



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN PROCUREMENT AND MATERIALS MANAGEMENT

BSC 2201: OFFICE ADMINISTRATION AND MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

This paper consists of Two printed pages.

QUESTION 1 (Compulsory)

- a) Explain the benefits that an organization derives from using office equipment. **(10 marks)**
- b) Explain the concept office administration. **(10 marks)**
- c) Explain the functions of an office receptionist. **(10 marks)**

QUESTION 2

- a) Outline the steps of handling an outgoing mail. **(10 marks)**
- b) Explain the advantages of duplicating. **(10 marks)**

QUESTION 3

- a) Discuss the functional type of organization structure. **(10 marks)**
- b) Outline the functions of the following departments of an office:
 - i) Purchasing **(5 marks)**
 - ii) Production **(5 marks)**

QUESTION 4

- a) Explain the advantages of a typing pool. **(10 marks)**
- b) Explain the advantages of using a dictation machine in an office. **(10 marks)**

QUESTION 5

- a) Explain the concept of organization and methods. **(10 marks)**
- b) Outline the functions of an office junior. **(10 marks)**