



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN DSSO AND DBM

BSC 2201: OFFICE ADMINISTRATION AND MANAGEMENT:

END OF SEMESTER EXAMINATION

SERIES: MARCH 2025

TIME: 2 HOURS

DATE: Pick Date Select Month MAR 2025

Instructions to Candidates

You should have the following for this examination

Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions.

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

Do not write on the question paper.

Question ONE

- a) Explain five purposes of filing in an office. (10 marks)
- b) Highlight the benefits of an open office plan. (10 marks)
- c) Explain how you would escape from an office that has been caught up with fire. (10 marks)

Question TWO

- a) Highlight five characteristics of a typing pool. (10 marks)

- b) Explain five methods of filing classification. (10 marks)

Question THREE

- a) Highlight the type of Equipments that can be found in an executive's office.
(10 marks)
- b) Describe five factors that can be considered when purchasing office furniture.
(10 marks)

Question FOUR

- a) Highlight five advantages of photocopying. (10 marks)
- b) Explain the process of an out going mail in an organization.
(10 marks)

Question FIVE

- a) Highlight five types of machines that are used in offices.
(10 marks)
- b) Describe five advantages of duplicating. (10 marks)