

**POLITEKNIK**  
Jabatan Pengajian Politeknik

EXAMINATION AND EVALUATION DIVISION  
DEPARTMENT OF POLYTECHNIC EDUCATION  
(MINISTRY OF HIGHER EDUCATION)

COMMERCE DEPARTMENT

FINAL EXAMINATION

JUNE 2012 SESSION

**PK102:OFFICE ADMINISTRATION 1**

**DATE : 18 NOVEMBER 2012 (SUNDAY)**  
**DURATION : 2 HOURS (11.15 AM - 1.15 PM)**

This paper consists of **TEN(10)** pages including the front page.

Section A: Objective (25 questions – answer all)

Section B: Structured (2 questions – answer all)

Section C: Essay (1 question – answer all)

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**THE CHIEF INVIGILATOR**

(The CLO stated is for reference only)





## SECTION A

## OBJECTIVES (25 MARKS)

## INSTRUCTION:

This section consists of **TWENTY FIVE (25)** objective questions. Write your answers in the answer booklet.

1. Which of the following is **NOT** the function of an office? [CLO 1:C1]
  - A. Arranging information
  - B. Giving information
  - C. Analyzing information
  - D. Recording information
2. One of the effective management techniques is to help staff understand how their work contributes to the company's success. This statement best refers to which effective management technique? [CLO 1:C2]
  - A. Be a mentor
  - B. Communicate the big picture
  - C. Take time to be a manager
  - D. Have a heart
3. It is essential to ensure office work is done with maximum efficiency and with minimum cost. What is the most appropriate action to be taken by the office manager? [CLO 1: C2]
  - A. Hire professionals only
  - B. Build a team work
  - C. Plan the flow of work
  - D. Use information technology

4. The office acts as below, **EXCEPT** [CLO 1: C2]
- A. An intermediary
  - B. A banker
  - C. A clearing house
  - D. A contact of the business with the public
5. An executive function which involves the recruitment, selection, training, placement, compensating promotion and demotion and finally retirement is the best statement for..... [CLO 1:C2]
- A. Controlling
  - B. Budgeting
  - C. Staffing
  - D. Directing
6. "The location of an office should have sufficient accommodation not only for the present needs but also for future expansion". This statement refers to ..... [CLO 1: C2]
- A. Need of the business
  - B. Convenience to customers
  - C. Safety and Climate
  - D. Availability of sufficient space
7. Below are the disadvantages of urban location, **EXCEPT:** [CLO 1: C1]
- A. Over crowding and congestion
  - B. Higher cost
  - C. Demand for more pay
  - D. Lack of communication facilities

8. .... refers to supply of free air at the right temperature and of right humidity.

[CLO 1:C3]

- A. Ventilation
- B. Lighting
- C. Colour conditioning
- D. Air conditioning

9. Own building .....

[CLO 1:C1]

- A. can be planned on the basis of present and possible future needs
- B. does not lead to permanence of address
- C. are generally office rent at very high cost
- D. can easily be changed

10. From the statements below, choose one that best describes semi-direct lighting

[CLO1 : C4]

- A. It combines some of the advantages of direct and indirect lighting
- B. The light rays are equally distributed in all directions
- C. Suitable for general illumination of rooms
- D. The light source is fitted with transparent or translucent shade

11. A communication system that allows two people or more at different locations having two way voice and video communication is.....

[CLO 2:C2]

- A. Facsimile
- B. Videoconferencing
- C. Telephone
- D. Communication satellite

12. Three elements that make up a favorable first impression are voice, speaking skills and ..... [CLO 1: C2]
- A. message
  - B. attitude
  - C. communication
  - D. vocabulary
13. Below are several factors that determine the cost of long-distance calls service **EXCEPT** [CLO2 : C4]
- A. The type of phone call
  - B. The length of the conversation
  - C. Wide area telecommunication service
  - D. The time of day the call is placed
14. The loss of office stationery and supplies may be due to the following **EXCEPT** [CLO 3 : C1]
- A. Careless handling of stationery articles
  - B. Over stocking of articles
  - C. Ineffective storekeeping and carelessness
  - D. Buying standard products
15. In order to avoid deterioration, loss or possible destruction while in stock due to dust or sunlight exposure, stationery must be..... [CLO 3: C2]
- A. purchased at the right time
  - B. placed in a proper storage
  - C. purchased in a big quantity
  - D. kept for a long time



