that of a shredder
- d. All of the above

10. You and your co-worker can accomplish more through a cooperative team work .

- a. False
- b. True

11. People who are chronic complainers, seldom get to be supervisors

- a. False
- b. True

12. Setting priorities will help you to be more efficient in your work

- a. False
- b. True

13. If some of your co-workers are difficult people, the best policy is to tell your supervisor about them.

- a. False
- b. True

14. If you put your needs above those of someone else, you are being aggressive.

- a. False
- b. True

15. You will manage more successfully if you keep focused on the disagreement

- a. False
- b. True

16. Successful women in big business usually abreast with business ideas and creative mindset.

- a. False
- b. True

17. People who are flexible are willing to accept changes in their schedules or duties without complaining.

- a. False
- b. True

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18. To get an overview of the structure of a corporation, you would read on

- a. problem statement
- b. business policy
- c. organization chart
- d. mission statement

19. An overall goal of an organization is often referred to as a

- a. millennium talk
- b. vision
- c. mission
- d. policy

20. Command of basic filing principles and rules is a critical skill in the category of.....

- a. record management and information
- b. information management and transmission
- c. database management and information
- d. typing skill and translation

21. When solving conflict in the office, use I statement to avoid

- a. Stress
- b. Conflict
- c. Pressure
- d. accusations

22. The organization and integrating of activities is done through

- a. administration
- b. co-ordinating
- c. filing
- d. communicating

23. The following are ways to control stress except

- a. follow directions
- b. set realistic goals
- c. learn through experience
- d. establish priorities

24. Which of the following refers to the layout of the office

- a. office program
- b. an office management
- c. office landscape
- d. organization structure

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25. The role of the office manager is to manage the following except.....

- a. workers
- b. workplace
- c. workstation
- d. workflow

26. The purpose of internal communication is to

- a. make contact between two points
- b. prepare organizational structure
- c. inform and negotiate conflict
- d. advertise products

27. Body language

- a. is a space around the person
- b. concerns with time
- c. refers to gesture of the body
- d. must be learn by everyone

28. The method of arranging records side by side is known as

- a. horizontal filing
- b. computer filing
- c. lateral filing
- d. vertical filing

29. Which of the classifications below facilitate the arrangement of files in strict date order?

- a. Numerical classification
- b. Chronological classification
- c. Geographical classification
- d. Alphanumeric classification

30. In Ghana, the setting up of Sole proprietorship is governed by the Business Names Act 1962 (ACT 151).

- a. False
- b. True