



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
SPECIAL/SUPPLEMENTARY EXAMINATION
SERIES JULY, 2025
TIME: 2 HOURS
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) An office is the nerve Centre of an organization. Discuss using five examples. (10 marks)
- b) Discuss the benefits of proper office layout. (10 marks)
- c) Summarize the relevance of office systems to an office administrator. (10 marks)

Question TWO

- a) Summarize the behavioral symptoms of work-related stress in an employee. (10 marks)
- b) Discuss the Commonly used methods of classification of files.

(10 marks)

Question THREE

- a) Product line structure is crucial in an organization. Discuss. (10 marks)
- b) Explain the benefits of Effective delegation to an organization. (10 marks)

Question FOUR

- a) Analyze four types or forms of organizational power. (8 marks)
- b) Describe any four types of job design. (12 marks)

Question FIVE

- a) Write short notes on the concept of an ethical business. (10 marks)
- b) Discuss five ethical dilemmas' that may be encountered in an organization. (10 marks)