



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN BUSINESS ADMINISTRATION

BSC 2202: OFFICE ORGANIZATION

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY/MARCH 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) Explain the concept office administration. **(10 marks)**
- b) Explain the layout of a reception. **(10 marks)**
- c) If you were an office administrator and the organization gives you the mandate to choose a place for office premises. Highlight the... that you would have to make. **(10 marks)**

QUESTION 2

- a) Explain the qualities of an office receptionist. **(10 marks)**
- b) Outline the advantages of a typing pool. **(10 marks)**

QUESTION 3

- a) Highlight the advantages of duplicating. **(10 marks)**
- b) Outline the purposes of filing. **(10 marks)**

QUESTION 4

- a) Explain what you would consider as disrespect conduct in an office. **(10 marks)**
- b) Explain the advantages of photocopying. **(10 marks)**

QUESTION 5

- a) Outline the functions of an office manager. **(10 marks)**
- b) Explain the measures that you would take to ensure office safety and security. **(10 marks)**