



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

SPECIAL/SUPPLEMENTRY UNIVERSITY EXAMINATION

FOR:

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BSC 4402: SECRETARIAL DUTIES AND PRACTICE

SERIES:AUGUST_{Picky}year2025

TIME:2HOURS

DATE:Pick DateAug2025

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of five questions. Attemptquestion ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question One

- (a) What are the key elements that define personality in a professional context? (10 marks)
- (b) Why is it important for individuals to boost their enthusiasm, especially in the workplace? (10 marks)
- (c) How does a good appearance contribute to a secretary's effectiveness in their role? (10 marks)

Question Two

- (a) What role do etiquettes and manners play in shaping an individual's personality in an organizational setting? (10 marks)

(b) How can communication skills and confidence impact a person's personality in a professional environment? (10 marks)

Question Three

(a) Identify five challenges facing secretaries or office administrators that impact their performance. (10 marks)

(b) Explain how guidance and counselling constraints can affect secretarial duties and the organization's image. (10 marks)

Question Four

(a) Describe the importance of office ergonomics for workers and mention any two potential injuries that can arise from poor ergonomics. (10 marks)

(b) What steps can office workers take to ensure correct monitor placement and reduce screen glare? (10 marks)

Question Five

(a) How does inter-departmental coordination enhance the role of a secretary within an organization? (10 marks)

(b) Explain the relationship between the secretarial office and the sales or marketing department. (10 marks)