BUSBUS15

NOVEMBER 2012 EXAMINATION

DATE: 15 NOVEMBER 2012

TIME: 09H00 – 11H00 TOTAL: 100 MARKS

DURATION: 2 HOURS PASS MARK: 40%

(QK-60)

BUSINESS AND OFFICE ADMINISTRATION

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.

Examiner: J Olivier
(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. Administrators engage in a common set of functions to meet the organisation's goals. One of these functions is staffing, which involves:

   (a) filling job positions with the right people at the right time by determining needs, writing job descriptions, recruiting and screening people to fill the positions.
   
   (b) keeping management up to date with all of the relevant production information and cost statistics.
   
   (c) using information obtained to draw up financial statements and reports.
   
   (d) guiding and supervising the implementation of the corporate compliance programme plan.

2. An effective compliance programme includes the following element:

   (a) reviewing how effective notations in the accounting system are being utilised
   
   (b) reviewing the extent to which internal policies and controls are being met
   
   (c) defining resolutions for the top ten reasons why accounts remain unpaid and using this information to retrain the department
   
   (d) responding promptly to detected offences and developing corrective actions

3. The goal of having a strong system of financial controls is to promote the organisation's ability to reach its objectives by:

   (a) reporting for financial control.
   
   (b) managing within divisions.
   
   (c) encouraging adherence to prescribed policies and regulations.
   
   (d) maintaining detailed records.

4. The duties of a compliance officer include:

   (a) independently investigating and acting on matters related to compliance, including the flexibility to design and coordinate internal investigations and monitor any imposed corrective action.
   
   (b) coordinating periodic audits on coding, invoicing and payment.
   
   (c) overseeing and monitoring the implementation of the third party compliance programme.
   
   (d) All of the above.
5. The fax cover sheet should contain certain information that is important to the reader, namely:
   (a) the sender’s signature.
   (b) the necessary degree of urgency (also rated), if necessary.
   (c) the number of pages including the fax cover sheet.
   (d) All of the above.

6. A company keep records:
   (a) to ensure they comply with statutory retention duties.
   (b) to be used as evidence.
   (c) for operational reasons.
   (d) All of the above.

7. An advantage of direct record access:
   (a) It saves time both in filing and retrieving records.
   (b) It provides better security for records.
   (c) It avoids duplication of records because each code can be used only once.
   (d) It can never get lost.

8. Offset systems are used by companies for a wide variety of printing tasks including the following:
   (a) invitations to company celebrations
   (b) individual certificates of merit
   (c) price lists
   (d) letters of condolence

9. A general principle that applies to written communication:
   (a) Plan and prepare.
   (b) Use a unique layout and format.
   (c) Ensure the layout is not cluttered.
   (d) Keep it short.

10. One advantage of a fax over a letter is that:
    (a) it is a simple process.
    (b) it is a convenient form of evidence.
    (c) it need not be formal.
    (d) None of the above.

(ii) **TRUE OR FALSE QUESTIONS**

Indicate whether the following statements are true or false. Motivate all your answers.

1. Interpersonal relations refers to your ability to communicate in writing.
2. Senior management level includes the sales manager, finance manager and production manager.
3. One of the advantages of a centralised administrative system is that it exposes workers to a wider variety of tasks, providing greater stimulation.

4. White collar fraud refers to management stealing money from petty cash.

5. Payment orders cannot be sent by fax. \[5 \times 2 = 10\]

(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. interpersonal skills</td>
<td>(a) used to estimate incomes and expenses for a certain period</td>
</tr>
<tr>
<td>2. information</td>
<td>(b) distribution of information</td>
</tr>
<tr>
<td>3. budgets</td>
<td>(c) to understand the meaning or importance of the communication</td>
</tr>
<tr>
<td>4. process risk assessment</td>
<td>(d) a personal one-on-one link between writer and reader and the expectation of direct feedback</td>
</tr>
<tr>
<td>5. comprehensive reading</td>
<td>(e) document sent to members or interested parties</td>
</tr>
<tr>
<td>6. direct written communication</td>
<td>(f) perceptions, attitudes, emotions and opinions</td>
</tr>
<tr>
<td>7. notice</td>
<td>(g) computerised devices and systems devoted to document and message processing</td>
</tr>
<tr>
<td>8. OAS</td>
<td>(h) balance sheets, income statements, budgets and timetable comparisons</td>
</tr>
<tr>
<td>9. financial statements</td>
<td>(i) data that has been shaped into a form that is meaningful and useful to people</td>
</tr>
<tr>
<td>10. dissemination</td>
<td>(j) enables the evaluators to determine if financial controls are effective</td>
</tr>
</tbody>
</table>

\[10\]
SECTION B: SHORT QUESTIONS  (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

Your friend Bonolo is considering a career as a secretary but would like to know what qualification, qualities and experience is required to become one.

