

**MINISTRY OF EDUCATION**

**FIJI YEAR 13 CERTIFICATE EXAMINATION 2018**

**OFFICE TECHNOLOGY**

**DETAILED SOLUTION**

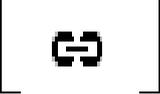
## SECTION A      MULTIPLE-CHOICE QUESTIONS

1. A device that is used by people to record their voices or make them sound louder is known as
  - A. facsimile. *Send documents from one facsimile to another*
  - B. telephone. *Used for interpersonal communication*
  - C. multimedia. *Connect to a laptop or computer during power-point presentation*
  - D. microphone.
  
2. One **disadvantage** of teleconferencing is that it
  - A. saves time and energy in travelling. *Advantage*
  - B. used in business and distance education. *Advantage*
  - C. limits the development of interpersonal relationship.
  - D. reduces cost by not buying air fares, hotel rooms and meals. *Advantage*
  
3. The main document in **mail merge** contains
  - A. the data record.
  - B. a collection of related information.
  - C. a specific piece of information about a person.
  - D. the information that will be the same for each recipient.

*Other distractors are single records*
  
4. The mail merge feature that allows you to find and display only the recipients that meet the specific criteria is known as
  - A. filter.
  - B. find recipient.
  - C. find duplicate.
  - D. validate address.
  
5. The position held by the writer of the letter is called the
  - A. salutation. *Opening greeting in a letter eg. Dear Sir*
  - B. designation.
  - C. subject heading. *Terms that describe a given subject matter*
  - D. complimentary close. *Words that comes before the signature of a letter*
  
6. One function of the computer is to
  - A. handle complaint.
  - B. improve communication.
  - C. refer clients to specialised personnel.
  - D. receive and record messages when the office is closed.

*Other distractors are not functions of the computer but the receptionist's*
  
7. The role of the receptionist in an organisation is to focus on the
  - A. records.
  - B. services.
  - C. products.
  - D. customers.

8. Which of the following icons is used for attaching files to email?

- A. 
- B. 
- C. 
- D. 

9. Another term for zipped file in email is

- A. archived.
- B. collected.
- C. distributed.
- D. compressed.

10. The program that has the feature of a new message is Microsoft

- A. Word.
- B. Excel.
- C. Outlook.
- D. Publisher.

11. A bill of sale is

- A. a certificate of transfer of personal property.
- B. a written statement of facts for use in court proceedings.
- C. a summary of document and facts constituting to the title of the land.
- D. any document in writing signed by two or more person agreeing to sell a house.

12. Which legal document has the wishes of the person for the distribution of his property and assets?

- A. Will
- B. Deed
- C. Brief
- D. Probate

13. The paragraph style used for typing the Builders' Specification is

- A. hanging.
- B. blocked.
- C. indented.
- D. semi-blocked.

14. The term used when the trip is long and a few days on arrival is allowed to recover from air travel is known as
- A. tired.
  - B. weary.
  - C. jet lag.
  - D. fatigue.
15. When organising work schedule, the greatest time waster is
- A. personal disorganisation.
  - B. using desk diaries and calendars.
  - C. plan your goals and the time available each day.
  - D. incorporating daily planning, appointments and reminder systems.
16. The organisation goal that covers the duration of one to two years is known as
- A. long term.
  - B. short term.
  - C. medium term.
  - D. advance term.
17. Customers who are happy with the service and like the corporate image of the business are called
- A. chance customers.
  - B. regular customers.
  - C. visiting customers.
  - D. passing customers.
18. Conflict that involves disagreements over resources, rewards, policies and procedures is known as
- A. emotional.
  - B. resolution.
  - C. substantive.
  - D. interpersonal.
19. The possible solution for win-to-win conflict is that
- A. recognising both sides of conflict.
  - B. someone with authority specifies the outcome.
  - C. problem solving to resolve the conflict issues on both sides.
  - D. conflict resolved through forces by someone with superior skills.
20. The report that evaluates two or more alternatives and makes recommendations is called
- A. feasibility.
  - B. justification.
  - C. problem solving.
  - D. progress and interim.

