

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN SECRETARIAL STUDIES

SECRETARIAL DUTIES. BSC 2205

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**
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Section A

Question 1

- A) Identify Four routine office duties of a secretary (10 Marks)
- B) Explain Four Role of a secretary during meetings (10 Marks)
- C) Explain Four important skills that a secretary must poses (10 Marks)

Section B

Answer any two questions from this section:

Question 2

- A) State 3 merits and 2 demerits of Open plan offices (10 Marks)
- B) State 2 merits and 3 demerits of partitioned offices (10 Marks)

Question 3

- A) Explain Five Principles of a good office layout (10 Marks)
- B) Explain Five reasons why poor office layout can affect workers` efficiency in the office (10 Marks)

Question 4

Explain Ten Basic principles to be applied or considered when selecting office furniture (20 Marks)

Question 5

- A) Explain the meaning of Desktop Publishing (DTP) and state Four advantages of Desktop Publishing (10 Marks)
- B) Outline Four Safety items that an employer should provide for workers in a factory (10 Marks)