16. In order to purchase stationery at the right time, the department should..... [CLO 3 : C2]
- A. buy their own stationery
  - B. inform the storekeeper in advance
  - C. store a lot of stationery at the department
  - D. place the item in a proper storage system
17. Choose the **most** important factor to be considered when selecting the supplies. [CLO 3 : C4]
- A. Time and money saving
  - B. Good quality
  - C. Storage system
  - D. Manufacturing date
18. Which of the following is the objective of introducing machines? [CLO 3 : C4]
- A. To decrease liability paying salary
  - B. Machineries do work at low speed
  - C. Overhead cannot be reduced
  - D. Machine always make mistakes
19. What are the disadvantages of using office machines? [CLO 3 : C4]
- i. It will lead to the termination of employees
  - ii. Machine become outdated due to change in technology
  - iii. Machine may not perform to its fullest capacity
  - iv. Enhanced of work quality
- A. i, ii and iii
  - B. i, ii and iv
  - C. i, iii and iv
  - D. ii, iii and iv

20. Besides buying, there are other options in acquiring a machine. What is one of the options?  
[CLO3 : C4]
- A. Upgrade
  - B. Build own machines
  - C. Lease
  - D. Steal
21. Below are the examples of machines for accounting record **EXCEPT**  
[CLO3 : C4]
- A. currency sorting machine
  - B. calculator
  - C. accounting machine
  - D. bookkeeping machine
22. The following are the routine in handling incoming mail, **EXCEPT**  
[CLO 4 : C4]
- A. Receiving the mail
  - B. Opening the mail
  - C. Sorting the mail
  - D. Keeping the mail
23. Below are the items that should be recorded by the secretary in 'Incoming Mail Register' **EXCEPT**  
[CLO 4 : C3]
- A. Serial number
  - B. Date of received
  - C. Sender
  - D. Receiver

24. Which of the following is the action taken in handling outgoing mails?  
[CLO 4 : C4]
- A. Collecting of outgoing mail
  - B. Sorting the mail
  - C. Scrutinizing the contents
  - D. Recording the mail
25. All the incoming mail must be stamped with ..... [CLO 4 : C4]
- A. date and time received
  - B. logos and office themes
  - C. personal or private
  - D. annotating of comments



**SECTION B****STRUCTURED (50 MARKS)**

**INSTRUCTION:** This section consists of **TWO (2)** structured questions. Answer all questions.

**QUESTION 1**

- a) Define office. [CLO 1] (1 mark)
- b) List **FOUR (4)** an auxiliary of an office. [CLO 1] (4 marks)
- c) Briefly explain **FOUR (4)** elements of office management. [CLO 1] (8 marks)
- d) Briefly explain **SIX (6)** effective management techniques. [CLO 1] (12 marks)

**QUESTION 2**

- a) For years, machine has been proven to give many benefits to human kind. Before it can be purchased or possessed, there are nine factors to be considered. Explain **SIX (6)** of the factors. [CLO3]

(18 marks)

- b) Give **SEVEN (7)** advantages of accounting machines. [CLO3]

(7 marks)

**SECTION C****ESSAY (25 MARKS)**

**INSTRUCTION:** This section consists of **TWO (2)** structured questions. Answer all questions.

**QUESTION 1**

- (a) The loss of office stationery and supplies in the office may originate in a number of ways. Briefly explain **FIVE (5)** ways to avoid the losses of office stationery.

CLO 3 : C2  
(10 marks)

- (b) It is estimated that stationery cost itself constitutes 40% to 50% of total non-salary costs of any office. As clerical operations cannot be carried out without stationery, there is an urgent need to exercise effective control to reduce the stationery cost. Explain with example, **THREE (3)** methods to reduce stationery cost

CLO 3 : C2  
(15 marks)

