



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN BUSINESS ADMINISTRATION

BSC 2202: OFFICE ORGANIZATION

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 **FIVE** questions. Attempt question ONE (Compulsory) and any other **TWO** questions.

Do not write on the question paper.

Question ONE

- a) Define an office and explain FOUR of its roles in an organization (10 mks)
- b) Describe FIVE characteristics of a good office manager (10 mks)
- c) State and briefly explain FIVE ways of effectively managing office staff (10 mks)

Question TWO

- a) Explain FIVE benefits of having an office ethical code of conduct (10 mks)
- b) Describe FIVE measures to ensure safety and security in an office (10 mks)

Question THREE

- a) State and briefly explain FIVE qualities of a good receptionist (10 mks)

- b) Explain FIVE measures of office maintenance (10 mks)

Question FOUR

- a) Describe FIVE factors to consider in the location of an office (10 mks)
- b) State and briefly explain FIVE purposes of having strategies and objectives in an office (10 mks)

Question FIVE

- a) Explain FIVE ways to improve interpersonal relations in the office (10 mks)
- b) Describe FIVE management functions of an office (10 mks)