



**TECHNICAL UNIVERSITY OF MOMBASA**

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**SCHOOL OF BUSINESS**

Department of Business Administration

**UNIVERSITY EXAMINATIONS FOR DEGREE IN  
DIPLOMA IN BUSINESS ADMINISTRATION**

**BSC 2202: OFFICE ORGANIZATION**

**END OF SEMESTER EXAMINATIONS**

**SERIES: AUGUST 2019**

**TIME: 2 HOURS**

**INSTRUCTIONS**

Answer Question **ONE (Compulsory)** and any other **TWO** Questions.

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**QUESTION ONE**

- a) Enumerate the functions of an office. **[10 marks]**
- b) Explain the essential qualities of an office manager. **[10 marks]**
- c) Explain the advantages of organization charts. **[10 marks]**

**QUESTION TWO**

- a) When selecting a new office site, what factors ought to be considered? **[10 marks]**
- b) What are the advantages of the open office plan over partitioned office? **[10 marks]**

**QUESTION THREE**

- a) Briefly highlight the qualities of a receptionist. **[ 10 marks]**
- b) Highlight and explain any five factors considered when buying machines for an organization. **[10 marks]**

#### **QUESTION FOUR**

- a) Highlight and explain the advantages of centralizing office services. **[10 marks]**
  
- b) Describe the steps in work study assignment. **[10 marks]**

#### **QUESTION FIVE**

- a) Briefly discuss the advantages of office machine. **[10 marks]**
  
- b) Highlight and explain the essential requirement for a good system of dealing with stationery. **[10 marks]**