**THE OFFICE**

1. **Define the term an office**

An office is a building, room or a place set aside for administrative, communication or clerical work of an organization.

1. **Outline the functions of an office**

* Receiving of information in various forms such as calls, personal visits or documents such as letters
* Recording and sorting of information received.
* Storing of information for future reference
* Distribution of information within and outside the organization to the various sections, departments or personnel for necessary action
* Reproduction or making of copies of document by use of various methods, such as photocopying, duplicating and carbon copying
* Protecting or safeguarding the organization’s property

1. **State the various reprographic techniques that can be carried out in an office**

* Carbon copying
* Stencil duplication
* Photocopying
* Spirit duplicating
* Ink duplicating

1. **Your school would wish to use photocopying as a method of making copies of exams. State the advantages and disadvantages of using this method**

**Advantages of photocopying.**

* It is a fast method of reprography
* It is a simple method and require little training of the users
* One will obtain the exact copies of the original document
* The method is not expensive if the copies to be made are few
* It is environmental friendly

**Disadvantages of photocopying**

* The copies that are made fade in the cause of time
* Photocopying can be costly if the copies being made are many
* The employees may misuse the method due to its convenience
* Photocopying machine requires electricity which may be expensive
* Few colours in a document may be obtained by use of this method

1. **State the types of office layout**

* Enclosed office layout
* Open office layout
* Landscape office layout

1. **Suggest reasons why an organization should use landscape office layout**

* It creates a relaxed atmosphere for the workers
* It is more attractive and beautiful
* The image of the organization/firm is enhanced
* It promotes good working relations and co-operation among the workers
* Equipment and office facilities may be shared among the employees
* The flowers or plants used break the monotony of open spaces

1. **State ways in which landscape office layout can be created**

* By placing plants/flowers in an office
* By having paintings of animals or plants on the wall
* By placing fish aquariums in an office
* Through shaping of office furniture in form of animals, birds and concrete shapes
* Creating miniature physical features such as waterfalls and mountains in the office

1. **State why you will advice an office manager to use an open office layout instead of an enclosed office layout**

* In an open office layout it is easier to supervise workers than in an enclosed office
* An open office discourages absenteeism which may be common in an enclosed office
* It is cheaper to maintain an open office than an enclosed office
* Equipment, facilities and machines can be shared in an open office which may not be possible in an enclosed office
* Floor space is saved in an open office than in an enclosed office
* There is enhanced attraction and framework in open office
* It is cheaper to light an open office than an enclosed office
* It is easy to locate employees in an open office

1. **State the advantages of enclosed office layout**

* It is ideal for work that is confidential in nature
* It is more secure than an open office layout
* The office is ideal where high level of concentration is required
* It is prestigious for the occupant of such an office as they are recognized
* The worker is not disrupted by noise or movement of other employees

1. **Highlight the disadvantages of an open office layout**

* There is a lot of noise and disruption from other employees
* Contagious diseases may spread easily among the employees
* The top ranked workers may feel belittled being placed among other workers
* It is not very conducive for work that is confidential or secretive in nature
* Property within the office is not very safe
* Due to use by many people the office may not be very tidy

1. **Outline the factors that have to be taken into consideration when deciding on a type of office layout to use**

* The cost of construction and maintenance
* The number of staff to be accommodated in the office
* The climatic condition of the area
* Government directive if any
* The nature of work to be carried out in that particular office
* The nature and rank of staff to be accommodated in that particular office
* The floor space available for the office
* The need to maintain a good work flow among the workers

1. **State the disadvantages of an enclosed office layout**

* It can encourage absenteeism
* It is not easy to supervise the employees
* It is expensive to construct and maintain
* Facilities and office equipment cannot be shared among the workers
* Workers can misuse office equipment such as the telephone
* The office layout takes up more space
* A lot of time is wasted when moving from one office to another
* It may promote individualism as some employees are isolated from others

1. **Enumerate the factors you will advice Mr.Mwajuma to consider when buying office machines for his company**

* The effect of the machine on the workers

**The cost of the machine or equipment**

* The suitability of the machine for the task that is intended for
* The availability of after sales services provide by the seller
* Presence of office staff with the skills required to operate the machine
* One has to consider space or room to keep the machine or equipment
* The likelihood of the machine being outdated absolute or out of date
* One has to consider whether that machine can adopt to future changes

