



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN SECRETARIAL STUDIES

BSC 2209 : DOCUMENT PROCESSING III

END OF SEMESTER EXAMINATION

SERIES:AUGUST2019

TIME:3HOURS

DATE:13Aug2019

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 ALL questions.

Do not write on the question paper.

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, and paragraph headings.
- iv. Save the document as 'your student number' Business to print out later.

FORMULATING STRATEGIES FOR SMALL BUSINESSES

Before a manager is able to practice strategic management successfully in international context it is important for him/her to understand the basic principles of international management. To engage in international management is to perform management activities across national

boundaries. In such cases the firm accomplishes its mission at least partially by conducting business activities in a foreign country. Such activities

can be as simple as selling a product in a foreign country or entering into an agreement with a foreign partner to sell products throughout the world. Advances in transportation technology and communication have made it possible for managers to do business elsewhere. Objectivity - An honest assessment of the strengths and weaknesses of the business and management skills must be done. Keep it simple and focused - In small businesses simple is effective, efforts and resources should be concentrated where the impact and profits are greatest. Focus on profitable markets - small businesses survive by providing distinctive goods and services that meets the wants and needs of selected group of consumers. Develop sound marketing plans - As a small business you must determine how to reach and sell to customers. Manage employees well - Small businesses succeed by building, managing and motivating winning teams.

Keep clear accounting records - Small businesses need to keep track of assets, liabilities, sales, costs and other accounting information in order to survive and prosper. Understand all phases of the business- Control of a small business and improvement of small business profits depend on a complete understanding of all business functions. Plan ahead- small Businesses must develop plans and convert them into productive activities.

Question TWO

- a) Prepare a notice inviting your club members for a party. 5 marks
- b) Use an appropriate page border and picture. 10 marks
- c) Save the document as 'your student number' Notice to print out later. 5 marks

Question THREE

- a) Key in the following letter.
- b) Edit the document appropriate. 5 marks
- c) Use shoulder headings, indented style and open punctuation. 10 marks
- d) Save it as 'your student number' Letter for printing out later. 5 marks

The Manager,

Waumini company ltd.,
P. O. Box 839,
BUJUMBURA.

Ref No MN/2

15 August 2019

The Director,
Musical World Production,
P. O. Box 32,
NAKURU. Dear Sir,

SHORT COURSE - LEADERSHIP AND POWER

I wish to inform you that we shall conduct a workshop on leadership and power. It is important to note that leadership does not exist without power. Thus we have to reflect on power in order to lay a theoretical foundation for responsible leadership. Potential of Power: Power is potential the ability to influence behavior, to change the course of events, to overcome resistance and to get people to do things that they would not otherwise do. Politics and influence are the processes, the actions, the behaviors through which this potential power is utilized and realized. However, power has been an important aspect of human civilization since time immemorial. Power might be physical, political or social.

Power dynamics In the context of business as well, power dynamics tend to influence decisions and people transactions heavily. So defining power can be difficult as it is understood and interpreted in several ways however power can definitely not be called a force which gets you what you want. Power basically emanates from position or authority which can influence people both positively and negatively.

In case, you have further queries on this topic, kindly do not hesitate to join our on-line course for further information. We hope to hear from you. Thank you. Yours faithfully WAUMINI COMPANY LIMITED.

Rotich Kipekemei,
The Manager.

Question FOUR

- a) Key in the following document as it appears. 5 marks
- b) Edit the document appropriately 10 marks
- c) Save the document as 'your student number' Table to print out later. 5 marks

THE STATE OF CASH CROP PRODUCTION IN AFRICA

CASH CROP PRODUCTION IN VARIOUS COUNTRIES			
Country	For Export (tons)	For Processing(tons)	For Reserve (tons)
Rwanda	351	124	214
Botswana	61	7,272	514
South Africa	72	324	5,418
Kenya	783	9,545	6,214
Burundi	2	526	716
Tanzania	824	457	22
Mali	83	8,973	1,568
Egypt	833	625	1,618

Question FIVE

- Prepare the following flow chart as it appears. 10 marks
- Edit the document appropriately. 5 marks
- Save the document as 'your student name' Figure to print out later. 5 marks

PROPOSED FRAMEWORK FOR ACHIEVING THE GROUPS GOALS