## SECTION B SHORT ANSWER QUESTIONS

### QUESTION 1

(10 marks)

- (a) Define the following terms:
- (i) **virtual office** *is a term for the technologies that allow workers to function from outside of their offices, usually at home.* (1 mark)
  - (ii) **social networking** *is the grouping of individuals into specific groups, like small rural communities or a neighborhood sub division.* (1 mark)
- (b) State **two** disadvantages of using centralised records in a large organisation.  
*The disadvantages are that you have little control over:*
- i) the quality of items you order*
  - ii) any specialist items you may require*
  - iii) time delays for items urgently required*
  - iv) flexibility and adjustment to particular needs*
  - v) negotiating agreements to meet individual needs* Any two for (2 marks)
- (c) Differentiate between **web conferencing** and **audio conferencing**.  
*\*web conferencing is connected to a mainframe computer whereas audio conferencing is connected to public telephone network.*  
*\*Web conferencing is used by all participants whereas audio conferencing is connected to individual microphones for participants.* Any for (2 marks)
- (d) One advantage of telecommuting is that employees enjoy the flexibility of working their own hours at their own space. Describe how an employee could increase the productivity of the firm through telecommuting.
- i) Most workers enjoy the flexibility of working their own hours at their own space as long as all deadlines are met.*
  - ii) There is also the ability to work in one clothes or take breaks as needed and attend to personal family matter.*
  - iii) Money is saved on expenses such as commuting, lunch or clothing and daycare.* Any for (2 marks)
- (e) Describe **one** feature of a Smart Board.  
*Smart Board is an interactive board which turns a typical classroom into a fun learning environment. It does not require a computer to operate since it has the in-built computer.*

### QUESTION 2

(10 marks)

- (a) Define the following terms:
- (i) **itinerary** *is a summary of the entire trip which sets out clearly and concisely the departure and arrival times with flight numbers, name and address of hotel accommodation and times and addresses of appointments or meetings.* (1 mark)
  - (ii) **time management** *is when you organize your work station, time to prioritise your duties into order of urgency and organise the time in which you have to complete the duties.* (1 mark)

6.

- (b) Time is a valuable resource and should be used effectively.  
List **two** solutions to time wasters.  
*Advance, better planning of time and projects, try to have a goal and work towards it, use better time management, be decisive – only accept extra tasks when you have finished priority tasks, finish one job before you start another, follow telephone techniques, make sure instructions have been carried out, do things right the first time, do the unpleasant jobs first, ask for clarification*  
**Any two for (2 marks)**
- (c) State the importance of the key field in database. **(1 mark)**  
*A key field is a particular key field of a record that is chosen to uniquely identify each record and also used to locate records*
- (d) Differentiate between **Find Duplicate** and **Find Recipient** in relation to features in mail merge.  
*Find Duplicate feature allows you to search the data source for duplicate records whereas Find Recipient feature allows you to search for a specific recipient.* **(2 marks)**
- (e) Describe **one** responsibility of a Database Administrator.  
i) *Database Administrator helps determine the structure of the large databases.*  
ii) *Evaluate the performance of the DBMS*  
iii) *Responsible for any update or change in the fields in the database*  
iv) *For shared database the DBA also determines which people have access to which type of data*  
v) *Concerned with significant issues such as security, privacy and ethics*  
**Any for (2 marks)**
- (f) State **one** advantage of video conferencing.  
*Advantages of video conferencing*  
i) *meetings can take place without leaving the office*  
ii) *travel costs and the time taken to travel can be reduced significantly*  
iii) *meetings can be called instantly worldwide with little notice*  
iv) *delegates can still attend meetings even if they are physically unable to*  
**Any for (1 mark)**

### QUESTION 3

- (a) Study the picture given below and answer the questions that follow.



- (i) Define business plan.  
*a formal statement of business goals, reasons they are attainable and plans for reaching them. It may also contain background information about the organisation or team attempting to reach those goals.* **(1 mark)**

7.

