JUNE 2013 EXAMINATION

DATE: 6 JUNE 2013

TIME: 09H00 – 12H00

DURATION: 3 HOURS

TOTAL: 100 MARKS

PASS MARK: 40%

BUSINESS AND OFFICE ADMINISTRATION 2

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF:
(i) 10 MULTIPLE-CHOICE QUESTIONS (10 MARKS)
(ii) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(iii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

SECTION B: CONSISTS OF 3 SHORT QUESTIONS

ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION C: CONSISTS OF 3 LONG ANSWER QUESTIONS

ANSWER ALL THE QUESTIONS (40 MARKS)

SECTION D: CONSISTS OF 3 INTERPRETATIVE QUESTIONS

ANSWER ANY ONE OF THE QUESTIONS (20 MARKS)

INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.
(i) **MULTIPLE-CHOICE QUESTIONS**

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. Physiological factors in the work environment include:
   - (a) floor covering.
   - (b) music.
   - (c) energy conservation.
   - (d) All of the above.

2. The most comfortable and healthy temperature for work is:
   - (a) 18°C.
   - (b) 23°C.
   - (c) 19°C.
   - (d) 21°C.

3. A symptom of SBS is:
   - (a) memory or cognitive lapses.
   - (b) enhanced work performance.
   - (c) staff disputes.
   - (d) All of the above.

4. Which statement is correct when considering the purchase of a new office chair?
   - (a) The seat should be deep and soft.
   - (b) Office chairs have no need for wheels.
   - (c) Chairs for general office work should have arm rests.
   - (d) All of the above.

5. Conceptual skills entail:
   - (a) the ability to work with people.
   - (b) the ability to use skills.
   - (c) mental ability.
   - (d) None of the above.

6. Organisational resources include:
   - (a) databases.
   - (b) advice bureaux.
   - (c) data banks.
   - (d) All of the above.
7. Being assertive includes:
   (a) standing up for what you believe in.
   (b) giving positive criticism.
   (c) dealing with a difficult customer constructively.
   (d) All of the above.

8. The key to knowing when gossip is out-of-hand is:
   (a) when you realise the gossip is about you.
   (b) when it is disrupting the workplace and the business of work.
   (c) when you started the gossip.
   (d) All of the above.

9. Physical behaviour includes:
   (a) touching.
   (b) sexual assault.
   (c) rape.
   (d) All of the above.

10. Messengers' routines must be coordinated to fit in with the following time aspects:
    (a) the lunchtime of the secretary
    (b) the availability of transport
    (c) the flow of internal work routines
    (d) All of the above. [10]

(ii) **TRUE OR FALSE QUESTIONS**

Indicate whether the following statements are True or False. Motivate all your answers.

1. Business cards contain the name of the caller and of the firm.

2. Be concise: This means, stay away from abbreviations and don't use emoticons.

3. The purpose and thoughts behind your material do not determine the length of your sentences.

4. Unlimited rate: This is an unlimited rate that is charged per day.

5. A travel document is valid for ten years from the date that the travel document is issued. [5 × 2 = 10]
(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ad hoc committee</td>
<td>(a) appointed for a specific aspect of the organisation</td>
</tr>
<tr>
<td>2. the snake</td>
<td>(b) rude, aggressive, domineering and negative about people, always blaming others and never taking responsibility for their own actions</td>
</tr>
<tr>
<td>3. the wild cat</td>
<td>(c) activities that are largely mental and involve the use of knowledge or judgement</td>
</tr>
<tr>
<td>4. cognitive</td>
<td>(d) similar characteristics to the snake, but acts subversively, such as withholding information, giving irrational excuses for incomplete work, and harassing colleagues</td>
</tr>
<tr>
<td>5. executive committee</td>
<td>(e) activities that involve predefined work steps</td>
</tr>
<tr>
<td>6. physical</td>
<td>(f) activities that need human energy</td>
</tr>
<tr>
<td>7. the shark</td>
<td>(g) appointed temporarily for a specific purpose</td>
</tr>
<tr>
<td>8. procedural</td>
<td>(h) often unseen at work</td>
</tr>
<tr>
<td>9. the hyena</td>
<td>(i) gossip about or criticise others’ personal lives</td>
</tr>
<tr>
<td>10. standing committee</td>
<td>(j) manages the organisation and has the power to act on a decision</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Name the two design plans that meet the space needs of all department functions. [2]

QUESTION 2
The base of a well-designed office chair has which characteristics? [2]

QUESTION 3
(a) i. Define 'ergonomics'. (1)
ii. Give examples of each type of physical features of a building. (2)
(b) Identify the three closely related elements on which all office work depends. (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS  

(40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) List five examples of follow-up filing systems.  
(b) Describe five measures that can be taken to reduce the glare of a VDT.

QUESTION 2

Anything that interrupts work is known as a ‘time-waster’ or ‘time stealer’. List ten commonly identified time-wasters.

QUESTION 3

(a) i. Specify five tasks that a PDA can handle.  
ii. Describe the advantages of stock taking.
(b) Discuss the aspects of passports or travel documents that you need to bear in mind when making travel arrangements for your manager.

[40]
SECTION D: INTERPRETATIVE QUESTIONS

(20 MARKS)

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1
(a) Arrange the following names in alphabetical order.

S. Tsekoa
A.L. Oliphant
P.V. Choane
P.C. Melaedi
M.S. Seleke
M.E. Radebe
R.J. Taole
K.J. Mathe
P. Namanyane
L.A. Phajane

(b) Your friend is considering opening a cheque account. Give him some pointers on the application process.

OR

QUESTION 2
Look at the three cartoons below then draw up a list of typical office accidents or problems and their causes that you can distribute to all staff.
QUESTION 3

(a) i. Identify the following words from their descriptions:

- Can be taken at a bank for medium term and can be paid off in equal instalments every month over the agreed term.
- Can be take up on a current cheque account. This allows you to withdraw more money than you have in your account.
- A copy of the transactions of the holder of a current account, as they are recorded in the ledger book of the bank.
- Banking machines that you can use both during and after banking hours.

ii. Explain the benefits of these banking machines (identified above) during and after banking hours.

(b) Many of us have to deal with angry or unhappy clients as part of our roles, and it's never easy. But if we know what to say and, more importantly, how to say it, we may be able to save the situation. In fact, we can even end up with a better relationship with our client than we had before.

Read the following scenario, then explain how you would deal with this or a similar situation.

One of Tim's most important clients has just walked into his office, unannounced. Tim stands up with a smile on his face, ready to greet him, when the dam bursts – his client explodes into an angry tirade because Tim's organisation has failed to make a delivery on time.

Because of this, the client was unable to demonstrate a key product, which meant that he lost an important sale.
Tim does his best to reason with his client, but nothing he says helps the situation. The client only gets angrier, shouting accusations and spiralling further into a rage. Within a few minutes he walks out, vowing never to do business with Tim's organisation again. (10) [20]

Section A: 30 marks
Section B: 10 marks
Section C: 40 marks
Section D: 20 marks
TOTAL: 100 MARKS