



**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:

- Answer Question **ONE (Compulsory)** and any other **TWO** Questions.

QUESTION 1 (Compulsory)

- a) Explain office management. **(5 marks)**
- b) Highlight the rules of escaping from a burning office. **(5 marks)**
- c) Explain the advantages of photocopying **(10 marks)**

QUESTION 2

- a) Explain advantages of a typing pool. **(10 marks)**
- b) Explain the functions of an office reception. **(10 marks)**

QUESTION 3

- a) Explain the benefits of using machines in an office. **(10 marks)**
- b) Imagine that you have been interviewed and given a job as a manager:
 - Highlight the functions that you will be expected to carry out. **(10 marks)**

QUESTION 4

- a) Explain the objectives of organization and methods. **(10 marks)**
- b) Highlight the benefits of duplicating. **(10 marks)**

QUESTION 5

- a) Explain the rules that you are expected to observe while operating electric apparatus. **(10 marks)**
- b) Explain the ways of handling an inward correspondence. **(10 marks)**