- (ii) State **one** cause of business failure.  
*Lack of experience, insufficient capital (money), poor location, poor inventory management, personal use of business funds, unexpected growth, poor credit arrangements, over investment in fixed assets.* **Any for (1 mark)**

- (b) Read the statement below and answer the question that follows.

Search Engine Optimisation (SEO) is the process of maximizing the number of visitors to a particular website by ensuring that the site appears high on the list of results returned by a search engine.

Describe how search engine optimisation can benefit the company.

*The Search Engine Optimisation can assist companies by marketing their products and services online and place them on the top or first page of major search engines such as Google and Yahoo.* **(2 marks)**

- (c) Differentiate between the **Reply** and **Reply All** in relation to answering emails.  
*Reply sends your response only to the person that sent you the mail whereas Reply All sends your response to everyone the mail was sent to or were.* **(2 marks)**
- (d) Explain why email etiquette is important.  
*The rules or procedures for writing email messages that should be followed so that the messages are easily understood by the recipient.* **(2 marks)**
- (e) Explain **one** mode of payment for business trips.  
*1. Cash – payments for business trip is paid in cash.  
2. Credit cards – travellers can use credit cards for the payment of the trip.  
3. Travellers cheque – travellers cheques can be bought from banks, hotels and travel agents if credit card facilities is not available in the country.  
4. Reimbursement of expenses – A record should be kept by the traveller of business expenses and relevant personal expenses, which will later be reimbursed.* **Any for (2 marks)**

#### QUESTION 4

- (a) Read the statement given below and answer the questions that follow.

There are many types of planners that will help a worker to plan time wisely such as **to do today list** and an electronic organiser.

- (i) Define to do today list.  
*Is a list of tasks that need to be completed, typically organized in order of priority on each day.* **(1 mark)**
- (ii) State **one** device that enables a worker to use electronic organiser.  
*Personal computer, smart phone, laptop* **Any for (1 mark)**

8.

- (b) Study the picture given below and answer the question that follows.



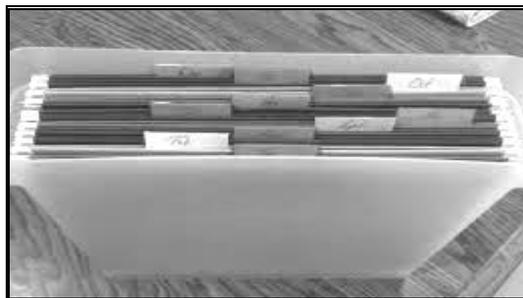
Describe how the special offer given by many international airports benefit the travelers. *It will benefit the travellers if they book their accommodation or flight online and communicate with their families since the use of internet is free.*

- (c) Describe the importance of advance planning when organising an overseas business trip.

*When planning and organizing an overseas business trip, advance planning is required so that nothing is forgotten. This includes confirmation of meetings and appointments or conference attendance, obtaining documentation such as passport and visas.*

- (d) Explain why capitalisation is used when typing legal documents. **(2 marks)**  
*Capitalisation is largely a matter of tradition, designed to highlight the names of the parties, the effect of the document and certain more important features.*

- (e) Given below is a picture of a **tickler file** used by the secretary in an office.



Explain how the secretary uses the tickler file.

**(2 marks)**

*Tickler file is used to place any documents that require urgent attention. The receptionist or secretary will take them out first thing in the morning.*

(2 marks)

## QUESTION 5

**(10 marks)**

- (a) Read the statement below and answer the questions that follow.

In a work situation there is always at some point conflicts between people and this has to be solved through **conflict resolution**.

