

X214/12/01

NATIONAL
QUALIFICATIONS 2015

WEDNESDAY, 29 APRIL
9.00 AM – 10.20 AM

ADMINISTRATION
HIGHER
Paper 1

SECTION 1

This section should take you approximately 30 minutes.
Read the passage then answer the questions that follow.
ALL questions should be attempted.

SECTION 2

This section should take you approximately 50 minutes.
Answer any **two** questions.



SECTION 1

ALL questions should be attempted.

THE OFFICE OF TOMORROW

The office has changed considerably over the last 30 years. Gone are typewriters and printed memos and in their place are PCs and e-mail systems. Offices are evolving at a dramatic rate—with a new generation of workers growing up with social networks, fast internet connection and touch screen phones.

The internet has made global communication easier and given us the ability to talk to colleagues in another country as easily as if they were in the office next door. With 90% of us using the same software; conferencing, decision-making, management and day to day tasks can all be carried out from remote locations. With a decent wi-fi connection, the right software and a positive attitude, workers can be just as productive at home or on the road as sitting behind an office desk.

Many of today's businesses rely heavily on e-mail to regularly communicate and collaborate with clients and colleagues. However, social media is moving into the work sector with many companies choosing online communication such as Twitter, Facebook and LinkedIn to recruit new business opportunities or advertise internal job vacancies.

What does this revolution in communication mean for the future of the office? Is it challenging the very need for the office at all? Will we go into the office every day out of choice or necessity?

QUESTIONS

Marks

Answer ALL the questions, 1–5.

- | | |
|---|-------------|
| 1. Outline 4 advantages for employees of working from home. | 4 |
| 2. Discuss the factors regarding IT that need to be considered for employees who want to start working from home. | 6 |
| 3. Describe 3 types of decisions taken by different levels of management. | 6 |
| 4. Justify the need to monitor e-mails. | 2 |
| 5. Compare internal and external recruitment. | 2 |
| | (20) |

SECTION 2

Answer any TWO questions.

- | | | | |
|----|-----|--|-------------|
| 1. | (a) | Outline the reasons why a team leader may be reluctant to delegate. | 4 |
| | (b) | Describe 3 strategies a team leader could use to improve their own efficiency in task management. | 6 |
| | (c) | Justify the need for an organisation to monitor the work/life balance of its employees. | 2 |
| | (d) | Discuss the benefits of training to both the employee and the organisation. | 8 |
| | | | (20) |
| 2. | (a) | Outline the factors which would be considered when choosing an external venue for a team meeting. | 4 |
| | (b) | Describe 3 features of presentation software that a team leader may use when training staff. | 6 |
| | (c) | Discuss the reasons why some teams are more effective than others. | 8 |
| | (d) | Justify the need to track staff absences. | 2 |
| | | | (20) |
| 3. | (a) | Outline the benefits to an organisation of a staff appraisal system. | 4 |
| | (b) | Describe 3 support systems that could be implemented to improve staff welfare. | 6 |
| | (c) | Discuss the role of the Chair and the Secretary prior to a meeting taking place. | 8 |
| | (d) | Justify the need for an effective chairperson at a meeting. | 2 |
| | | | (20) |

[Turn over for Questions 4 and 5 on Page four

	<i>Marks</i>
4. (a) Outline the benefits of dealing with customers face-to-face.	4
(b) Describe 3 methods of surveying customer satisfaction.	6
(c) Justify the need to gather qualitative information from customers.	2
(d) Discuss how the physical environment can affect staff morale.	8
	(20)
5. (a) Outline the ways of informing staff about changes to legislation.	4
(b) Describe the benefits of flexi-time to the organisation and the individual.	6
(c) Discuss the customer care policies that would lead to high levels of customer satisfaction.	8
(d) Justify the need for an organisation to have a Mission Statement.	2
	(20)

[END OF QUESTION PAPER]