



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN BUSINESS MANAGEMENT

BSC 2201: OFFICE ADMINISTRATION AND MANAGEMENT

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: JULY2025

TIME: 2 HOURS

DATE: Pick Date Jul 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 benefits of office Equipments. (10 marks)
- b) Describe the functions of a manager in an office. (10 marks)
- c) High light five merits of using a dictating machine in an office. (10 marks)

Question TWO

- a) Explain five disadvantages of using a duplicating machine in an office. (10 marks)
- b) High light five advantages of mani folding. (10 marks)

Question THREE

- a) Describe five advantages of photo copying. (10 marks)
- b) Explain the process of an incoming mail. (10 marks)

Question FOUR

- a) Explain five points that should be considered before purchasing furniture. (10 marks)
- b) Highlight the functions of a personnel department in an organization. (10 marks)

Question FIVE

- a) Explain the advantages of an open office plan. (10 marks)
- b) Highlight the features of land scaping. (10 marks)