BUS BUS 5

JUNE 2012 EXAMINATION

DATE: 7 JUNE 2012

TIME: 09H00 – 12H00 TOTAL: 100 MARKS

DURATION: 3 HOURS PASS MARK: 40%

(VL-66)

BUSINESS AND OFFICE ADMINISTRATION 2

THIS EXAMINATION PAPER CONSISTS OF 3 SECTIONS:

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

ANSWER ALL THE QUESTIONS

SECTION B: CONSISTS OF 5 SHORT QUESTIONS

ANSWER ALL THE QUESTIONS (40 MARKS)

SECTION C: CONSISTS OF 2 LONG ANSWER QUESTIONS

ANSWER BOTH QUESTIONS (40 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.
SECTION A

(20 MARKS)

ANSWER ALL THE QUESTIONS

(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. The study of time management includes:
   (a) controlling files (their removal and return).
   (b) learning to prioritise your work.
   (c) a follow-up filing system.
   (d) possible causes of a poor filing system.

2. The study of stationery and stock control includes:
   (a) obstacles to proper time management.
   (b) resistance to planning.
   (c) required skills for effective planning.
   (d) the stock control card system.

3. The study of dealing with difficult people includes:
   (a) dealing with difficult clients, employees, managers and subordinates who are complex.
   (b) human resource development.
   (c) anger management.
   (d) regular updating.

4. The study of people and their working conditions is known as:
   (a) psychology.
   (b) management.
   (c) ergonomics.
   (d) economics.

5. Activities that are largely mental and involve the use of knowledge or judgement are classified as:
   (a) cognitive.
   (b) procedural.
   (c) physical.
   (d) social. [5 × 2 = 10]
(ii) **TRUE OR FALSE QUESTIONS**

Choose whether the following are True or False. Write only ‘true’ or ‘false’ for your answer.

1. The surface environment consists of the physical features in an office that are part of the building, the layout of the building and the work that is done in the building.

2. Sales managers in large companies and human resources managers in smaller organisations are commonly assigned responsibility to maintain the security environment of the business.

3. Emergency procedures and information should be put in place in any office.

4. Managers conduct a monthly safety check but do not use a safety checklist.

5. According to the Occupational Health and Safety Act 85 of 1993, organisations with more than 20 employees must appoint health and safety representatives from among the employees.


7. The colours that are used in an office set the mood of employees.

8. The principles of colour selection for walls and ceilings do not apply to selection for furniture and equipment.

9. The kind of artificial lighting that is distributed in an office depends on the type of office that is used.

10. Ambient lighting uses direct fixtures or up-lights that direct light upwards to be reflected off the ceiling onto surfaces surrounding the workstation. [10]

[20]
SECTION B: SHORT QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) Name three common sources that specialise in providing music for the office. (3)

(b) Name two symptoms of Sick Building Syndrome. (2) [5]

QUESTION 2

List three advantages and two disadvantages of a conventional office plan. [5]

QUESTION 3

(a) Name the guidelines that need to be considered when setting up a workstation. (6)

(b) Name five aspects of the management of records and filing that is done in an office. (5)

(c) List any five reasons for a poor filing system. (5) [16]

QUESTION 4

(a) Give the full definition of electronic records. (4)

(b) List four types of accidents that can occur in an office. (4) [8]

QUESTION 5

Identify six advantages of good time management. [6]

[40]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER BOTH QUESTIONS

QUESTION 1
Give a full explanation of the purpose of stocktaking and how stock should be controlled. [20]

QUESTION 2
List things to consider when planning the following aspects relating to the organisation of a conference:
(a) choice of venue (8)
(b) setting of the budget (4)
(c) master of ceremonies, guest speakers and guests of honour (8) [20]

[40]

Section A: 20 marks
Section B: 40 marks
Section C: 40 marks
TOTAL: 100 MARKS