



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN BUSINESS ADMINISTRATION/DIPLOMA IN HUMAN

RESOURCE MANAGEMENT

BSC2201: 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) Explain the FIVE functions of an office (10 marks)
- (b) State and explain the advantages of Organization Charts (10 marks)
- (c) Briefly explain FIVE rules for filing (10 marks)

Question TWO

- (a) Briefly explain the advantages of a closed office (10 marks)
- (b) State and explain FIVE qualities of a good office manager (10 marks)

Question THREE

- (a) Briefly explain FIVE advantages of Alphabetical classification of files (10 marks)
- (b) Give atleast FIVE reasons for filing documents in an organization (10 marks)

Question FOUR

(a) State and explain FIVE functions of Production Department (10 marks)

(b) Give at least FIVE reasons for filing documents in the organization (10 marks)

Question FIVE

(a) State and explain advantages and disadvantages of offset lithography (10 marks)

(b) State and explain THREE categories of typists (10 marks)