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CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE PROCEDURES

Paper 03/2 – General Proficiency

$1\frac{1}{2}$ hours

In addition to the $1\frac{1}{2}$ hours candidates are allowed 15 minutes to read through the paper. Writing MAY begin during this time.

INSTRUCTIONS TO CANDIDATES

1. Candidates MUST use this answer booklet when responding to the questions. For EACH question, write your answer in the space indicated and return the answer booklet at the end of the examination.

2. Use the CASE to answer the questions.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

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TOPIC: "Managing the Human Resources Element in a Dynamic Work Environment."

THE CASE

Since the year 2000, "Dynamic Workplace", located at 16 Trendy Avenue, Kingstown, St. Vincent, has been researching, tracking and publishing information about trends and changes taking place within the local and global work environments. Information gathered by the Human Resource Department showed that there would be major changes in jobs and workplace requirements.

In the world of work there has been a major transformation for which a solution must be found. Many of the traditional jobs are disappearing. New technology has allowed for easy access to information and this is changing the nature and organization of work itself. Businesses and organizations have to re-tool in order to survive and meet global standards.

The education system must therefore address this very important matter in order to prepare young graduates for the emerging work environment. Two main characteristics of this new work environment are listed below. They are

- the lack of job security
- the rise in contract and temporary employment

Graduates must therefore focus on self-employment, home-based work, networking and flexi-work arrangements, among others. There will be an increase in the demand to fill positions in job areas such as customer service, quality control and leading teams. On the other hand there will be a reduced demand to fill positions such as Data Entry Clerks, Foremen and Janitors as these positions may be automated or outsourced to another company.

"Dynamic Workplace" is recommending that new entrants to the workforce acquire suitable qualifications, positive work attitudes, technological skills and personality traits to remain on the cutting edge.

Answer ALL questions.

1. State THREE functions that the Human Resource Department of Dynamic Workplace would have to perform apart from researching, tracking and publishing information.

_____

_____

_____

(3 marks)

2. (a) Dynamic Workplace has identified some traditional jobs which are disappearing. Identify THREE other types of traditional jobs that may also fit into that group.

_____

_____

_____

(3 marks)

GO ON TO THE NEXT PAGE

(b) List TWO duties that are performed by the clerk in the Human Resource Department of Dynamic Workplace that would require the use of advanced technology and identify the type of technology to be used.

Duties to be performed:	Advanced Technology to be used:

(4 marks)

3. Identify THREE types of records that Dynamic Workplace would prepare for their employees.

(3 marks)

4. Identify THREE internal factors and TWO external factors that could influence new recruits to stay with Dynamic Workplace.

Internal Factors	External Factors

(5 marks)

5. Suggest TWO ways in which a part-time employee may use the print and electronic media to increase his/her employment opportunities.

Print Media:

Electronic Media:

(4 marks)

6. (a) Make FOUR recommendations to a graduate who is preparing for a job at Dynamic Workplace.

_____

_____

_____

_____

(4 marks)

(b) Identify FOUR basic qualifications or skills needed by new applicants seeking to hold positions at Dynamic Workplace.

_____

_____

_____

_____

(4 marks)

7. (a) Dynamic Workplace states that new work options will focus on self-employment. List THREE benefits of self-employment to the economy of your country.

_____

_____

_____

(3 marks)

(b) State TWO benefits that Dynamic Workplace could receive from flexi-work arrangements.

_____

_____

(2 marks)

8. List FIVE recommendations that Dynamic Workplace could make to educators seeking to prepare young graduates for the new work environment.

_____

_____

_____

_____

_____

(5 marks)

9. Your friend had been invited to a job interview at Dynamic Workplace. List THREE features of his/her physical appearance to which your friend should pay attention for the interview.

_____

_____

_____

(3 marks)

10. Dynamic Workplace interviewed 50 employees about "Problems Encountered When Implementing New Technology in Traditional Offices". The following findings were revealed:

	FINDINGS	RESPONSES
(a)	Reluctance to use new equipment	25
(b)	Invasion of employees' privacy	30
(c)	Invasion of organization's privacy	20

Draw a bar graph showing the responses of employees to the findings listed in (a), (b) and (c) above.

(7 marks)

Total 50 marks

END OF TEST