



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS IN OFFICE MANAGEMENT

BSC 4203: SHORTHAND SPEED DEVELOPMENT II (60 WPM)

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

Instructions:

This paper consists of **THREE** passages for dictation.
Warm-up exercise, Question One and Question Two.
Answer **ALL** questions.

60 w.p.m

WARM UP PASSAGE

(To be dictated within two minutes)

Self-esteem is the opinion that one has of his / or her worth. It is 10
described as being either high / or low. When it is high, it means that one / 20/30
thinks well of themselves and when it is low, it / means they are not happy 40
with what they are.

50/60
Low / self-esteem comes about as a result of a poor / self-image. A 70/80
person believes the bad things which others / say about them. On the other 90
hand, high self-esteem / results from the confidence a person has in regard to 100
/ their own abilities and general well-being. This is supported / by the good 110
things that other people say about them. /

120
Self-esteem is very important because it affects how one / thinks, acts 130
and how they relate to other people. Those / who do not value themselves 140
will find it difficult to / value others.

60 w.p.m

PASSAGE I

A LETTER SEEKING ADVICE ON WHETHER TO BUILD OR BUY A HOUSE

(Not part of the dictation)

Dear Tom, 1/4

Thank you for your letter in which you asked me to give you / advice
on whether to buy or build a house. 1/2

I am writing to inform you // that building a house is quite hard 3/4
these days. As you are aware, getting skilled /// and cheap labour is 1
difficult. Workers who have good skills are quite few. You //// need to 1/4
get in touch with companies that sell building materials at cheap rates. 1/2
On / the other hand, it takes a long time to complete building a good
house. This // is more so if you do not have enough money at hand. 3/4

Since you state /// that you do not have enough cash, I would advise 2
you to take a bank //// loan and buy a house. This is because you could 1/4
use the money you have / been paying as house rent as part of the loan 1/2
repayment when you move into // the new house. 3/4

I hope this advice will help you decide on whether to build /// or
buy a house. If you need more information, do not hesitate to call. 3

Yours, ////

(ONE-MINUTE INTERVAL)

60 w.p.m

PASSAGE II

AN OFFICE MANAGER'S SPEECH ON CHANGE OF PREMISES

(Not part of the dictation)

This is our second meeting this year and I welcome you all. 1/4
During our last / meeting in March, I expressed the concern of the
board about the problem of space // in our offices. In my opinion, the 1/2
time has come when we have to look /// for modern premises with 3/4
more space as it is no longer possible to handle clients //// in this 1
office. 1/4

We are so used to this building that we feel we would / rather 1/2
stay here. However, it is hard to improve the place as the owner of // 3/4
the building has shown no interest in doing so. The building is, in fact, 2
very /// old and the owner is not making any effort at all to keep it
painted //// and in good condition. 1/4

There are several new buildings which have come up in the / 1/2
city. Some of them are still near enough to the offices of our clients. 3/4
If // we were to move into any of them, we would still be within easy 3
reach /// of all our customers.

I shall be happy to hear your views about this matter. ////

(FOUR-MINUTE INTERVAL)