



**INTI**

INTERNATIONAL COLLEGE PENANG (507232-U)  
LAUREATE INTERNATIONAL UNIVERSITIES

FINAL  
Examination Paper

(COVER PAGE)

Session : AUGUST 2016

Programme : CERTIFICATE IN BUSINESS STUDIES

Course : MGT1003: OFFICE MANAGEMENT SKILLS

Date of Examination : 5 December 2016 (Monday)

Time : 2:00pm - 4:00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

This paper consists of **THREE (3)** sections:

**Section A:** Answer **ALL** questions in the OMR sheet provided.

**Section B:** Answer any **TWO (2)** out of **FOUR (4)** questions in the answer booklet provided.

**Section C:** Answer **ONE (1)** question in the answer booklet provided

Materials permitted :

Nil

Materials provided :

OMR sheet

Examiner(s) : Kumaran A/L Lechimi Kanthan

Moderator : Dr. Daisy Kee Min Hung

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

INTI INTERNATIONAL COLLEGE PENANG

CERTIFICATE IN BUSINESS STUDIES PROGRAMME (CBSI)  
MGT 1003: OFFICE MANAGEMENT SKILLS  
FINAL EXAMINATION: AUGUST 2016 SESSION

This paper consists 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 and OMR provided.

**SECTION A: MULTIPLE CHOICES (40 marks)**

1. Office is developed and designed to fulfil works to be done. Another purpose of office is to:
  - A. Provide proper and sufficient information.
  - B. Facilitate decision making.
  - C. Preserve records in office.
  - D. Develop the future.
  
2. Office works differ from one organization to another but there are similarities. Identify the similarities of office works from the list.
  - I. Handling calls and mails.
  - II. Planning, administrating and communicating.
  - III. Accounting, auditing and budgeting.
  - A. I and II
  - B. I, II and III
  - C. II and III
  - D. None of the above.
  
3. Several factors determine the size of developing an office **EXCEPT**
  - A. Size of the business.
  - B. Number of clients.
  - C. Nature of business.
  - D. Type of organization.
  
4. Cellular office has many disadvantages. Listed are the disadvantages of cellular office **EXCEPT**.
  - A. Ease of supervising staffs.
  - B. Communication maybe difficult.
  - C. Overheads are higher.
  - D. Less friendly.

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. Research now links healthier work place to several factors that includes
  - I. Higher employee engagement.
  - II. Improved health.
  - III. Reduce turnover.
  - IV. Lower expenditure.
  - A. I and III
  - B. I, III and IV
  - C. I, II and III
  - D. All of 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 many benefits of written communication in office **EXCEPT** one of the following.
  - A. Allowed information to be stored for future usage.
  - B. Early distribution of information.
  - C. Creates permanent records.
  - D. All receipts 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. There are many types of written communication methods used in office today **EXCEPT** one of the listed below.
  - A. Letter.
  - B. Emails.
  - C. Conference.
  - D. Memorandum.

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. Many different types of non-verbal communication are used to indicate intention of sender. Which of the following are examples of non-verbal communication widely used during communication?
- I. Speed of communication
  - II. Appearance
  - III. Posture
  - IV. Body language
- A. I and II
  - B. I, II and III
  - C. II, III and IV
  - D. I, III and IV
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. Remaining focus is one of the key to success of projects under the office management. The setup of meeting should be ideal **EXCEPT**
- A. Set-up of the room and other relevant tools.
  - B. Out dated audio visual.
  - C. Number of seats.
  - D. None of the above.
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 one 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. Longer time for completion of the communication cycle from sender to receiver.
  - D. Limited amount of information can be sent at a time.

16. Which of the following may *NOT* be a time management mistake commonly done in work place?
- A. Procrastination
  - B. Failing to do a to-do-list
  - C. Effective scheduling of task
  - D. Multitasking regularly
17. Stress has been a major factor faced by most office employees today due to limited working time and tight deadlines. Identify a choice *NOT* to be used to manage 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. Identify common work related risk of injury in office and work stations.
- I. Awkward sitting position
  - II. Prolong sitting
  - III. Not using a 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
19. To resolve injuries in workplace, management has adapted ergonomics in workplace. Which of the following are the benefits of ergonomics in workplace?
- I. Safer and healthier work
  - II. More comfortable working environment
  - III. Less injuries and illness
  - IV. Minimise efficiency
- 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.

1. 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)**
  
2. Identify and discuss any **FOUR (4)** work related skills required by office employees in their course of duty in work place with given examples. **(20 marks)**
  
3. (a) Discuss **TWO (2)** importance of an agenda in a meeting. **(10 marks)**  
  
(b) Explain **TWO (2)** roles of a chairperson in a meeting. **(10 marks)**
  
4. Time management has always been an issue faced by most office employees. List and discuss **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.

1. Explain **FOUR (4)** importance of memo in calling for meeting and develop a detailed memo for calling of meeting 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)**

2. Workplace safety and ergonomics are important suggestions by NIOSH and safety departments in office. List and describe any **FOUR (4)** safety and ergonomics tips to be help you to avoid fatigue, discomfort and accident free.

**(20 marks)**

~ THE END~

