



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies
DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCES MANAGEMENT
DIPLOMA IN BUSINESS ADMINISTRATION

BSC 2201: OFFICE ADMINISTRATION AND MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 2014

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) Outline the benefits of using office equipment in an office. **(10 marks)**
- b) Outline the advantages of using a dictating machine. **(10 marks)**
- c) Explain the functions of an Office Manager. **(10 marks)**

QUESTION 2

- a) Highlight the factors to be considered when introducing office furniture and equipment in an office. **(10 marks)**
- b) Explain the characteristics of a typing pool. **(10 marks)**

QUESTION 3

- a) Write short notes on the digital computer. **(10 marks)**
- b) Explain the divisional type of structure in an organization. **(10 marks)**

QUESTION 4

- a) Highlight the purposes of filing in an office. **(10 marks)**
- b) Explain office organization. **(10 marks)**

QUESTION 5

Given that you are in the department of research and development and the demand of your organizations products has gone down.

Explain the ways of dealing with the problem. **(20 marks)**