



TECHNICAL

MOMBASA

UNIVERSITY OF

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BSC 4104: DOCUMENT PRODUCTION I

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date Dec 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FOUR** questions. Attempt **ALL** questions.

Do not write on the question paper.

Task 1

Instructions

1. Create the following letter
2. Make the corrections as per the comments
3. Insert your Student Number as a header.
4. Save it as **LETTER** to print out later.

Letterhead

Ref DC/wo/008

Today's date

The Chief Executive Officer
Jitegeme Sacco
P O Box 8910
TAVETA

Dear Sir/Madam

Wireless leased line

We refer to your letter dated 1st December 2016 enquiring about a wireless leased line. This is a connection mostly preferred in areas where there is difficulty accessing through the traditional telephone lines. Wireless leased lines are also common in areas where it would be difficult to lay cables due to the physical terrain and vandalism.

the service

Azusa will provide the wireless equipment to clients on a lease basis. The equipment shall remain the property of Azusa upon termination of the agreement or your company contract, alternatively you can buy your own equipment. The solution is ideal for tour companies, learning institutions, banks, NGO's, cyber cafes, prasatata and saccos. The cost involved in wireless leased lines connection is as outlined below.

We trust that the above information will be useful to you as you make your decision for the purchase.

Yours faithfully

AZUSA INTERNET PROVIDERS

Prince Chohi

MANAGING DIRECTOR

Commented [D1]: Create a Letter head for AZUSA INTERNET PROVIDERS and insert a relevant Clipart. Align the Clipart to the Right

Commented [P2]: CAPS, Font Size 14, bold.

Commented [P3]: Indent paragraph Left (0.5") Right (0.5")

Commented [P4]: Title case bold

Commented [P5]: Hanging paragraph

Commented [P6]: Bold and Toggle Case

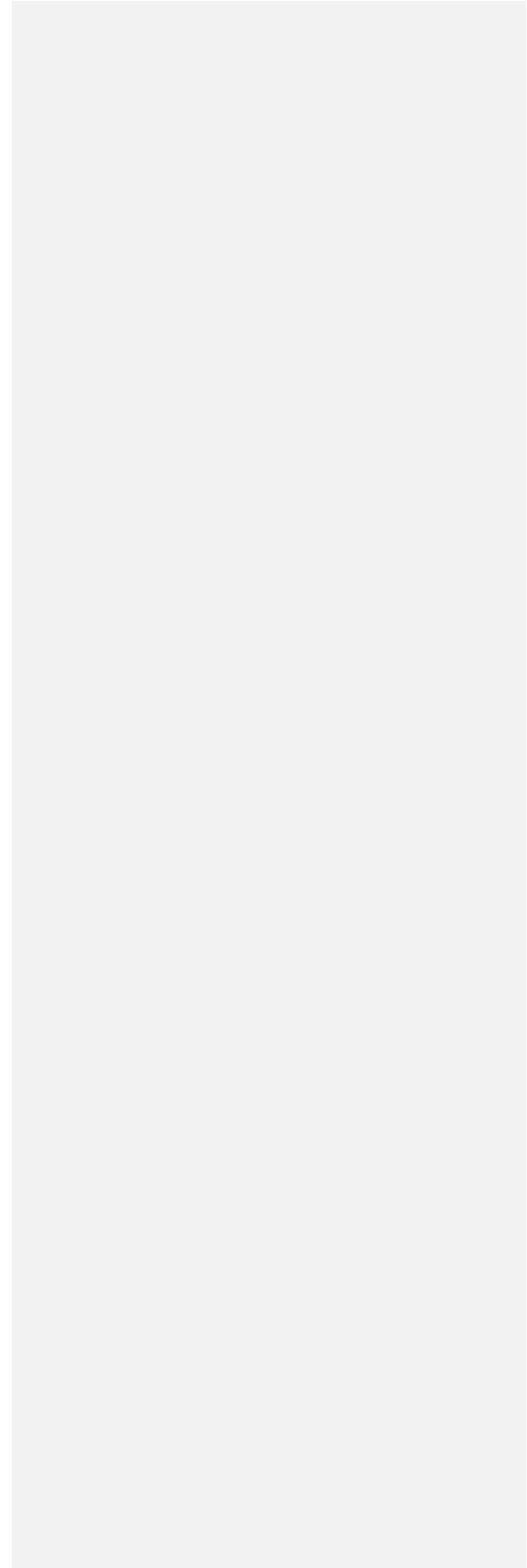
Commented [P7]: BOLD

(20 marks)

Task 2 (15 marks)

Instructions

1. Display the following advert attractively.
2. Save it as **ADVERT** to print out later.



Task 3 (15 marks)

Instructions

1. Create the following document
2. Make the necessary changes as per the *comments*
3. Insert your Student Number as a header
4. Save the document as **HUMAN RELATIONS** in your folder (student Number)

HUMAN RELATIONS

Human relations can be defined as the process of an effective motivation in a given situation in order to achieve a balance of objectives which will yield greater human satisfaction and help accomplish company goals.

Importance of human relations

Good human relations facilitate communication in a firm and this leads to satisfaction of people at work. When human relations are carried out, the staffs are motivated and this leads to increased productivity.

For the leadership to benefit from good human relations, the leaders would seek to use words like “I admit I made a mistake”, “You did a great job”, “What is your opinion”, “If you please”, “Thank you” and other related phrases.

Improvement of human relations

The following measures are suggested to improve human relations:

1. Creation of conducive work environment and pleasing surroundings.
2. Provide abundant opportunity of personal advancement through training and development programmes.
3. Recognize the worth of quality control, reduction in cost, full attendance at work, exemplary safety record, maintenance of discipline and cooperation with the management in difficult times.

Launch a well-planned communications system in order to make the employee aware of the changes in technology and get reactions from employees.

Commented [P8]: caps

Commented [P9]: Caps

Commented [P10]: Bullets

Task 4**Instructions**

1. Create the following table to fit on an A4 landscape paper
2. Center the table both vertically and horizontally
3. Save it as TABLE to print out later

DOTCOM ENGINEERS AND ASSOCIATES
Revenue and Expenditure (2014-2015)

| INCOME FROM VARIOUS ACTIVITIES | | |
|---------------------------------------|-------------|----------|
| ACTIVITY | YEAR | |
| | 2014 | 2015 |
| | Ksh.'000 | Ksh.'000 |
| Road Construction | 5400 | 5700 |
| Bridges | 5300 | 5400 |
| Buildings | 5836 | 5656 |
| Footpaths | 4210 | 5250 |
| Sale of Equipment | 5710 | 5600 |
| Bocks and Bricks | 9640 | 1040 |
| Drawing and Design | 9980 | 1120 |
| TOTAL | | |

(20 marks)