



**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 administration. **(10 marks)**
- b) If you are an administration assistant and you have been given a mandate to choose an environment for an office. Explain a suitable environment for an office: **(10 marks)**
- c) Explain the functions of an office. **(10 marks)**

### **QUESTION 2**

- a) Explain the types of equipment that are expected in an executives office **(10 marks)**
- b) Highlight the characteristics of a typing pool. **(10 marks)**

### **QUESTION 3**

- a) Explain the process of handling an outward correspondence. **(10 marks)**
- b) Explain the functions of a personnel department. **(10 marks)**

### **QUESTION 4**

- a) Explain the functional type of organization structures. **(10 marks)**
- b) Explain the functions of an office junior. **(10 marks)**

### **QUESTION 5**

- a) If you were appointed to be an administrator and you are given the responsibility of manning the administration department:
  - Highlight the kind of functions you will be expected to play. **(10 marks)**
- b) Explain the advantages of using a dictation machine in an office. **(10 marks)**