- (i) Define conflict resolution. **(1 mark)**  
*Solves interpersonal conflict in three ways, through lose-lose strategy, win-lose strategy or win-win strategy.*
- (ii) State the conflict type that uses compromise as a solution during conflict resolution. **(1 mark)**  
*Lose-Lose*
- (b) Explain why a receptionist should be an active and effective listener. **(2 marks)**  
*Active and effective listening is important because it prevents misinformation, improves morale, rapport and trust levels with other people and improves teamwork.*
- (c) Discuss how the **five-step method** is applied to customers with complaints. **(3 marks)**  
*Listen – Be open-minded. Do not take the complaint personally.*  
*Respond – Show concern and empathy and apologies for any inconvenience. Put yourself in their position.*  
*Decide on action – What action will influence you here? Is the complaint justified? What is company policy? You may need to seek advice from your supervisor.*  
*Take action – Whatever action you decide to take (with the approval of the customer), make sure you act promptly.*  
*Follow up – Always follow up the action you have taken and confirm that the customer is happy with results.*
- (d) Discuss how an office worker can effectively organise work schedule. **(3 marks)**  
*To improve your personal organization, the first thing the office worker needs to do is to plan your goals and the time you have available each day, each week, and even month ahead and write it down. It is a well-known fact that writing down your short and long term goals will help you to complete them. Remember write them down.*

**QUESTION 6****(10 marks)**

- (a) Define the following terms:
- (i) **public relation** is the relationship between the people in your organization and people outside the organisation. **(1 mark)**
- (ii) **annual report** is a financial data and an organisation's accomplishments during the past year. **(1 mark)**
- (b) Identify the spacing used for typing the draft copy of a legal document. **(1 mark)**  
*The draft should be typed in double line spacing and dates, sums of money, etc. should be made in words or figures or both.*
- (c) Differentiate between a **report** and **proposal** in relation to the communication process. A **report** is an account of something that has been carried out and finished whereas a **proposal** contains the outline and considerations before an action is carried out **OR** A **report** provides information to solve problems whereas **proposals** request funding or acceptance in exchange for work to be performed. **Any for (2 marks)**
- (d) Describe **one** impact of technology with regards to the typing and answering of correspondence
- i) *manipulate the information they have for their benefit, to increase understanding and discover new relationships*
- ii) *distribute information quickly, efficiently and cheaply*
- iii) *create and analyse new information*
- iv) *communicate regardless of the distance in cheaper and clearer way*
- Any for (2 marks)**

(e) Discuss how the endorsement on the legal documents makes it complete. **(3 marks)**

- i) *the date of signing the document*
- ii) *the names of the parties*
- iii) *the description of the document, completely and neatly summarizing the contents*

**SECTION C**                      **ESSAY WRITING**                      **[20 marks]**

**QUESTION 1**                      **OFFICE AND EQUIPMENT**                      **(10 marks)**

**Technology in the workplace allows a business to expand quickly and efficiently.**

With reference to the above statement, discuss **three**:

- Importance of using technology **(3 marks)**
- Impacts of technology **(3 marks)**
- Effects of green technology **(3 marks)**

***Importance of using technology***

- *facilitate discussions for example video conferencing*
- *advertise products, services and vacancies for example social network*
- *remove workplace boundaries for example virtual office*
- *improve communication in the workplace for example electronic mail*
- *reduce carbon footprints for example saving documents in soft copies (e-copies)*
- *save costs for example minimum storage space needed for archiving e-documents*
- *centralise records for example attendance register*
- *enhances training and development efforts for example online resources*

***Impacts of technology***

- ***creates comfortable working conditions*** - *technology at the workplace has increased the morale of employees because it creates comfortable environments.*
- ***boosts workplace relationships*** - *technology has played a big part in helping shy employees collaborate with the rest of the team at work.*
- ***improves communication*** - *office workers are not limited to phone calls or inter-office mail to interact with one another anymore. Electronic mail allows workers to send messages instantly without interrupting the recipient. Business technology also improves communication with clients and business partners because information can be passed through multiple channels almost instantly.*
- ***improves efficiency*** - *technology saves time because it automates most difficult tasks and this speeds the flow of work. It uses an internal network to transfer data information. Many big organizations use internal network to transfer information across the organization.*
- ***reduces costs*** - *digital filing systems save space, paper and printing costs. Video conferencing saves both time and money. Technology allows businesses to establish a global presence at a fraction of the cost.*
- ***creates mobility*** - *employees no longer have to be tied up in one workplace, new technology tools like tablets, smartphones and laptops enable employees to work from anywhere. Technology reduces travel costs because businesses can set up virtual meetings and distribute data without the need to be in the same room.*

*Effects of green technology*

- *use power more efficiently*
- *reduce waste*
- *limit the use of hazardous materials*
- *create eco-friendly products*
- *be sustainable*
- *encourage telecommuting*
- *promote teleconferencing*
- *use cloud-based services and applications*

**QUESTION 2****DOCUMENT PROCESSING****(10 marks)**

**Efficiency in a workplace can be achieved by improving typing skills and speed.**

With reference to the above statement, discuss **three** ways in which each of the following will improve typing accuracy and speed.

