



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

CBM, CSTM, CHRM, CFOO, CSM, CLTM

BSC 1101: OFFICE ADMINISTRATION

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date Dec 2016

Instructions to Candidates

You should have the following for this examination

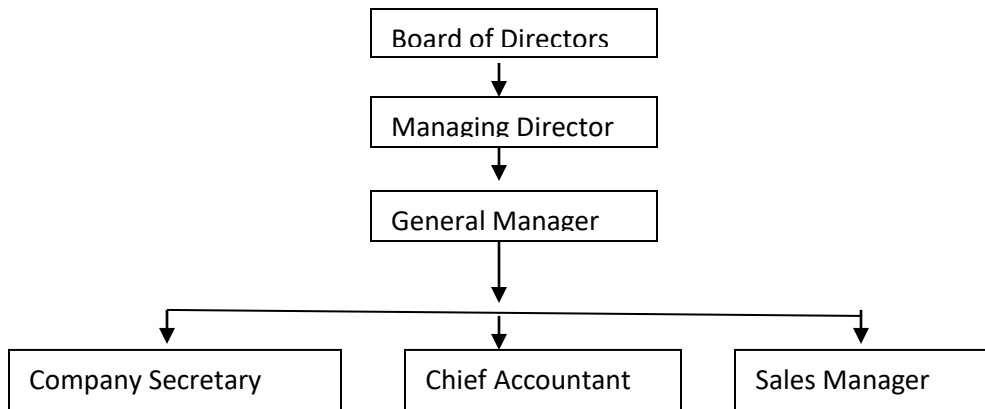
-Answer Booklet, examination pass and student ID

This paper consists of Choose No questions. Attempt Choose instruction.

Do not write on the question paper.

Question ONE (Compulsory)

- a) Explain FIVE main functions of management (10 marks)
- b) Study the diagram below, and answer the questions that follow;



i Name the diagram above. (2 marks)

ii Explain the purpose of the diagram mentioned in (i) above (8 marks)

c) List the different forms of written communication (10 marks)

Question TWO

a) State the factors to consider when deciding about a new office site (10 marks)

b) Explain the advantages of centralized filling system (10 marks)

Question THREE

a) What are the factors which are taken into consideration while buying office machines (16 marks)

b) Explain how technology can affect human relations (4 marks)

Question FOUR

a) Describe the qualities of a receptionist (10 marks)

b) Explain Four types of discrimination (8 marks)

Question FIVE

a) What are the factors to be considered when selecting furniture for a business concern (10 marks)

b) State the various internal control system adopted in different organizations (4 marks)