TEST CODE **01237032**

**FORM TP 2008108**

MAY/JUNE 2008

**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. You 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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## THE CASE

### Investing in Business Education

Education and skills training are valuable assets in a world of technological change. These are assets that itinerant employees take with them and use to carve out a successful future. In the Caribbean, for example, with the onset of the Caribbean Single Market (CSM), many persons are benefiting from inter-island movement for employment opportunities.

Business education programmes have always been a popular choice among students as there is access to practical, hands-on experience, opportunities for entry-level employment, multiple skills development and training for self-employment, as well as options for lifelong learning in formal and non-formal sectors. From the vast number of students opting for courses in Business Education, it seems that more and more, parents are encouraging and investing in their children's general and vocational education. They are guided by the fact that education makes one trainable and training makes one employable. Training in the use of modern-day office equipment, including the computer, is an integral tool for enhancing employability.

What better area to invest in, since courses in Business Education with a blend of core subjects such as the languages and mathematics can instantly provide employment in entry level positions such as clerical assistants, receptionists, bank tellers, data-entry clerks, among several other jobs. Additionally, those who specialise in Business Education can pursue studies at the tertiary level where they can become professionals such as teachers, financial analysts, business managers or administrators. In the spheres of industry, technology and commerce, many job vacancies are filled with Business Education Specialists.

It cannot be disputed that dynamics in the business and technological world have forced many people to change jobs or careers as well as to retrain. Despite the fact that organisations and jobs may disappear, the skills, attitudes, attributes, and knowledge gained through a properly structured Business Education Programme, including work experience, will remain, and can be transferred, upgraded, and utilised in different occupations and career fields.

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**Answer ALL questions.**

1. Three functions that are usually performed in schools' administrative processes are:

   - Record-keeping
   - Word processing
   - Updating accounts

   How can the use of the computer enhance efficiency in the schools' administrative processes?

   **The use of computer in promoting efficiency:**

   (a) Record-keeping: _____

   _____

   (b) Word Processing: _____

   _____

   (c) Updating accounts: _____

   _____

   **( 6 marks)**

2. How can a Business Education Programme prepare an individual for entry level positions?

   (a) _____

   (b) _____

   (c) _____

   **( 3 marks)**

3. How can the entry-level positions outlined in the case (Para. 3) contribute to the achievement of an organisation's goals?

(a) Clerical Assistants: _____

_____

(b) Receptionists: _____

_____

(c) Bank Tellers: _____

_____

(d) Data Entry Clerks: _____

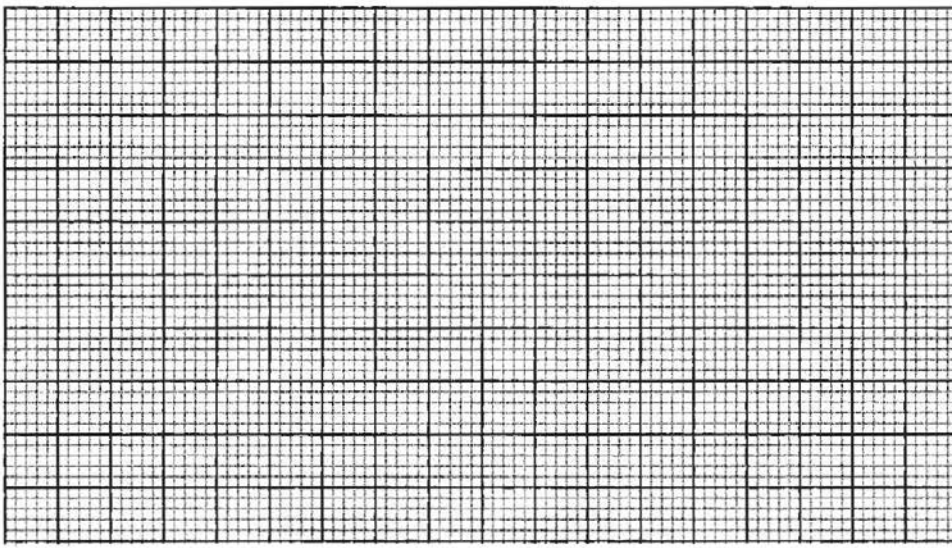
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**( 8 marks)**

4. A recent survey provided data on the number of school graduates occupying various positions. This information is presented in the table below.

| Positions | Number of Graduates |
|---|---|
| Clerical Assistants | 55 |
| Receptionists | 70 |
| Bank Tellers | 80 |
| Data Entry Clerks | 90 |

Construct a graph to represent the data provided in the survey shown above.



**( 5 marks)**

5. State THREE activities that a person should engage in to be competitive in the marketplace.

(a) _____

(b) _____

(c) _____

**( 3 marks)**

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6. Outline FOUR areas a Career Guidance Officer should address in order to help high school students to decide upon a career in Business Studies.

(a) _____

(b) _____

(c) _____

(d) _____

**( 4 marks)**

7. Assume that you are Bessie Logan, a student of Central High School at 4 Sure Pass Avenue, Windsor Castle, St. Lucia. Miss Betty Blaine is a resource person who lives in your community. You have already been given permission by your teacher to invite her to address this year's graduating class on the topic, "Shaping Attitudes for Success in Business".

Draft the letter to be sent to Miss Blaine.

**( 7 marks)**

8. The human resource department is conducting a training needs assessment in the organisation. Prepare FOUR questions for the questionnaire.

(a) _____

(b) _____

(c) _____

(d) _____

**( 4 marks)**

9. State THREE factors that should be considered to ensure that an organisation continues to be profitable.

(a) _____

(b) _____

(c) _____

**( 3 marks)**

10. (a) State THREE benefits to be gained from a Work Experience Programme.

(i) _____

(ii) _____

(iii) _____

**( 3 marks)**

(b) State TWO benefits to both the employee and the employer from the Caribbean Single Market (CSM) (Paragraph 1).

**Benefits to employee:**

(i) _____

(ii) _____

**Benefits to employer:**

(i) _____

(ii) _____

**( 4 marks)**

**Total 50 marks**

**END OF TEST**