



FINAL
Examination Paper
(COVER PAGE)

Session : April 2016

Programme : Certificate in Business Studies (CBSI)

Course : **MGT 1003: Office Management Skills**

Date of Examination : 28 July 2016, Thursday

Time : 8.00am – 10.00am

Duration : 2 Hours Reading Time : Nil

Special Instructions :

This paper consist of **THREE (3) SECTIONS**. Answer **ALL** questions in Section A, attempt any **TWO (2)** out of **FOUR (4)** questions in Section B and attempt only **ONE (1)** question in Section C in the answer booklet.

IMPORTANT NOTE : **THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

Materials Permitted : Nil

Materials Provided : Answer Booklet

Examiner(s) : **Mr. Kumaran A/L Leeshini Kanthan**

Moderator : Dr. Daisy Kee Mui Hung

This paper consists of 7 printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE
CERTIFICATE IN BUSINESS STUDIES (CBSI)
MGT 1003: OFFICE MANAGEMENT SKILLS
FINAL EXAMINATION: APRIL 2016 SESSION

Instruction: This paper consist of **THREE (3)** sections. Answer **ALL** questions in Section A, attempt any **TWO (2) of FOUR (4)** questions Section B and attempt only **ONE (1)** question in Section C in the answer booklet and OMR provided.

Section A: Multiple Choices (40 marks)

1. Office is developed and designed to fulfil works to be done. Besides that there are other purposes of office.
 - A. To provide proper and sufficient information
 - B. To facilitate decision making
 - C. To preserve records in office
 - D. To develop the future

2. Works in office differ from one organization to another but there are similarities. Identify the similarities of office works from the following.
 - I. Handling calls and mails
 - II. Planning, administrating and communicating
 - III. Accounting, auditing and budgeting
 - IV. Marketing and operations
 - A. I and II
 - B. I, II and III
 - C. II, III and IV
 - D. I, III and IV

3. Several factors determine the size of developing an office **EXCLUDING**
 - A. Size of the business
 - B. Number of clients
 - C. Nature of business
 - D. Type of organization

4. Cellular office has several disadvantages besides advantages. Identify a disadvantage of cellular office.
 - A. Rooms are open concept
 - B. Less distraction for employees
 - C. Offices can be used for meetings
 - D. Employees can personalise their environment

5. Deciding on office layout may require several factors. One of the following is *NOT* factor to be considered during designing an office layout.
 - A. Size of organization
 - B. Number of works involved
 - C. Space available
 - D. Available financial resources

6. Researchers have identified common trends in designs office of the future. Decide on the trends of design for future office from below.
 - I. Efficient use of space
 - II. Healthier spaces
 - III. More sustainable spaces
 - IV. Demand for sustainability
 - A. I and III
 - B. I, III and IV
 - C. I, II and III
 - D. All of the above

7. Office staffs need certain degree of competence. Identify a competence from the list.
 - A. Helpful
 - B. Resourceful
 - C. Networking
 - D. Interpersonal

8. There are disadvantages of written communication in office. Identify a disadvantage of written communication.
 - A. Allow information to be stored for future usage
 - B. Early distribution of information
 - C. Hard evidence of communication taken place
 - D. All recipient receive same type of information

9. There are many different types of written communication in office. One of it is report writing. The format of write-up for report include the following *EXCEPT*
- A. Introduction
 - B. Executive Summary
 - C. Result analysis
 - D. Discussion
10. Written communications are still widely used in office today although many verbal communications are taking place. Choose from the following, a written communication that is no longer popular today.
- A. Fax
 - B. Report
 - C. Email
 - D. Letter
11. Non-verbal communication has been widely used in organization and known to send clear message to the other party from the body language. Which of the following could clearly be **ONE** of the intention of non-verbal communication?
- A. Intention of the message
 - B. Oppose the verbal communication
 - C. Message to be delivered
 - D. Seriousness of communication
12. Which of the following are examples of non-verbal communication widely used during communication?
- I. Gestures
 - II. Dressing
 - III. Body language
 - IV. Tone of voice
- A. I and III
 - B. I, III and IV
 - C. I, II and III
 - D. All of the above
13. Which of the following is a reason for the excellent chairing of a meeting duration?
- A. Meeting conducted on time and within the limitation constraint.
 - B. Lack of repetition
 - C. Players are clear of what they ought to do.
 - D. None of the above

14. Which of the following may **NOT** be a reason for the delays in meeting duration.
- A. Long agenda included
 - B. Regular repetition of what has been communicated in meeting
 - C. Unable to come up with good decision-making and answers required
 - D. All members of meeting are on time for the meeting
15. E-mails has been widely used today as office communication to the advantages of the sender. Which of the following is a benefit of email?
- A. The sender will have to move from a work station to another to communicate with colleagues.
 - B. One may be able to develop creative and effective ways to communicate with others in and out of office
 - C. It takes longer for completion of the communication
 - D. Limited amount of information can be send at a time
16. Time management has always been a problem for most of office employees. Select the common issues faced in handling time management in office.
- I. Not prioritizing
 - II. Developing pre-set goals
 - III. Regular multitasking
 - VI. Not taking breaks
- A. I and III
 - B. I, III and IV
 - C. I, II and III
 - D. All of the above
17. Stress has been a major factor faced by most office employees today due to limited work time and short deadline. Identify a choice **NOT** to be used to control stress in office.
- A. Planning of work diligently each day
 - B. Delegate tasks when needed
 - C. Take a break when needed
 - D. Say yes to non-essential tasks
18. Office ergonomics are regularly discussed today as work place injuries are increasing. Identify the appropriate another term of office ergonomics.
- A. Science of designing work to fit the worker
 - B. Separating the role of equipment and person in designing work place
 - C. Making job more complicated
 - D. Focus on inclusion of modern equipment and devices in work place

19. Identify common risk of injury in office and work stations.
- I. Awkward sitting position
 - II. Prolong sitting
 - III. Not using chair backrest
 - IV. Static sitting position longer
- A. I,II and III
B. II, III and IV
C. I,II and IV
D. All of the above
20. Strategic planning is important in office set-up and management. Identify the elements of strategic planning in office.
- I. Mission and Vision
 - II. Organization goals
 - III. Risk analysis
 - IV. Managing resources
- A. I,II and III
B. II, III and IV
C. I,II and IV
D. All of the above

Section B: Short Essay Questions (40 marks)

Answer any **TWO** out of **FOUR** questions

21. Developing an office of the future will require the consideration of office size. Discuss any **FOUR(4)** considerations to be performed in determining the size of office. **(20 marks)**
22. Discuss any **FOUR(4)** work related skills required by office employees in their course of duty in work place with given examples. **(20 marks)**
23. (a) Discuss **TWO(2)** importance of an agenda in a meeting. **(10 marks)**
- (b) Explain **TWO** roles of a chairperson in a meeting.

24. Time management has always been an issue faced by most office employees. Provide **FIVE(5)** ways of effective time management in the workplace. (20 marks)

Section C: Long Essay Question (20 marks)

Answer any **ONE** of the following questions.

25. Explain **FOUR(4)** importance of memo for calling of meeting and develop a complete format of calling for meeting or memo to be sent to all members of office. The agenda for meeting include discussing previous meeting minutes; operation plan; finance updates and office set-up for future and other details necessary. (20 marks)
26. Workplace safety and ergonomics are important suggestions by NIOSH and safety departments in office. Explain any **FOUR(4)** safety and ergonomics tips to be done in work place to make work station stress free and accidental free. (20 marks)

~ The End ~
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