BUSINESS AND OFFICE ADMINISTRATION 1

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.
SECTION A  (30 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 _____ part is the main part.
   (a) principle
   (b) principal
   (c) both principal and principle can be used
   (d) None of the above.

2. The _____ vehicle is blocking other vehicles from passing:
   (a) stationary
   (b) stationery
   (c) None of the above.
   (d) All of the above.

3. He had a brown _____ with long ears.
   (a) hare
   (b) hair
   (c) All of the above.
   (d) None of the above.

4. In South Africa we distinguish between four types of leave benefits namely:
   (a) personal leave, sick leave, maternity leave and public holiday.
   (b) public leave, monthly leave, maternity leave and public holiday.
   (c) personal leave, sick leave, maternity leave and religious holiday.
   (d) personal leave, sick leave, maternity leave and historic leave.

5. The term 'ethnocentricity' refers to:
   (a) forming an impression of a certain group and having a fixed general image or characteristic of what that particular group is like.
   (b) the perception that the nation, group or culture to which you belong is superior to another.
   (c) developing a healthy and balanced judgement in order to evaluate priorities quickly and correctly.
   (d) None of the above.
6. People form impressions about us by the _____ we use.
   (a) language  
   (b) words  
   (c) vocabulary  
   (d) tone

7. Files that have had activity within six months are called '_____ ' and are kept in a special file where they can be pulled quickly.
   (a) microfilm  
   (b) confidential  
   (c) project files  
   (d) active files

8. Internal sources of information include:
   (a) books about people.  
   (b) travel guides and street maps.  
   (c) basic reference books.  
   (d) travel agencies.

9. Basic work etiquette includes:
   (a) reporting your financials.  
   (b) getting to know your colleagues.  
   (c) having office socials.  
   (d) developing groups.

10. Abbreviated dialling:
    (a) provides proof that a transmission was made and gives destination, time, duration of the call and number of pages sent.  
    (b) refers to telephone numbers that are stored and which can be accessed by a short code of one or two digits.  
    (c) refers to fax machines that are easy to access and use.  
    (d) None of the above.  

(ii) TRUE OR FALSE QUESTIONS

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

1. A fax message is a combination of the telephone, the typewriter and the telegram.

2. A management meeting is a meeting to which each member has admittance.

3. It is the task of the administrative clerk to take down notes dictated in the employer's office.

4. The typist accompanies the employer on business trips and performs certain delegated tasks on his or her behalf.

5. The abbreviation ESOP stands for Executive Structure Organised Profit.  
   [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. concise</td>
<td>(a) easily understood, unmistakably</td>
</tr>
<tr>
<td>2. coherent</td>
<td>(b) stenographer</td>
</tr>
<tr>
<td>3. complete</td>
<td>(c) executive list</td>
</tr>
<tr>
<td>4. clear</td>
<td>(d) brief, to the point</td>
</tr>
<tr>
<td>5. takes down notes dictated in the employer's office and then transcribes these notes</td>
<td>(e) call-back systems</td>
</tr>
<tr>
<td>6. used to remind you of when something should be done</td>
<td>(f) passwords</td>
</tr>
<tr>
<td>7. a list of activities for the day and reminders of things that were not completed</td>
<td>(g) encryption systems</td>
</tr>
<tr>
<td>8. require the computer to verify that the person requesting data is authorised to enter the system</td>
<td>(h) parts that fit together logically and consistently</td>
</tr>
<tr>
<td>9. special words, codes or symbols that must be presented in order to gain access</td>
<td>(i) possessing all necessary parts so the idea is whole and nothing is left out</td>
</tr>
<tr>
<td>10. scramble data in a predetermined manner at the sending point and decode the data at their destination in order to protect confidential records.</td>
<td>(j) tickler file</td>
</tr>
</tbody>
</table>

[10]

[30]
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
What is a 'global template'?

[2]

QUESTION 2
What is a 'document template'?

[2]

QUESTION 3
(a) i. What do we call the process of filing material under the surname of a person? (1)

ii. There are two types of numbering systems in filing. Name the two. (2)

(b) Explain the term 'homonyms'. Give an example. (3) [6]

[10]
Answer All the Questions

**QUESTION 1**

(a) Make the following words negative in meaning by adding the appropriate prefix.

i. unauthorised (1)

ii. tolerable (1)

iii. believe (1)

iv. literate (1)

v. wrap (1)

(b) Give five characteristics of an amendment to a motion. (5) [10]

**QUESTION 2**

Give the guidelines for a good subject classification system. [10]

**QUESTION 3**

(a) i. Name five types of records which are to be kept permanently in an office. (5)

ii. Name and briefly describe the five types of carbon paper. (5)

(b) There are seven steps in a basic filing routine. Name the seven steps and explain at least three of them. (10) [20]

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

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) Design a telephone message pad for your company. (10)

(b) Rewrite the following in alphabetical order:

    N.K. Gina
    S.P. Khomo
    B.R. Hlabisa
    A.B. Mabika
    M.N. Khumalo
    L.A. Ndlela
    S.S. Thabani
    P.R. Mbuyazi
    M.U. Khumalo
    T.T. Dube

    (10) [20]

OR

QUESTION 2

(a) Draft a memorandum to all the secretaries in the company. (10)

(b) Outline the ten duties of a secretary in a meeting procedure. (10) [20]

OR

QUESTION 3

(a) i. In the following paragraph there are fourteen words ending with -ible or -able, some of which are misspelled. Read the paragraph, locate the misspelled words and write the correct spellings.

    Most people thought that Michael, an eligable bachelor, was an adorable, personible man. Mattie, however, found him detestable. Some time ago, Michael promised to take Mattie to a fashionible restaurant for a remarkible dinner. As horrable as it sounds, Michael took Mattie to the local McDonald's. Most of the food there was either inedable or undigestable. Mattie was as irritable as possable when she told her roommates about her terrible date. 'Whoever finally marries that contemptable Michael,' Mattie said, 'is certainly not going to be in an enviable position.' (5)
ii. Find the spelling mistakes in the paragraph below:

Many ears ago, befor modern educashun in the new millenium, one problem in skools was baseic speeling and grammer. To conbat this and rays acheivement, teechers were advised to start at the very begining, at the yungest age. Ones they had managed to breath new life into leessons, progres came quicklie- sucess was then garanteed. How many speeling errors would modern skolars identify in this paragraph? (5)

(c) Create a standardised fax template for your company. (10) [20]