

TECHNICAL UNIVERSITY OF MOMBASA
SCHOOL OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION
UNIVERSITY EXAMINATION FOR DIPLOMA
DIPLOMA IN BUSINESS ADMINISTRATION
BSC 2202: OFFICE ORGANISATION
END OF SEMESTER EXAMINATIONS
SERIES: JANUARY/APRIL 2016
TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

Answer question **One (COMPULSORY)** and any other **TWO**

QUESTION ONE

- a) It does not matter whether you are a farmer, an engineer, a printer or a teacher, you will spend much of your time either in office work or processing documents for office work. Explain the importance of office work in the world today, referring in particular to any two of the professions or trades named (10 marks)
- b) Discuss the advantages of organization charts (10 marks)
- c) What are the factors to consider for proper office lay-out (10 marks)

QUESTION TWO

- a) Write the advantages of the following;
 - i) Line organization (5 marks)
 - ii) Staff organization (5 marks)

- b) What are the important qualities of an ideal office manager (10 marks)

QUESTION THREE

- a) Explain SIX qualities of a receptionist (12 marks)
b) Explain the importance of telephone as a tool of communication (8 marks)

QUESTION FOUR

- a) Describe the guidelines which should be used in order to ensure that telephone messages are recorded correctly. Design also a telephone message form (15 marks)
b) List factors that causes accident in an office (5 marks)

QUESTION FIVE

- a) What are the factors which are taken into consideration while buying office machines (10 marks)
b) Discuss the principles of selection in the furniture lay out (10 marks)