



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

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.

This paper consists of Two printed pages.

QUESTION 1 (Compulsory)

- a) Define the term 'computer'. **(5 marks)**
- b) Describe the computer system in an organization. **(15 marks)**
- c) Discuss the importance of office machine in an office. **(10 marks)**

QUESTION 2

- a) Define the term 'photocopying'. **(3 marks)**
- b) Discuss the advantages of photocopying. **(7 marks)**
- c) Discuss the **FIVE** barriers to effective communication. **(10 marks)**

QUESTION 3

- a) Explain **FIVE** good qualities of a receptionist. **(10 marks)**
- b) Discuss essential features of a valid contract. **(10 marks)**

QUESTION 4

- a) Explain the **FIVE** importance of insurance to businessmen. **(10 marks)**
- b) Discuss the **FIVE** advantages of typing pool. **(10 marks)**

QUESTION 5

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