



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

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 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) Elucidate the meaning of the office environment, which considers the office as a place, and describe the factors to be considered when considering the office environment. (10 marks)
- (b) Noise is sound which exceeds eighty decibels. Describe the measures used by an organization to control noise in the office. (10 marks)
- (c) The office is the pivot of any organization. Explain the duties that the office manager performs in the office, in relation to his subordinates.

marks)

(10

QUESTION TWO

- a) Lighting in an office varies according to various issues. Describe the principles to bear in mind when setting up office lighting. (10 marks)
- b) An organization may opt to centralize office services to enhance efficiency and effectiveness. Describe the importance of centralizing the registry office services. (10 marks)

QUESTION THREE

- (a) Every organization requires office machines. Describe the merits of office machines in the company. (10 marks)
- (b) A good organization does not just happen. Discuss the factors that lead to a good organization. (10 marks)

QUESTION FOUR

- (a) Every organization uses records. Elucidate the features of a good filing system. (10 marks)
- (b) Describe the factors that should be considered by the Office Manager when purchasing office machines. (10 marks)

QUESTION FIVE

- (a) Organizations have different organization structures. Describe the challenges faced by an organization which uses the functional organization structure. (10 marks)
- (b) The setup of an office involves various dynamics. Ergonomics is a major issue in setting/choosing certain office aspects. Describe the factors

considered in ergonomics.

marks)

(10