



**TECHNICAL UNIVERSITY OF MOMBASA  
SCHOOL OF BUSINESS  
DEPARTMENT OF ACCOUNTING & FINANCE**

**UNIVERSITY EXAMINATIONS FOR DIPLOMA IN BUSINESS  
ADMINISTRATION (DBA & DHRM)**

**BSC 2201: OFFICE ADMINISTRATION MANAGEMENT**

**END OF SEMESTER EXAMINATIONS  
SERIES: MAY 2016  
TIME: 2 HOURS**

**INSTRUCTIONS:**

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- Answer Question **ONE (Compulsory)** and any other **TWO** Questions.

### **QUESTION 1 (Compulsory)**

- a) Explain office management. **(5 marks)**
- b) Highlight the rules of escaping from a burning office. **(5 marks)**
- c) Explain the advantages of photocopying **(10 marks)**

### **QUESTION 2**

- a) Explain advantages of a typing pool. **(10 marks)**
- b) Explain the functions of an office reception. **(10 marks)**

### **QUESTION 3**

- a) Explain the benefits of using machines in an office. **(10 marks)**
- b) Imagine that you have been interviewed and given a job as a manager:
  - Highlight the functions that you will be expected to carry out. **(10 marks)**

### **QUESTION 4**

- a) Explain the objectives of organization and methods. **(10 marks)**
- b) Highlight the benefits of duplicating. **(10 marks)**

### **QUESTION 5**

- a) Explain the rules that you are expected to observe while operating electric apparatus. **(10 marks)**
- b) Explain the ways of handling an inward correspondence. **(10 marks)**