BUSBUS15

NOVEMBER 2013 EXAMINATION

DATE: 14 NOVEMBER 2013

TIME: 09H00 – 11H00
TOTAL: 100 MARKS

DURATION: 2 HOURS
PASS MARK: 40%

(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.
(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. Organisational skills include:
   - (a) keeping diaries.
   - (b) making travel arrangements.
   - (c) planning and arranging business and social functions or events.
   - (d) All of the above.

2. Which one of the following describes 'spirit duplicator'?
   - (a) a low-volume printing method
   - (b) hand or electrically driven
   - (c) lithography
   - (d) All of the above.

3. Joggers:
   - (a) give a product a professional finish.
   - (b) help to create a finished product.
   - (c) are useful for the accurate alignment of sets of paper prior to stapling or binding.
   - (d) assist in professional layout.

4. Document-retrieval systems:
   - (a) store references to documents.
   - (b) store documents to reference.
   - (c) store the information as a series of discrete records.
   - (d) store entire documents.

5. Financial audits include:
   - (a) grants and gifts.
   - (b) payments to suppliers.
   - (c) asset and accelerated depreciation.
   - (d) None of the above.

6. Which one of the following refers to data collection?
   - (a) includes business transactions and operations data
   - (b) a method of sorting data by date and transaction type.
   - (c) data entered into a spreadsheet or accounting software programme
   - (d) a regular review of main controls to avoid problems and capitalise on opportunities
7. Data processing is:
   (a) the processing of text into readable information.
   (b) the distribution of information.
   (c) the processing of raw information.
   (d) None of the above.

8. The abbreviation PRA stands for:
   (a) Practical Risk Assessment.
   (b) Process Root Attainment.
   (c) Process Risk Attainment.
   (d) Process Risk Assessment.

9. The abbreviation PDCA stands for:
   (a) Please Do Check Action.
   (b) Plan Do Check Act.
   (c) Plan Diary Check Action.
   (d) All of the above.

10. The abbreviation DSS stands for:
    (a) Decision Support System.
    (b) Data Support System.
    (c) Data Sorting System.
    (d) None of the Above.

(ii) TRUE OR FALSE QUESTIONS

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

1. An MIS provides managers with reports and, in all instances, on-line access to the organisation's current performance and historical records.

2. Centralisation occurs when each department does its own administration.

3. One person should be responsible for the authorisation and approval of transactions and have primary responsibility for the monitoring or reviewing of general ledger or other key financial reports, containing information on transactions.

4. Chronologic filing is a type of alphabetical filing.

5. Direct written communication is communication targeting a large impersonal audience via the mass media and no direct feedback is expected. [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. scanning</td>
<td>(a) rapid reading – looking for a general idea</td>
</tr>
<tr>
<td>2. acknowledgement</td>
<td>(b) distribution of information</td>
</tr>
<tr>
<td>3. analysis</td>
<td>(c) an attempt to avoid the occurrence of unwanted events</td>
</tr>
<tr>
<td>4. preventative controls</td>
<td>(d) used when a business is dissatisfied with a service or product</td>
</tr>
<tr>
<td>5. skimming</td>
<td>(e) intended to discourage individuals from intentionally violating information security policies or procedures</td>
</tr>
<tr>
<td>6. corrective controls</td>
<td>(f) to remedy the circumstances that allowed the unauthorised activity; or return conditions to what they were before the violation</td>
</tr>
<tr>
<td>7. deterrent controls</td>
<td>(g) used to congratulate and express appreciation</td>
</tr>
<tr>
<td>8. dissemination</td>
<td>(h) a regular review of main controls to avoid problems and capitalise on opportunities</td>
</tr>
<tr>
<td>9. public relations / goodwill</td>
<td>(i) an official thank you letter</td>
</tr>
<tr>
<td>10. complaint</td>
<td>(j) rapid reading – looking for specific words</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Define the term 'physical security'. [2]

QUESTION 2
Define the term 'input'. [2]

QUESTION 3
(a) i. Identify one skill a supervisor needs to develop to carefully plan, organise, direct, coordinate and lead. (1)

ii. Written policies and procedures are a central element of any compliance programme. Briefly explain how they help to reduce the possibility of erroneous claims and fraudulent activity. (2)

(b) Name three ways to maintain lines of communication. (3) [6]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) Identify what should be included in a compliance programme’s system for effective communication. (5)

(b) Name five responsibilities of a senior administrative assistant. (5) [10]

QUESTION 2

Name ten factors you should keep in mind when composing a letter. [10]

QUESTION 3

(a) i. Give the five remedies an owner of confidential information can seek against a person who breached the confidence. (5)

ii. Identify the elements of an effective compliance programme. (5)

(b) Give ten duties of the compliance officer. (10) [20]

[40]
QUESTION 1

(a) Identify the following filing resource types:

i. [Image of a file box] (2)

ii. [Image of a file folder] (2)

iii. [Image of a folio case] (2)

iv. [Image of a binder] (2)

v. [Image of a filing cabinet] (2)

(b) Design a policy and procedure for your company to streamline the filing department. Include in this document everything that is preventing people from having access to files. (10) [20]
**QUESTION 2**

Design a fax cover sheet for your company. Use your own company logo and make sure you give the information required to form part of the fax cover sheet. [20]

OR

**QUESTION 3**

(a) i. Arrange the following names in alphabetical order:
- Layman, Kenneth
- Lavoie, Rachelle
- Laviolette, Pierre
- Lawson, Virginia
- Lavigne, Margaret

ii. Arrange the following dates in chronological order from earliest to most recent:
- June 5, 1999
- December 20, 1998
- October 15, 1997
- January 12, 1998
- September 4, 1999

(b) Send a memorandum to staff telling them of the new office hours on Fridays. Make sure everybody knows that they will no longer be required to work from 08h00 to 17h00 but from 08h00 to 16h00. You have to create your own memorandum template. [10] [20]

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