



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BSC 4401: OFFICE ADMINISTRATION AND MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick Date Dec 2024

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) Mr Juma is the Office Manager of a new manufacturing company. He has to consider various aspects of the workers' offices. Elucidate the factors regarding office accommodation that he has to consider. (10 marks)
- (b) Describe the issues to be borne in mind by the Office Manager when considering ergonomics. (10 marks)
- (c) An office is the nerve centre of an organization. Explain the principal functions of an office. (10 marks)

QUESTION TWO

- a) The lighting in an office varies according to various issues. Describe the factors that determine the type of office lighting to be installed in an office.

(10

marks)

- b) An organization may opt to centralize services to enhance efficiency and effectiveness. Describe the importance of centralizing the purchasing services of the organization. (10 marks)

QUESTION THREE

- (a) Every organization has heterogeneous groups. Elucidate the merits of heterogeneous groups in a multinational organization.

(10

marks)

- (b) Office layout considers the office as a room. Describe the principles to be considered by the Office Manager when setting up the office layout.

(10

marks)

QUESTION FOUR

- (a) The Office Manager may consider restructuring the office or work systems in the organization. Describe the process he would follow during restructuring. (10 marks)

- (b) Define the 'office environment'. Describe the various aspects that are factored when considering the environment in which the office will be placed. (10 marks)

QUESTION FIVE

- (a) Organizations have different organization structures. Describe the benefits enjoyed by an organization which uses the line organization structure.

(10

marks)

- (b) Describe the salient features of an organization chart.

(10

marks)