



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF BUSINESS STUDIES

CERTIFICATE IN HUMAN RESOURCE MANAGEMENT  
CERTIFICATE IN BUSINESS MANAGEMENT  
CERTIFICATE IN STORES MANAGEMENT

**BSC 1101: OFFICE ADMINISTRATION**

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) Discuss duties and responsibilities of an Office Manager. **(10 marks)**
- b) Explain the features of a good communication system. **(10 marks)**
- c) Discuss how to determine location and environment of an office premises. **(10 marks)**

### **QUESTION 2**

- a) Discuss the factors to be considered when choosing filing equipment. **(10 marks)**
- b) Discuss the element of feature of an organization. **(10 marks)**

### **QUESTION 3**

- a) Define sexual harassment. **(2 marks)**
- b) State the ways to stop the sexual harassment. **(10 marks)**
- c) Explain the functions of the office. **(8 marks)**

### **QUESTION 4**

- a) Discuss advantages of computer in an office. **(10 marks)**
- b) Discuss the following methods of classification:
  - i) Numerical classification **(5 marks)**
  - ii) Alphabetical classification. **(5 marks)**

### **QUESTION 5**

- a) Discuss essential features of a valid contract. **(10 marks)**
- b) Explain the importance of a well-organized reception office. **(10 marks)**