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CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

OFFICE ADMINISTRATION

Paper 03/2 – General Proficiency

1½ hours

In addition to the 1½ 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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Read carefully the case below and answer all the questions that follow.

Burrows and Sons Ltd. of 16 Halliday Avenue, Belmopan, Belize, is a medium-sized, family-owned, wholesale and retail business. Martin Burrows, its founder, boasts of developing the business over the thirty years of its existence. Most of the staff have been employed with the company since its inception. Over the years these individuals cultivated a sense of loyalty and adopted a 'family-like' approach at the workplace. More recent recruits, however, complain about the manual systems, workflow problems, long hours, poor work environment and ergonomics. As a result, there is a rapid labour turnover among the younger staff members. Furthermore, Mr Burrows has refused the advice of his staff concerning upgrading the technology in the business and introducing new products.

Dean Burrows, his son, joined the company as Marketing Manager. He has completed tertiary-level studies in Entrepreneurial Education. He has listened to the staff, spoken to his father and assessed the financial status of the company.

The eventual result of this situation will be a merger with the technology-driven Integrated Information Systems Company. As the terms and conditions are being negotiated, some employees at Burrows welcome the change and readily express their feelings that new processes and opportunities for advancement will be forthcoming. Others are fearful of the demands and plan to retire. The Human Resource Department of Integrated Information Systems Company is aware of the need to prepare workers of Burrows and Sons Ltd. for the process of change. They have planned a series of staff workshops that are aimed at providing support to employees so that they may cope with the transformation.

Answer ALL questions.

1. List THREE traits that Mr Burrows should possess that would demonstrate a positive relationship with his employees.

_____

_____

_____

(3 marks)

2. State TWO ways in which a 'positive' culture is demonstrated in the workplace among employees.

_____

_____

(2 marks)

3. State FOUR ergonomic changes that Mr Burrows could have made in the workplace.

(4 marks)

4. State THREE reasons why employees' loyalty is particularly necessary among the staff in the Sales and Marketing Department.

(3 marks)

5. Your friend works in the Sales Department of Burrows and Sons Ltd. List FOUR pieces of **modern** technology that he can suggest to Integrated Information Systems Ltd. to support his work on a daily basis.

(4 marks)

6. The Human Resource Department of Integrated Information Systems Company is conducting a needs analysis on employees at Burrows and Sons Ltd. Employees' skills and attitudes are the main categories assessed.

List THREE examples of EACH category.

SKILLS	ATTRIBUTES

(6 marks)

GO ON TO THE NEXT PAGE

7. For EACH of the two categories, skills and attitudes, that Integrated Information Systems Company is focusing, develop THREE questions that may be asked in a needs analysis questionnaire.

Questions on SKILLS:

(i) _____

(ii) _____

(iii) _____

Questions on ATTITUDES:

(i) _____

(ii) _____

(iii) _____

(6 marks)

8. In the space provided below, prepare a notice to ALL staff to inform them of the workshop on "CHANGE" which will be held on June 30, 2006 from 9:00 – 11:00 a.m. It will be conducted by Mrs Liz Selman, the Human Resource Manager of Integrated Information Systems Company. The workshop is intended to provide employees with information and strategies in relation to the change process.

Burrows and Sons Ltd.

(6 marks)

9. Assume that you are Britt Kellshall of 12 Cape City, Belmopan, Belize. You accepted a job offer for the post of Marketing Clerk from a company that is located closer to your home and you plan to resign your position as Senior Clerk in the Administration Department of Burrows and Sons Ltd. within a month's time. Write a letter of resignation.

(8 marks)

10. (a) Identify FOUR skills that Britt Kellshall would have acquired in her job as Senior Clerk in the Administration Department that will be utilized in her new job as Marketing Clerk.

_____

_____

_____

_____

(4 marks)

(b) State FOUR ways in which the clerk in the Human Resource Office will give support to the Human Resource Manager as she conducts the workshop sessions referred to in Question 8.

_____

_____

_____

_____

(4 marks)

Total 50 marks

END OF TEST