



# TECHNICAL UNIVERSITY OF MOMBASA

---

## SCHOOL OF BUSINESS

### DEPARTMENT OF BUSINESS ADMINISTRATION

#### UNIVERSITY EXAMINATION FOR:

#### DIPLOMA IN BUSINESS ADMINISTRATION

DIPLOMA IN SECRETARIAL STUDIES AND OFFICE MANAGEMENT

DIPLOMA IN HUMAN RESOURCE MANAGEMENT AND INDUSTRIAL

RELATIONS

BSC 2201: OFFICE ADMINISTRATION AND MANAGEMENT

END OF SEMESTER EXAMINATION

**SERIES:**AUGUST2019

**TIME:**2HOURS

**DATE:**Pick Date Aug2019

#### 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) Briefly differentiate between office management and office administration. (6 MARKS)
- b) Highlight FOUR objectives of office management. (8 MARKS)
- c) Describe office stationery and highlight THREE aspects of stationery. (8 MARKS)
- d) Explain THREE duties of an office manager. (6 MARKS)

#### **Question TWO**

- a) Explain FIVE factors which determine human comfort and convenience in a working environment. (10 MARKS)

b) Describe FIVE files used for keeping documents in an office. (10 MARKS)

**Question THREE**

a) Describe FIVE elements of a good organizational chart. (10 MARKS)

b) Explain duties of an office manager under the following themes: (10 MARKS)

i) Duties towards top management

ii) Duties towards subordinates

**Question FOUR**

a) Explain FIVE conditions under which office layout may be contemplated or adjusted. (10 MARKS)

b) Office mechanization is of great significance in today's office environment. Explain FIVE demerits of this arrangement. (10 MARKS)

**Question FIVE**

a) Comfort is a key aspect to consider when setting up an office. Explain FIVE factors to consider when choosing office furniture. (10 MARKS)

b) Every position must have a job description. Describe the elements of a job description. (10 MARKS)