1. **State the best type of machine one would use to perform the following tasks:**

|  |  |  |
| --- | --- | --- |
|  | **Functions** | **Type of machine** |
| (a) | To create postage impressions on envelopes | Franking machine |
| (b) | To fold documents put them in envelope and seal them | Composite machine |
| (c) | To destroy sensitive but unwanted documents | Paper shredder |
| (d) | To store large volumes of data | Computer |
| (e) | To run 300 copies of an exam for students in a school | Printing machine |
| (f) | To make exam copies of a certain original document | Photocopier |
| (g) | To trim papers to the required sizes | Guillotine machine |

1. **Highlight the disadvantages of using office machine**

* They can be very costly/expensive to buy and operate
* They occupy space which can be used for other tasks
* Machines may replace labour causing unemployment
* Some may require electricity which may be expensive
* **Any breakdown of the machine may delay work**
* The machine may become obsolete(out of date)
* They are subject to wear and tear(depreciation)
* Some may require specialized or trained personnel to operate

1. **State the three categories of office staff**

* Managerial staff
* Junior staff
* Subordinate staff

1. **Outline the advantages of using office machines**

* Machines are labour saving and can be cost effective in the long run
* The output of machines is of good quality
* They can be used to minimize fraud or theft
* Machines can be very fast saving on time
* They can produce uniform work
* Machines can be very accurate as compared to human labour
* Some machines can be adapted to multiple task such as a computer

1. **Highlight the role played by a good filing system in an organization**

* Filing provides security/safety of documents
* It facilitates easy retrieval or access of documents
* Good filing enhances orderliness and tidiness of an office
* It guarantees confidentiality of information since it cannot get to the wrong hands
* Good filing promotes good communication
* Filing guarantees that documents are protected from damage
* Good filing guarantees good future reference in case the information is required

1. **Outline the various categories of office equipment giving examples in each case**

|  |  |  |
| --- | --- | --- |
|  | **Category** | **Example** |
| (a) | Typing office machine | (i)Typewriter  (ii)Dictating machine |
| (b) | Mailing office machine | (i)Franking machine  (ii)Composite machine  (iii)Folding machine |
| (c) | Communication office machine | (i)Telephone  (ii)Telex  (iii)Cell phone |
| (d) | Duplicating/reprographic machine | (i)Photocopier  (ii)Duplicator  (iii)Printing machine |

1. **Distinguish between centralized and decentralized filing system**

In centralized system one department is given the responsibility of keeping and managing all the files in the whole organization. This department is referred to as a registry.Decentralised filing

1. **State the characteristics of a good office worker with office etiquette**

* Courtesy i.e dealing with people politely
* Punctuality-keeping time at all times
* Honesty-telling the truth
* Co-operation with other employees
* Tactical or being diplomatic when dealing with others
* Good judgement and coming up with the best decision
* Neatness and orderliness in terms of work arrangement
* Dedication or loyalty towards the organization

1. **Highlight personal attributes that Bakari should have as an office worker**

* He should be presentable
* He should maintain high standard of morality
* He should have a good sitting posture
* He should maintain high standards of hygiene
* He should be neat and accurate in the organization of his work
* He should maintain good health and physical fitness through having proper diet and exercising

1. **Define the roles played by the following office workers**

**(a)Departmental manager**

* Maintaining the books of accounts
* He/she may prepare the budget for his/her department
* Submitting reports to the senior manager about performance of the department
* Monitoring and supervising workers in the department
* Assigning roles and duties to employees in the department

**(b)Personal secretary**

* Receiving and filing information
* Booking appointments for the boss
* Taking and writing minutes during meetings
* He/she can maintain small amount of money for making small or petty purchases in the office
* He/she receives and makes calls for his seniors

1. **Highlight trends in office management**

* Use of modern computers enhances efficiency
* Introduction of customer care desks or offices to address customers concerns
* Movement toward open and landscape office plan to enhance more interaction among the workers
* Outsourcing for some task that can be done by other firms instead of employing workers to do the same e.g. having external cleaners or security
* Use of the cell phone for communication

1. **E-Commerce is a recent trend in business. Outline the advantages of using this method in carrying out business activities.**

***Advantages***

* One can have a wide variety of goods and services from all over the world
* It reduces the cost of travelling to the market or in search of product
* It is fast as deals can be made within a short period of time
* A seller can advertise goods to many consumers over a wide area
* Paper work and the many document used on other trade are removed or reduced as selling and buying is on-line
* A lot of information about the market can be accessed on the internet