



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Applied & Health Sciences

DEPARTMENT OF PURE AND APPLIED SCIENCES

DIPLOMA NAUTICAL SCIENCE 11M

ANS 2306: MARINE ORGANISATION AND MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.

– Answer question **ONE (Compulsory)** and any other **TWO** questions.

This paper consists of Two printed pages.

QUESTION 1 (Compulsory)

- a) i) What are the functions of the Public relations department? **(3 marks)**
ii) Explain the importance of international relations in the shipping industry. **(3 marks)**
iii) What are the objectives of human relations? **(3 marks)**
- b) i) What are the contents of record taking in the meetings? **(3 marks)**
ii) What are the disadvantage of 1 or 2 employees in the open layout office? **(3 marks)**
iii) What are the contents of an office administration? **(4 marks)**
- c) i) What are the advantages of office layout? **(5 marks)**
ii) Outline three roles carried out by the public relations office. **(6 marks)**

QUESTION 2

Discuss in details the historical development of international relations. **(15 marks)**

QUESTION 3

Discuss the evolution of public relations. **(15 marks)**

QUESTION 4

Explain the ways or resolving disagreement while conducting meetings. **(15 marks)**

QUESTION 5

Explain the process involved in preparing for a meeting. **(15 marks)**