



**TECHNICAL UNIVERSITY OF MOMBASA**

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SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS

ADMINISTRATION

**UNIVERSITY EXAMINATION FOR:**

DIPLOMA IN SECRETARIAL STUDIES

BSM 2204: DOCUMENT PROCESSING II

END OF SEMESTER EXAMINATION

**SERIES: AUGUST 2017**

**TIME: 3 HOURS**

**DATE: SEPT. 2017**

**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.**

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**Question ONE**

**a)**

- i. Key in the following document.  
20 marks
- ii. The document contains some errors. Edit the document appropriately.
- iii. Use double line spacing, font size 12 and Times New Roman font.
- iv. Save the document as 'your student number' Paragraph to print out later.

In order to take account of the fact that poor countries differ from developed countries, development economics also draws on other sciences than economics. When looking at the contribution by economic science, we should admit that before the neoclassical school became mainstream, the classical economists used the notion political economy instead of economics. This distinction is important when it comes to development economics, which stresses the role of institutions. Accordingly, contemporary theory in the field of development economics has sometimes pointed at poor governance as main cause of stagnation in developing countries. It should be an important task to examine this explanation of why poverty persists which cannot be done unless economic activity is viewed in its political context taking account of political institutions. Another question arising is if economics can help us to better understand the process of development, which is extremely complex, and if economics also can become an efficient tool for shaping adequate development policies. Sometimes economists are criticized for being too narrow primarily focussing on the task to increase economic growth, even if it is empirical evidence that economic growth often increase inequality and, therefore, does not provide a sustainable solution for the poor

b)

- i) Key in the following table.  
20 marks

Resort	Hotel	Rooms	Price Kshs	Rating
Bermuda	Elbow Beach	300	6000 0	*****
Gambia	The Heights	204	3500 0	****
India	Fort Aguada	250	2200 0	****

- ii) Modify the table to include an extra row at the bottom. Merge the cell and Enter the wordings 'terms and conditions apply.'

- iii) Format all headings so they are bold and centred.  
Re-size columns where necessary to accommodate the text.
- iv) Save the document as 'your student number' table to print out later.

**Question TWO**

- a) Key in the following Notice.  
10 marks
- b) Edit the document appropriately  
10 marks
- c) Save the document as 'your student number' Notice to print out later. 10 marks



**Question THREE**

- a) Key in the following letter.  
10 marks
- b) Edit the document appropriate and use closed punctuation.  
10 marks
- c) Save it as 'your student number' Letter for printing out later. 10 marks

The Managing director  
Extelecomms Business Enterprise  
P O Box 4827  
DODOMA

Ref No MN/2  
15 August 2017

The Manager  
Global Supplies Limited  
P O Box 242  
NAIROBI

Dear Sir

#### AN APPOINTMENT LETTER

Upon reviewing your application and interviewing you in person we are very pleased to appoint you as the new general manager for Miami Electronics in Miami Florida as of July 31 2014. Out of the 100 candidates that applied for this job your skills and experience stood out as exactly what this company needs to succeed.

The conditions of your appointment are included within this packet. If you wish to accept the enclosed conditions and this job please sign and date this letter below and return it to my by August 7 2014. If you no longer wish to accept this job please let me know as soon as possible so we can find someone else to fill the position. If we do not receive a response from you by August 7 2014 we will assume you are no longer interested in this job and this offer will automatically be withdrawn.

If you have any questions or concerns regarding the enclosed terms and conditions or anything related to your new position please do not hesitate to contact me as soon as possible to discuss them further. Looking forward to working with you.

Yours faithfully  
EXTEKECOMS BUSINESS ENTERPRISE

Michael Ole Lossop  
Managing Director

#### **Question FOUR**

- a) Key in the following document as it appears.

10 marks

- b) Edit the document appropriately  
10 marks
- c) Save the document as 'your student number' Table to print  
out later. 10 marks

World Health Organization Beneficiaries			
UGANDA	BRAZIL	RWANDA	BOTSWANA
Medical Equipment	Relief food supplies	Water and Sanitation Facilities	Environmental aspects
Public Health	SCHEME - Aqua life	Medical Equipment	Personnel volunteer
Activities are based on the need identification of particular countries.			

**Question FIVE**

- a) Prepare an Agenda inviting your staff members for a special departmental meeting. 10 marks
- b) Edit the document appropriately  
10 marks
- c) Save the document as 'your student name' Agenda to print out later. 10 marks