



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
SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: JULY 2025

TIME: 2HOURS

DATE: JULY 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) State five challenges that an organization may face as a result of locating its office premises in the central business district (CBD). (10 marks)
- (b) Explain five functions of the Human resource department in an organization. (10 marks)
- (c) State four factors that may hinder effective workflow in an open-plan office layout. (10 marks)

Question TWO

- (a) Explain four common types of formal departmental structure. (8 marks)
- (b) Outline five advantages of centralized correspondence in an organization. (10 marks)
- (c) Define the meaning of office mechanization. (2 marks)

Question THREE

- (a) Explain five principles to be followed in designing office forms. (12 marks)
- (b) State four advantages of using centralized filing system in an organization. (8 marks)

Question FOUR

- (a) Explain six factors that may influence the selection of office machines in an organization. (12 marks)
- (b) Explain four advantages of chronological filing system. (8 marks)

Question FIVE

- (a) A secretary is required to perform a wide range of functions in organization therefore they should possess many qualities to discharge their duties. Explain five qualities of the secretary. (10 marks)
- (b) State and explain five basic objectives of record management system. (10 marks)