- Good posture **(3 marks)**
- Typing practice **(3 marks)**
- Ergonomic furniture **(3 marks)**

*Good posture*

- **Proper Height of Your Keyboard**  
*If it is too high, you will have trouble reaching some of the keys. If it is too low, your shoulders and arms will become tired.*
- **Proper Distance from the Keyboard.** (Known as hand-span.) *Hand-span tells you how far you should sit away from your keyboard. If you sit too far away, you will not be able to reach the keys above home row. If you sit too close, you will not be able to reach the keys below home row.*
- **Feet Flat on the Floor.** *They help balance your body for keyboarding. Crossing your ankles or knees puts a strain on your spine.*
- **Sitting Up Straight.** *By doing this, it helps you keep your spine straight and comfortable as well as provide balance.*

*Typing practice*

- **Proper Wrist Position.** *Don't raise your palms so much that your wrists arch. Maintaining proper wrist position helps avoid fatigue in your hands. If your wrists rest on your keyboard, this will cause you to make typing mistakes.*
- **Elbows In.** *Keeping your elbows close to your sides prevents your fingers from coming off home row. When your fingers come off home row, you then have trouble striking the other keys from home position.*
- **Eyes on Copy.** *If you don't keep your eyes on what you are typing, you will lose time from speed you may also type the wrong line, skip words or even repeat a line.*
- **Fingers Anchored.** *While typing, you need to keep your fingers anchored on **the home row keys**. When you reach for a key on the top or bottom row, you need to remember to bring your fingers back to the home row position.*

*Ergonomic furniture*

- *Design of the table which should be comfortable for the user*
- *The design of the chair with regards to its height*
- *Other furniture used should have a safe design for the user*
- *Ergonomic keyboard*

**QUESTION 3****OFFICE ROLES AND FUNCTIONS****(10 marks)**

**Personal factors enable an employee to work effectively.**

With reference to the above statement, discuss **three** ways in which each of the factors contribute to the effective completion of the work.

- Know your job **(3 marks)**
- Aptitudes, abilities and skills **(3 marks)**
- Personality and interests **(3 marks)**

○ ***Know your job***

- know your job (what your specified duties are)*
- say 'no' to tasks that are not specified as part of your job*
- prioritise your work tasks and work goals*
- improve your time management*

○ ***Aptitudes, abilities and skills***

- your abilities and skills should meet the requirements of your present position*
- improve your qualification and skills to be multi-skilled*
- being a skillful person will enable to obtain a better job*

○ ***Personality and interests***

- Personality needs to be changed in order to work effectively*
- the interest should be focused on the job*
- love the job you are doing*

**QUESTION 4****CUSTOMER SERVICE****(10 marks)**

**There is a common saying that *customers are always right*.**

With reference to the above statement discuss **three** ways in which difficult customers and complaints will be solved.

- Placate **(3 marks)**
- Attend **(3 marks)**
- Investigate **(3 marks)**

***Placate***

- placate by listening carefully to customers because this prevents misinformation, saves time and avoid confusion.
- recognise that their anger is not directed at you personally
- remain calm and helpful

***Attend***

- ask questions and listen for facts, use the rules of effective listening and make notes of all the facts
- sound cheerful and positive and smile
- acknowledge their feelings of anger (empathize), use verbal encourages and use their name often, say thank you for letting you know about this problem

***Investigate***

- –agree to a course of action, find out what the customer wants you to do and never promise to do something that you cannot do
- –suggest a solution to the problem and ask the customer if this would be agreeable to him/her
- –follow that course of action, if you are unable to resolve the complaint, refer the customer to someone who can.

**THE END**