

TECHNICAL UNIVERSITY OF MOMBASA
SCHOOL OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION
UNIVERSITY EXAMINATION FOR DIPLOMA
DIPLOMA IN BUSINESS ADMINISTRATION
BSC 2202: OFFICE ORGANISATION
END OF SEMESTER EXAMINATIONS
SERIES: JANUARY/APRIL 2016
TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

Answer question **One (COMPULSORY)** and any other **TWO**

QUESTION ONE

- a) Describe the common barriers to communication in an office set up (10 marks)
- b) Explain different forms of organization charts using diagrams (12 marks)
- c) Explain the importance of providing a good working environment for the office staff (8 marks)

QUESTION TWO

- a) Using diagrams, discuss the main types of office plans (12 marks)
- b) Security hazards, both minor and senior, usually results from faulty office practices and lack of security mindedness. State the causes of security hazards. (8 marks)

QUESTION THREE

- a) Explain the main principles of an organization (10 marks)
- b) Explain the main functions of management (10 marks)

QUESTION FOUR

- a) What are the advantages of office machines (10 marks)
- b) Explain the characteristics of a good filing system (10 marks)

QUESTION FIVE

- a) The introduction of internet in offices has made office work faster. Explain the advantages of using E. mail as a means of communication in an office (5 marks)
- b) Explain the functions of administrators and managers in an office (15 marks)