



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:
BACHELOR OF BUSINESS AND OFFICE MANAGEMENT
BOM 4202 OFFICE PROCEDURES AND AUTOMATION
END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: 6 May 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) You are the secretary to the manager in your company. Write the minutes of a meeting that occurred in the boardroom yesterday. (10 marks)
- b) Explain the secretarial duties that a secretary is supposed to perform during a meeting. (10 marks)
- c) Describe the essentials of a good filing system. (10 marks)

Question TWO

- a) Discuss the types of Office Layout. (10 marks)
- b) An office administrator performs different functions in an organization. Discuss. (10 marks)

Question THREE

- a) Explain the characteristics of a secretary who practices poor time management. (10 marks)
- b) Justify the existence of Office Systems. (10 marks)

Question FOUR

- a) Explain the requisites of a valid meeting. (10 marks)
- b) Discuss the importance of office manuals to business organizations. (10 marks)

Question FIVE

- a) "E-Mail has given rise to concept of Paperless Office." Comment on the statement Discussing Five disadvantages of e-mail. (10 marks)
- b) Describe Five advantages of Chronological Classification. (10 marks)