



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN BUSINESS ADMINISTRATION
(YII, SI)

BSC 2202: OFFICE ORGANIZATION

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 functions of an office. **(10 marks)**
- b) Explain office administration as a concept. **(10 marks)**
- c) Explain the functions of a receptionist. **(10 marks)**

QUESTION 2

Imagine that you are an Office Manager and you have been assigned the duty of purchasing new office furniture.

- a) Explain the principles that you would follow in doing your furniture selection. **(10 marks)**
- b) Outline the physical conditions of an office. **(10 marks)**

QUESTION 3

- a) Explain the layout of a reception. **(10 marks)**
- b) Explain the advantages of photocopying. **(10 marks)**

QUESTION 4

- a) Explain your understanding of the term sexual harassment in an office. **(10 marks)**
- b) Outline the type of equipments that you would use to store your files. **(10 marks)**

QUESTION 5

- a) Explain the functions of a messenger in an organization. **(10 marks)**
- b) Explain what you would term as disrespect conduct. **(10 marks)**