



# TECHNICAL UNIVERSITY OF MOMBASA

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## 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 DateAug2019

#### **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**

- Briefly define office management. (4 MARKS)
- Highlight FOUR elements of management. ( 8 MARKS)
- Briefly explain **FIVE** principles of organization. (10 MARKS)
- Highlight FOUR factors to consider when purchasing office machines. (8 MARKS)

#### **Question TWO**

- Explain the significance of an organization chart. (10 MARKS)
- Differentiate between open place office layout and cellular office layout describing when it is appropriate to effect office layout. (10 MARKS)

### **Question THREE**

- a) Explain FIVE physical and environmental conditions that should be considered in an office. (10 MARKS).
- b) Effective office management is significant for achievement of organizational goals. Explain FIVE functions of an office. (10 MARKS)

### **Question FOUR**

- a) Technology has influenced today's office immensely. Briefly explain FIVE advantages of office mechanization. (10 MARKS)
- b) Form design is significant in effective office administration. Explain FIVE factors involved in designing a form. (10 MARKS)

### **Question FIVE**

- a) Briefly describe **FOUR** filing classifications. (10 MARKS)
- b) Explain **FIVE** Functions of a personnel department. (10 MARKS)