

CLERICAL OFFICE DUTIES 2

1. GENERAL COMMENTS

The standard of the paper compared favourably to that of the previous year.

There was however, a slight drop in the general performance of candidates as compared to the previous year.

2. SUMMARY OF CANDIDATES' STRENGTHS

The following strengths were identified by the Chief Examiner:

- (1) adherence to the rubrics of the paper.
- (2) mastery on the topic of Banking Services i.e., the types of bank accounts.
- (3) mastery on the topic of Welfare in the office.
- (4) the ability of candidates to identify time wasters in the office.

3. SUMMARY OF CANDIDATES' WEAKNESSES

The following were identified as candidates' weaknesses:

- (1) inability of some candidates to fully understand the demands of the questions especially the case study. Only a few candidates were able to relate their responses to the case study.
- (2) poor grammatical expressions with mistakes in the spelling of some terminologies.
- (3) candidates lacked the understanding of social attributes of office staff.
- (4) candidates could not write satisfactorily the meaning of some meeting terminologies.

4. SUGGESTED REMEDIES

The Chief Examiner suggested that:

- (1) thorough preparation for the examination is key to candidates' performance.
- (2) teachers are to teach case study as early as possible so that students can get a solid foundation in solving scenario questions.
- (3) candidates should be encouraged to read wide to help improve upon their grammar.
- (4) candidates should be encouraged to get the understanding of meeting terminologies.
- (5) teachers are to emphasize on the differences between social and professional attributes of office staff.

5. DETAILED COMMENTS

QUESTION 1. - CASE STUDY

(a)

Most candidates were not able to identify the principle behind the step/action taken by the sales manager.

The principle of organization in relation to the action of the sales manager and her assistant is **Delegation**.

(b)

- i. Most candidates were able to identify the channel of communication between the sales manager and Mrs. Gifty Yeboa which is **horizontal**.
- ii. However, most candidates were not able to classify the channel of communication between the sales manager and the secretary under **diagonal**.

(c)

- i. This question requested candidates to state the benefits of induction training to the new workers.

Candidates were able to provide correct answers as follows:

- a. It helps the newly recruited personnel to get a better understanding of their job description.
- b. It gives knowledge on the use of business documents peculiar to the company.
- c. It brings out the organization's goals and objectives.
- d. It provides opportunities for familiarization.
- ii. Candidates were able to state the uses of some business documents as demanded by the question. The answers include:
 - a. **Advice note**: used to inform a buyer of his/her order to be delivered.
 - b. **Proforma invoice**: used to request a buyer to pay for goods before delivery.
 - c. **Requisition form**: used to give information about items needed for use by an individual or department in an organization.

(d) Candidates were asked to list the items of information about the new clerks needed to complete the payroll. It was a popular question attempted by almost all the candidates with good responses. The following answers were expected:

- a. Name of the employee/worker
- b. Identification number
- c. Basic pay
- d. Allowances

- e. SSNIT
- f. Bank details.

QUESTION 2.

- (a) This question requires candidates to list methods of stock valuation, but candidates could not give correct answers. The answers should include:
- i. Cost price
 - ii. Average price
 - iii. Market price
 - iv. Lower price
- (b) Candidates could not answer the 'b' part of question '2' which requested them to state the importance of indexing.

The expected answers include:

- i. It saves time
 - ii. It saves labour
 - iii. It provides ready reference to document
 - iv. It makes it easier to find a required page in a document.
- (c) This question was in two parts, one asking candidates to list types of bank accounts and the other part requesting candidates to state the features of the types of bank accounts listed. It was a popular question for candidates and responses provided were all satisfactory.

Some of the answers included:

Types of bank accounts:

- i. Current account
- ii. Savings account
- iii. Fixed deposit account.

Features of the types of bank account:

- i. cheques are used to make withdrawals from current accounts;
- ii. holders of current account are entitled to bank overdraft;
- iii. withdrawal forms are used to make withdrawals from savings accounts;
- iv. interest is earned on savings account;
- v. holders of fixed deposit make withdrawals at the end of a fixed period;
- vi. holders of fixed deposit earn interest which is relatively higher.

QUESTION 3

(a) Candidates were asked to list information that could be found in the following reference books: Whitakers Almanac; Atlas; Encyclopaedia. It was answered well.

The expected responses among others include:

- i. Whitakers Almanac contains information about: towns, large cities of other countries, government ministers, trade unions, insurance companies.
- ii. Atlas contains: maps of countries, continents of the world, information on populations.
- iii. Encyclopaedia contains: information on all branches of knowledge, history of people and countries and information about medicines, science, food etc.

