



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN BUSINESS ADMINISTRATION/DIPLOMA IN HUMAN

RESOURCE MANAGEMENT

BSCL:2201: OFFICE ADMINISTRATION MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date Select Month Pick Year

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

- (a) State and explain FIVE qualities of an office manager (10 marks)
- (b) State and briefly explain FIVE types factors to consider when buying office machines (10 marks)

Question TWO

- (a) Briefly explain FIVE functions of Organizational Chart (10 marks)
- (b) State and explain FIVE factors that affect an Office Layout (10 marks)

Question THREE

- (a) There are different filing methods that an organization can adopt. State and explain FOUR of these methods giving an example of each (10 marks)

(b) Explain briefly FIVE advantages of matrix Organization Structure

(10 marks)

Question FOUR

(a) Briefly explain the functions of personnel department

(10 marks)

(b) Briefly explain FOUR types of filing equipment's

(10 marks)

Question FIVE

(a) State and explain FIVE principles of a good Organization

(10 marks)

(b) State and explain FIVE classifications of files

(10 marks)