



# TECHNICAL UNIVERSITY OF MOMBASA

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## 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.**

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#### **Question ONE**

- a) State and briefly explain THREE types of offices (6 mks)
- b) Describe FIVE advantages of an open office layout (10 mks)
- c) Explain FIVE functions of an office manager (10 mks)
- d) State and briefly explain TWO benefits of record-keeping in an office (4 mks)

#### **Question TWO**

- a) Explain FIVE functions of a receptionist (10 mks)
- b) Describe FIVE advantages of a closed office layout (10 mks)

#### **Question THREE**

- a) State and briefly explain FIVE features of a good office furniture (10 mks)

b) Explain FIVE factors to consider in office location in an organization (10 mks)

**Question FOUR**

a) Describe FIVE characteristics of a good office code of conduct (10 mks)

b) State and briefly explain FIVE roles of communication in an office (10 mks)

**Question FIVE**

a) Explain FIVE measures to ensure safety and health in an office (10 mks)

b) Describe FIVE measures of office maintenance (10 mks)