



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** causes of grievances of employees in an organization (10 marks)
- b) What are the factors considered for proper office lay-out (10 marks)
- c) Explain the importance of office work in the world today (10 marks)

Question TWO

- a) A good filing system should have certain characteristics, state and explain them (12 marks)
- b) State **FOUR** forms of organization (8 marks)

Question THREE

- a) Define organization chart (2 marks)
- b) Explain different form of organization chart. Use diagrams where necessary (12 marks)
- c) State **SIX** advantages of an open office (6 marks)

Question FOUR

- a) State and explain the advantages of office machines (12 marks)
- b) Discuss the basics functions of an office (8 marks)

Question FIVE

- a) *E*-mail has several advantages over other forms of communication. Explain them (16 marks)
- b) State the main principles of organization (4 marks)