(b) Candidates were expected to recommend when to use some postal services. They were able to provide good answers which include:

- i. express mail: it is used for quick delivery mail.
- ii. air mail: it allows letters and parcels to be delivered very fast by air.
- iii. postage stamp: it is used to indicate the amount of postage paid.
- iv. special mail service: it provides a proof of mail delivery, showing who signed for the mail and date it was delivered.
- v. post restante: it is used to assist travellers with no fixed address to receive correspondence.

QUESTION 4

(a) This question was a scenario which requested candidates to differentiate between **human relations** and **interpersonal skills**. It was not a popular question and the few that attempted were not able to answer correctly.

The distinction should be stated as follows:

Human relations involve getting along with other people and keeping their loyalty and goodwill **whereas** Interpersonal skills involve abilities to effectively interact well with other people at the workplace.

(b)

- i. Most of the candidates were not able to give the factors needed to help Dr. Bangus to enhance his human relations. Among the factors needed include:
 - a. tolerance/recognition of other views;
 - b. objectivity in assessing situation;
 - c. empathy with other people;
 - d. willingness to cooperate with others;
 - e. politeness with others.

- ii. The ways through which Dr. Bangus can improve upon his interpersonal skills may include:
 - a. effective communication;
 - b. putting up right attitudes;
 - c. accepting responsibilities;
 - d. practicing active listening;
 - e. controlling of emotions.

QUESTION 5

- (a) This question was a scenario which requested candidates to suggest five welfare services the manager of Abbey City Enterprise should provide for workers. It was a popular question with most of the candidates performing above average.

The expected answers include the following:

- i. payment of social security scheme
 - ii. free transport;
 - iii. canteen services;
 - iv. recreational facilities;
 - v. medical services;
 - vi. end of year bonuses.
- (b) Candidates were expected to state benefits of welfare services to the staff of the enterprise. They were able to provide good answers and among them are:
 - i. it increases employee efficiency;
 - ii. it enhances the morale of workers;
 - iii. it develops a sense of belonging;
 - iv. it develops a sense of security;
 - v. it also brings improvement in employees' health.

QUESTION 6

Question 6 was in two parts, (a) and (b). Candidates were expected to explain some meeting terminologies and the purposes of a meeting in a company.

It was a popular question and candidates' performance was above average. The expected answers to parts (a) and (b) are as follows:

- (a) Meeting terminologies:
 - i. **Resolution:** this is a decision reached after a motion has been put forward and voted upon in a meeting.
 - ii. **Motion:** it is a proposal put forward for discussion in a meeting.

- iii. **Ex-officio:** is a member appointed to serve in a committee by virtue of his/her position in an organisation.
 - iv. **Casting vote:** this is a second vote allowed the chairman of a meeting to break a tie.
 - v. **Adjournment:** this occurs when the items on the agenda of a meeting is unfinished.
- (b) The purposes of a meeting are:
- i. it provides employees with necessary information;
 - ii. it enables management to explain policy issues;
 - iii. it provides the platform needed to settle disputes among workers;
 - iv. it is a tool used to solicit views and grievances;
 - v. it is an avenue to receive reports on assigned duties.

QUESTION 7.

Most candidates attempted this question possibly because the subject area is easy to read and understand.

- (a)
- i. Candidates were asked to state the meaning of **time management** and they were able to state that it is the ability to use one's time effectively or productively especially at the workplace. Another meaning also states that it is the planning and scheduling of work in order to avoid time wastage and to achieve stated goals.
 - ii. The time wasters in the office as identified by the candidates were all satisfactory.

Among their responses include:

- a. failure to set goals;
 - b. unnecessary telephone conversation;
 - c. procrastination;
 - d. refusal to delegate;
 - e. ambiguous instructions.
- (b)
- i. Candidates were asked to list some social attributes of office staff but unfortunately, they rather listed professional attributes.

The following answers were expected:

- a. courtesy;
- b. smart dressing;
- c. personal hygiene/neatness;
- d. coherence.

- ii. Candidates were asked to state the importance of personal hygiene to office employees. This aspect of question 7 was well answered and the answers include:
- a. it enhances a worker's effectiveness and efficiency;
 - b. it enables employees to be energetic;
 - c. it prevents the spread of diseases in the office;
 - d. it makes the work environment tidy;
 - e. it enhances the image of the office;
 - f. it saves cost.

