



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

**UNIVERSITY EXAMINATION FOR:**

**BSC 2205: SECRETARIAL DUTIES**

Type unit name.

**END OF SEMESTER EXAMINATION**

**SERIES:DECEMBER2019**

**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. Attemptquestion ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

## SECTION A

### QUESTION 1

- A) State Six Personal qualities of a Secretary (12 Marks)
- B) Explain Six points the secretary must consider when booking appointments for the boss (12 marks)
- C) State Three advantages of Management by Committees (6 Marks)

## SECTION B

Answer ANY two questions from this section.

### QUESTION 2

- A) Using Charts show the difference between a Vertical Organization Chart and a Horizontal Organization Chart (10 Marks)
- B) How are Centralized Structures different from Decentralized Structures? (10 Marks)

### QUESTION 3

- A) Explain Four Basic Functions of an Office (10 Marks)
- B) Explain Five Ways in which office Noise can be controlled (10 Marks)

### QUESTION 4

Explain the Five Components of a Favorable Working Environment (20 Marks)

### QUESTION 5

- A) State and explain Four Types of Furniture in an Organization (10 Marks)
- B) Explain Five Advantages Desktop Publishing (DTP) (10 Marks)

## Marking Scheme for paper 2 Sec Duties