



National
Qualifications
2024

X801/76/11

Administration and IT

WEDNESDAY, 1 MAY

10:00 AM – 11:30 AM

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.

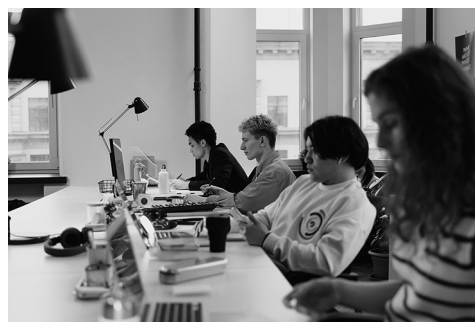
Before leaving the examination room you must give your answer booklet to the Invigilator; if you do not, you may lose all the marks for this paper.



SECTION 1 — 10 marks

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

Greg is the General Manager at Leggate Ltd. The business has recently introduced hybrid working which allows staff to work from home, on the go or in the office. The change has also enabled the business to move to a smaller, open plan office where hot desking is in operation.



Attendance at the new office varies. On busy days Greg has noticed staff struggling to hold telephone conversations with customers due to team discussions taking place and noise coming from equipment such as photocopiers. On arrival at the office, employees are often left waiting for lengthy periods before a desk is free due to the 'first come, first served' method of allocating desks. When a desk does become available, it's frequently not fit for use as staff continue their habit from the previous office of eating and drinking at their workstation.

Recently, Greg found bank account details lying unattended on a desk. Apparently, an employee had been working on a loan application for a customer but had finished work for the day and gone home. This is not the only concern Greg has surrounding confidentiality in the new office. He overheard a conversation between a team leader and her team member about the worker's recent appraisal meeting.

Greg has been dealing with more e-mails from employees who are working from home. They are reporting an increase in joint pain and headaches, as well as feelings of isolation. At a recent review meeting team leaders complained that the productivity levels of some staff, particularly those working away from the office, have dropped. This may be due to the difficulty in monitoring and supporting staff who are working remotely. Greg is aware that his work output has also fallen. He feels more lethargic and blames the warm, stuffy nature of the office.

Despite the issues, Greg believes that the cost savings and advantages of the changes outweigh the issues. He just needs to think of better ways to manage it.

MARKS

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 Greg could overcome the issues identified above. | 5 |
| 2. Justify the importance of Greg delegating tasks to employees in the organisation. | 2 |
| 3. Compare the role of employees and employers in following the Health and Safety at Work Act. | 3 |

SECTION 2 — 40 marks

Attempt ALL questions

- | | |
|--|---|
| 4. (a) Justify the use of face-to-face communication in an organisation. | 3 |
| (b) Describe barriers that impact the effectiveness of communication. | 3 |
| 5. (a) Outline characteristics of targets that help to make them effective. | 3 |
| (b) Describe ways an organisation can monitor and evaluate the progress of an employee's work. | 5 |
| 6. Describe the following word-processing features when creating business documents: | |
| (a) Tables | 2 |
| (b) Section Breaks | 2 |
| (c) Table of Contents | 2 |
| 7. Discuss ways an organisation can ensure good electronic file management. | 5 |
| 8. Discuss consequences of poorly planned meetings to an employee and the organisation. | 6 |
| 9. (a) Justify the use of online surveys by an organisation. | 2 |
| (b) Discuss the benefits of good customer service to an organisation. | 4 |
| 10. Outline the duties and responsibilities of a Senior Administrative Assistant in an organisation. | 3 |

[END OF QUESTION PAPER]

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