



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

CERTIFICATE IN HUMAN RESOURCE

CERTIFICATE IN BUSINESS MANAGEMENT

BSC 1101: OFFICE ADMINISTRATION

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2HOURS

DATE: APRIL 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. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- (a) Explain five measures that an office manager should take into account to reduce noise in an office. (10 marks)
- (b) Technical Universities are disadvantaged by most of its enclosed offices, state five disadvantages of such system. (10 marks)
- (c) Sahara Limited is in the process of designing an office for its newly established branch. Explain five factors that may consider in designing the office layout. (10 marks)

Question TWO

- (a) Briefly explain six administrative functions of an office set up. (16 marks)
- (b) List four main objectives of mechanizing office tasks. (4 marks)

Question THREE

- (a) Explain five benefits that an organization may derive from the adoption of a computerized system of procuring office stationaries. (10 marks)
- (b) Explain five main principles of good record management system. (10 marks)

Question FOUR

- (a) State five personal attributes that may enhance the effectiveness of an office manager. (10 marks)
- (b) Outline five measures that an organization may take to ensure proper control of office stationery (10 marks)

Question FIVE

- (a) Outline five advantages of centralizing office services in an organization. (10 marks)
- (b) Explain five reasons why an organization may choose to use a vertical filling system. (10marks)