



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

CERTIFICATE IN STORES MANAGEMENT
CERTIFICATE IN BUSINESS MANAGEMENT

BSC 1101: OFFICE ADMINISTRATION

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) Define the term 'computer'. **(5 marks)**
- b) Describe the benefits you would expect to be gained from the installation of a computer in your office. **(20 marks)**
- c) What difficulties might arise? **(5 marks)**

QUESTION 2

- a) Define 'Office Administration'. **(3 marks)**
- b) Explain the role of an office in an organization. **(10 marks)**
- c) Differentiate between Office Management and Office Administration. **(7 marks)**

QUESTION 3

- a) Explain the importance of good communication. **(10 marks)**
- b) Define the term 'contract'. **(2 marks)**
- c) Discuss essential features of a valid contract. **(8 marks)**

QUESTION 4

Discuss the meaning of office insurance and its importance in Office Administration. **(20 marks)**

QUESTION 5

- a) Define the term 'Reception office'. **(2 marks)**
- b) Discuss duties and responsibilities of a receptionist. **(10 marks)**
- c) Discuss the qualities of a receptionist. **(8 marks)**