

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examination

7090 ORGANIZATION OF ADMINISTRATIVE WORK AND TECHNOLOGY 2

JUNE 2021

ADVANCED LEVEL

Specialty Name (Specialty Code)	SECRETARIAL ADMINISTRATION AND COMMUNICATION SAC (ACA)
Subject Title	ORGANIZATION OF ADMINISTRATIVE WORK AND TECHNOLOGY
Subject Code No.	7090
Paper No.	2

Three and a half hours

INSTRUCTIONS TO CANDIDATES

This Paper is made up of five case study Questions. Answer ANY Four.

Non-programmable calculators are allowed

You are reminded of the necessity for good English and orderly presentation in your answers.

You are advised to read carefully through the question paper, before you begin your answers.

Materials Required:

- ABA
- Graph paper

Turn Over

NAME OF ORGANISATION: SUSTAINABLE
ENGINEERING COMPANY

ADDRESS: P.O BOX 780 MAMFE

ACTIVITIES: GENERAL CONSTRUCTION AND SUPPLIES

MANAGER: MR CHAKUNTE THOMAS

RUNNING CAPITAL: 100 000 000 FCFA

Your post: ADMINISTRATIVE ASSISTANT

In the organization you are assigned to carry out a series of administrative duties.

QUESTION ONE: INFORMATION AIDS

You are a friend to Mr Joshua Mih who is a permanent smart phone repairer based in Makak. Being the only famous repairer around this locality, he repairs lots of phones and consequently faces serious problems, some of which are as follows:

- Repaired phones are being claimed by different customers
- Unpaid phones are abandoned even after repairs
- The charges levied on each phone are hardly remembered
- The time given to the owner to collect the phone after repairs is forgotten.

WORK REQUIRED:

1.1 Conceive a printed matter which will help Mr Joshua Mih control the activities of his workshop.

(15 marks)

1.2 Identify the type of printed matter conceived in question 1.1 and outline its characteristics

(10 marks)

QUESTION TWO: INFORMATION STORAGE AND MANAGEMENT

The firm wishes to construct a new building to house the top managerial staff at the head office in Mamfe. It makes public a request for tender estimates. Here is a list of the various companies that have responded to the request;

- The Joe Bumah building enterprise
- The Santa construction company
- The Keneo civil engineering ltd
- Dreamland building construction enterprise
- The vision engineering company of kumba
- Allied engineering enterprise
- Mbuh and sons construction ltd. Nkwen
- Honorable Suh-Nfor building society
- Ettah Ebot engineers
- Experienced western engineers' ltd.

Your firm uses an alpha-numeral filing method and has already constituted files up to the following codes; A07, B05, C09, D15, E02, F14, G08, H01, I07, J06, L09, M17, N12, O11, P02, Q01, R02, S15, T10, U01, W02, Y01, Z02.

WORK REQUIRED

- 2.1 With the help of a tabulated model, establish files for the above companies using the already existing filing plan. (16 marks)
- 2.2 Outline the rules that govern the following incoming mailroom activities: (9 marks)
- Opening of mail
 - Date and time stamping of mail with monetary enclosures
 - Preparation of a mail received for distribution requiring the attention of many different departments or personnel.

QUESTION THREE: COST MANAGEMENT

One of your major duties is to assist the accountant in minor financial analysis. At the end of the month your boss charged you to process salaries for employees. Based on the following elements, process the pay voucher of Mr. Asang Victor for the current month.

- Service registration No. 098567-H, index 815, category 10/ 5
- Post: Technical controller
- Service: Transport and logistics
- Basic salary: 215000frs
- Family allowances (4 children): 2200 per child
- Chief of service allowance: 10000
- Technical security: 13000
- Leave allowance: 21000
- Taxes on physical persons: 9500
- Interest on loan: 4750
- Pension scheme: 6200
- Advanced salary: 35000

WORK REQUIRED

- 3.1 Calculate the amount to be paid to Mr Asang Victor for the current month. (20 marks)
- 3.2 Explain the differences between allowances and taxes levied on salaries (5 marks)

QUESTION FOUR: VISUALISATION OF INFORMATION

The turnover of construction works (in millions) in your company in the past two years is shown on the table below:

Months \ Years	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC
Previous	550	450	350	250	450	350	650	450	350	500	600	650
Current year	650	500	400	300	500	400	700	500	400	600	650	700

WORK REQUIRED

- 4.1 Represent the turnover on a Polar coordinate graph. (15 marks)
- 4.2 Indicate all the complimentary information required. (10 marks)

QUESTION FIVE: STRUCTURE AND CODIFICATION OF INFORMATION

One major problem you have noticed with your organization is identifying where contracts have been awarded, type of contract and registration number. With your knowledge in administrative work your boss hands to you a file comprising contracts for the past five years as seen below:

- Construction of a bridge in Yaounde in 2014
- Building of a computer laboratory in GHS Limbe in 2016
- Supply of stationeries to 20 schools in Bamenda in 2018
- Construction of access road to GTHS Santa in 2015
- Supply of library books in Lycee Bassa-Douala in 2017
- Renovation of 4 classrooms in Bafoussam in 2014
- Supply of furniture to Ngoundere council in 2014
- Repairs of computers in Bertoua in 2016
- Construction of a bridge in Tiko in 2017
- Building of an administrative block in GTHS Bamenda in 2016

Code structure

- (a) Region where the contract has been executed= two figures following alphabetical arrangements of regions in Cameroon eg. Adamawa 01, Centre 02 etc.
- (b) Type of contracts= initial of the project
- (c) Year of execution=two last figures of the year
- (d) Serial number of project=three figures following a sequential order

(15 marks)

WORK REQUIRED

5.1 Attribute codes to the above projects knowing that the last project as sequentially numbered was executed in 2013 with the number 225.

5.2 Determine the control keys of the following numerical codes using modulo 23

- 14226
- 14227
- 15228
- 16229
- 16230

(10 marks)

Appendix 1, for question 3. (To be handed in with the answer sheet)

**SUSTAINABLE ENGINEERING COMPANY
P.O BOX 780
MAMFE**

PAY VOUCHER

No: _____

Date _____

Service Registration No: Month: Year:

Name: Category: Index:

Marital Status: No. of Children:

Service: Post:

BASIC SALARY:

AMOUNT

BENEFITS:

-
-
-
-
-
-

GROSS SALARY:

TOTAL:

DEDUCTIONS:

-
-
-
-
-

NET SALARY:

TOTAL:

SIGN: _____
EMPLOYEE

SIGN: _____
EMPLOYER