



**X801/76/11**

**Administration and IT**

Duration — 1 hour 30 minutes

---

**Total marks — 50**

**SECTION 1 — 10 marks**

Attempt ALL questions.

**SECTION 2 — 40 marks**

Attempt ALL questions.

Write your answers clearly in the answer booklet provided. In the answer booklet you must clearly identify the question number you are attempting.

Use **blue** or **black** ink.

Before leaving the examination room you must give your answer booklet to the Invigilator; if you do not, you may lose all the marks for this paper.



## SECTION 1 — 10 marks

Read the following information and attempt ALL the questions that follow.

### WORKING FROM HOME

In the past, working from home was the odd day here and there or used to juggle *home and work life*. Over the last 18 months many organisations have realised that homeworking is now the preferred choice for many of their staff, a majority of whom are surprised at how little they miss 'going into the office'.

One major issue for organisations is the provision of appropriate devices. Although they may have issued staff with laptops there is no guarantee that the employee has set up a workstation at home. Or that the workstation would comply with the Display Screen Equipment Regulations. There are many reports of homeworkers suffering from backache, neck strain and headaches — likely caused by their homeworking environment. There are also data security concerns as these laptops directly link to the organisation's servers. The company laptop could be used by other members of the household and the organisation may be unaware of who is accessing sensitive data. The organisation must presume that home networks are secure, that video conversations take place in private and that no papers or files are left lying around.



Working from home does not suit all staff. Those who live on their own may feel more isolated and new staff who would normally benefit from informal, on-the-job training have lost out on the chance to develop their knowledge and skills. Staff who worked well in a busy, social environment may have found that their job is not as fulfilling, and it was the friendships and relationships that made work rewarding.

Despite all these issues there are a number of organisations who are realising that the fixed costs of office rent, insurance and power costs can all be reduced if staff work from home. There are many organisations actively seeking to downsize their premises on the basis that more than half of the workforce will continue to work from home.

## Daily News

Many organisations have adjusted well to homeworking, however others have been less effective. There are many stories online of team leaders spying on staff via laptops, monitoring key strokes and how long a file is viewed and worked on. In one extreme case, staff were told to log into a team meeting and stay on video all day so that the team leader could watch them work and interact with them as if they were in the office. Some organisations insist on business dress at home, others ban staff from smoking in their own house during office hours and some threaten disciplinary action if a child appears in the room while the employee is in a meeting. Many staff feel concerned by these actions and question why they are not trusted by their employer to work at home.

The following questions are based on ALL the information provided and on knowledge and understanding you have gained while studying the course.

- |   |   |
|---|---|
| 1. Outline ways in which an organisation could address the homeworking issues identified in the information provided. | 6 |
| 2. Describe the implications for an organisation where there has been a data breach.                                  | 4 |

[Turn over

## SECTION 2 — 40 marks

Attempt ALL questions

- |   |   |
|---|---|
| 3. Discuss factors that may influence a team's effectiveness.   | 6 |
| 4. Describe the features of a database that make it ideal for storing customer data.  | 4 |
| 5. Discuss the benefits to an employee and the organisation of effective time and task management.                                      | 6 |
| 6. Outline ways an organisation could ensure that it complies with fire regulations.  | 4 |
| 7. Discuss methods of electronic communication that could be used by a team.  | 6 |
| 8. Describe the tasks an administrative assistant would be required to carry out before an event.                                       | 4 |
| 9. Justify the use of an online chat facility for customer enquiries.   | 3 |
| 10. Compare the use of a mystery shopper with customer focus groups as a way of monitoring and evaluating the quality of customer care. | 3 |
| 11. Outline information that an organisation could include in a customer service level agreement.                                       | 4 |

**[END OF QUESTION PAPER]***Acknowledgement of copyright*

Section 1 — Rido/shutterstock.com