BUSINESS ADMINISTRATION: OFFICE PRACTICE

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.

NOTE: FOR SPECIAL REQUIREMENTS PLEASE TURN TO PAGE 2.

Examiner: J Olivier
SPECIAL REQUIREMENTS

- Graph paper
- Non-programmable calculator
- Ruler
- Pencil
- Coloured pens / pencils
SECTION A  

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. Which of the following forms of envelope is NOT commonly used in business?

   (a) pocket envelope  
   (b) business envelope  
   (c) external envelope  
   (d) window envelope

2. Stock control means organising the way that you implement:

   (a) the reordering of stock.  
   (b) the unpacking of stock.  
   (c) the hand-out of stock.  
   (d) the storage of stock.

3. A symptom of athlete’s foot:

   (a) The skin on the feet becomes scaly.  
   (b) There are sores or blisters between toes.  
   (c) Sores and blisters may spread to the soles of the feet.  
   (d) All of the above.

4. When buying an item with money from petty cash, you must bring back the proof of purchase, which will be:

   (a) the item purchased.  
   (b) the change.  
   (c) an invoice.  
   (d) All of the above.

5. The petty cash policy should include, but is not limited to, the following issue:

   (a) Who will make use of the petty cash?  
   (b) What can be bought with the petty cash?  
   (c) Who are the key individuals responsible for the petty cash system?  
   (d) All of the above.
6. Non-behavioural observation includes:
   (a) observing what people actually say and how they speak.
   (b) observing how a person relates to other people in a specific situation.
   (c) observing non-verbal behaviour by looking at the respondent's body language, expressions and gestures.
   (d) record analysis.

7. Classified information means that the information:
   (a) may not be disclosed to anyone.
   (b) may only be disclosed to a few people.
   (c) may only be disclosed to certain people.
   (d) is only disclosed to management according to certain instructions.

8. A purposes of having a policy and procedure in a company includes:
   (a) the promotion of delegation of authority.
   (b) the promotion of flexible management while maintaining consistency.
   (c) the promotion of better understanding between the parties.
   (d) All of the above.

9. The health and safety officer may be responsible for all health and safety aspects within the organisation and will inform new employees about health and safety issues, which may include:
   (a) the training available to the employees.
   (b) the policy on alcohol and drugs.
   (c) the organisational code of conduct / code of ethics.
   (d) None of the above.

10. The aim of general organisation procedures includes:
    (a) ensuring that information flows in a specific sequence.
    (b) providing information to staff to give them some idea of how the organisation operates.
    (c) ensuring that records are made of the most cost-effective and time-efficient way of doing things.
    (d) All of the above.

(ii) TRUE OR FALSE QUESTIONS

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

1. The petty cash fund is the specific sum of money deposited into the petty cash fund to start the fund. It is used for minor business expenses and then reimbursed when it is finished.

2. Contributors are goal-directed members who see the vision, mission, and goal of the team.

3. John Peterson works at Western and Western. He was not sure how to complete the task at hand and was therefore late for the deadline. John will face charges of misconduct.
4. You call in John Peterson and inform him that he is dismissed with immediate effect as he belongs to a workers union and your company does not allow that. This is fair labour practice.

5. With 'closed, fixed-response interviews' you are able to ask different types of questions to each of the different candidates. [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. observation</td>
<td>(a) used to fully understand interviewees' impressions or experiences, or to learn more about their answers to questionnaires</td>
</tr>
<tr>
<td>2. focus group</td>
<td>(b) explores a topic in depth through group discussion</td>
</tr>
<tr>
<td>3. banker envelope</td>
<td>(c) sprays liquid ink in fine, tiny droplets onto a piece of paper to form letters, numbers and graphics</td>
</tr>
<tr>
<td>4. empathy</td>
<td>(d) uses a low-powered beam of light to place charged particles on a drum</td>
</tr>
<tr>
<td>5. notice</td>
<td>(e) has the opening and flap on the short side of the envelope</td>
</tr>
<tr>
<td>6. questionnaire</td>
<td>(f) gather accurate information about how people interact, how a programme actually operates or the actual behaviour of employees</td>
</tr>
<tr>
<td>7. pocket envelope</td>
<td>(g) an announcement to the members of a meeting that a meeting will take place in the near future, which they have been invited to attend</td>
</tr>
<tr>
<td>8. inkjet printer</td>
<td>(h) the ability to understand the thoughts and feelings of the other person with real compassion</td>
</tr>
<tr>
<td>9. laser printer</td>
<td>(i) has the opening and flap on the long side of the envelope</td>
</tr>
<tr>
<td>10. interview</td>
<td>(j) obtains a great deal of information from respondents in a non-threatening way, quickly and easily</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Define a meeting. [2]

QUESTION 2
Identify the policies and procedures that can be found in any given organisation. [2]

QUESTION 3
(a) i. Give the full name for 'JIT stock control'. (1)
   ii. Define indirect customers. (2)
(b) Name three of the four basic staplers you can use to staple the pages of a document together. (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
(a) Effective communication consists of certain elements. Name these elements. (5)
(b) You need to follow certain steps to identify, record and correct areas that are not meeting the required standards. List five of these steps. (5) [10]

QUESTION 2
Record each of the following transactions on a separate petty cash voucher. Use the petty cash voucher template below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Qty</th>
<th>Price</th>
<th>R</th>
</tr>
</thead>
</table>

(a) Made 20 copies @ R0.50 per copy excluding VAT at Kipps Photocopies on 14 October 2012. (5)
(b) Bought dishwashing liquid @ R12.85 excluding VAT at Shoprite Checkers on 15 October 2012. (5) [10]

QUESTION 3
(a) List five elements required for effective teamwork. (5)
(b) Office equipment is necessary to enable personnel to perform the functions of a business effectively and efficiently. Name at least five items of technical office equipment required for the smooth running of an office. (5)
(c) Specify the units of measurement we use for measuring the following:

i. liquid

ii. distance

iii. weight / mass

iv. time

v. temperature

\((5 \times 2 = 10)\) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS  
(20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) Calculate the area of the floor

![Diagram of a floor measurement]

(b) Design a numerical questionnaire for a private hospital to determine the customer satisfaction on several services and products offered at the hospital. Provide at least six questions for the customers.

OR

QUESTION 2

Seating arrangements for meetings are made according to the way the meeting will be conducted and the number of people who will be attending.

(a) Draw any five of the seven seating layouts.

(b) Indicate one advantage and one disadvantage of each of the layouts you have identified in (a) above.
**QUESTION 3**

(a) Design a table for XYZ Clothing with the following information in the table:

- Polo-neck yellow jerseys: Shop A 457, Shop B 325
- Blue-dotted men's shirts: Shop A 124, Shop B 212
- Red girls' lumber jackets: Shop A 98, Shop B 152
- Purple ladies' dresses: Shop A 123, Shop B 181
- Men's tennis socks: Shop A 11, Shop B 55

(b) Design a Column Graph with the information gathered from the table you created in (a) above.

(c) Design a Line Graph with the information gathered from the table you created in (a) above.

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