Give Bonolo two essential requirements for being a secretary so that she can make an informed decision as to her abilities. [2]

QUESTION 2

Bonolo also needs to know about the type of organising skills she will need to become a good secretary.

Identify two organising skills for Bonolo. [2]

QUESTION 3

(a) You realise that Bonolo also needs to consider the three key performance indicators when making her decision.

List these indicators for her. (3)

(b) Give three reasons why writing effectively in English is essential in the workplace. (3) [6]

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

ANSWER ALL THE QUESTIONS

QUESTION 1
(a) List five advantages of effective records management. (5)
(b) List five questions you should ask when deciding on a filing system. (5) [10]

QUESTION 2
Explain the PDCA cycle as the operating principle of ISO's management system standards. Use a diagram to support your answer. [10]

QUESTION 3
(a) i. Name the five major types of information systems. (5)
   ii. List five general safety and security procedures for incoming / outgoing mail areas. (5)
(b) Discuss the guidelines that should be adhered to when taking minutes for a meeting. (10) [20]

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

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) Draw up a rough plan of your CV. Make sure you add all the information required for a prospective employer. (10)

(b) Your manager is concerned by the lack of professionalism in the company. He has asked you to draw up a memo informing staff of the dress code of the company and the accepted behaviour required when dealing with clients. (10) [20]

OR

QUESTION 2

Read the article below then answer the questions that follow:

Next to the tusk-bearing elephants, rhinos are the other species of large animals heavily targeted by poachers. Rhinos are poached for their horns and these are sold in the black market at astonishing prices.

Since 1977, trade in rhino horn has been banned, but poachers and smugglers still hunt and kill these gentle creatures, to meet the demands of the rhino horn in markets in Central Asia and the Far East.

For some years now, rhinos have been high on the endangered list. Thankfully, things are looking a lot brighter both for the African white, and for the greater one-horned Asian rhino (more commonly known as the Indian rhino).

The white rhino population in Africa has recovered a little over the last twenty years due the rigorous policing by game wardens at the Kruger National Park in South Africa. To deter poachers, game wardens sometimes cut off the horns so that these animals are not killed unnecessarily.

According to latest statistics, the Indian rhino species too is making a steady comeback and conversationists say that Kaziranga National Park in Assam, now houses some 1,600 one-horned rhinos – making it one of the world's largest rhino reserves.

In the past, poachers have operated in isolated parts of the reserve (between 1980 and 1995, about 600 Indian rhinos were killed), but tight security has now overcome this menace. But Kaziranga faces a dire shortage of rangers and
wardens to cover the entire sanctuary – only 150 rangers to cover 430 square kilometres of area.

Though the odds are heavily in favour of the poachers, villagers living on the periphery of the sanctuary are now being recruited as guards, giving a much needed boost to security. Apparently this arrangement is working out and in the past few months there has been no untoward incident in the sanctuary.

The value of rhino horns has increased a thousand fold as people are willing to pay astronomical sums for these horns. Smugglers pay local poachers anything from Rs. 30,000 to Rs. 50,000 (1 dollar = Rs 46 in current prices) for a horn and sell it in the international markets at a whopping Rs. 1.5 million per kilogram! (Considering at an average, a full-grown rhino horn weighs about two to three kilograms, the stakes are extremely high).

The horn is in great demand in East Asia and China as it is believed that the horns have medicinal value while sometimes the poached horn is used to make handles of daggers.

China is the main producer of medicines containing rhino horn with factories illegally using about 650 kilos of horn a year. A rhino horn is believed to cure a wide range of illnesses from skin diseases to heart trouble and is even considered an aphrodisiac, but scientists and doctors scoff at the idea and say that there is no proof that rhino horn is indeed beneficial.

Although the rhinoceros family was once widespread today only five species exist: three in Asia and two in Africa.

(a) Give the above article a suitable heading.
(b) Do you think we as individuals are doing enough to contribute to the safe keeping of our fauna and flora?
(c) How can we get involved in protecting our fauna and flora for future generations?
(d) Why do you think rhino horn reaches such exorbitant prices?
(e) Do you think the author of this article managed to convince you?
(f) Write an e-mail to the author (use your own names, surnames and addresses) complimenting or criticising him or her on the article. [20]
QUESTION 3

(a) i. Explain in your own words what an e-mail is and when it is appropriate to make use of e-mail. Include the advantages of e-mail and the technology behind it. (5)

ii. We experience huge obstacles when it comes to communication between different cultural backgrounds. Explain what we can do to ensure we do not fall into this trap. Give an opinion as to whether we can overcome so called 'racism' cries if we all follow your plan. (5)

(b) Write short notes to a friend containing ten tips for writing an office memo. (10) [20]

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