

MINISTRY OF EDUCATION, HERITAGE & ARTS
2021 WORKSHEET 2
YEAR 12
OFFICE TECHNOLOGY

Instructions:

Write all your answers in the activity book. Please do not write the questions.

Multiple Choice Questions- Circle the letter which represents the **best** answer.

1. Cutting papers from dead files into squares and using them for taking notes is an example of
 - A. reuse.
 - B. recycle.
 - C. reduce.
 - D. recover.

2. The term that describes the block style in letter writing, in which the date and complimentary close start at the centre of the page is called
 - A. semi-blocked style.
 - B. informal block style.
 - C. fully blocked style.
 - D. formal block style

Essay Questions

Write an essay of approximately 180-200 words to answer each question.

Each question is worth 10 marks.

QUESTION 1 OFFICE AND EQUIPMENT

Mechanisation contributes to the efficient management of office operations.

With reference to the above statement, discuss

- three objectives of mechanisation in the office. **(3 marks)**
- three advantages of mechanisation. **(3 marks)**
- three disadvantages of mechanisation. **(3 marks)**

QUESTION 2 DOCUMENT PROCESSING

Word processing software offers a variety of features that enable users to create attractive business documents easily and efficiently.

With reference to the above statement, discuss three ways in which the following features will assist the workers

- Insert **(3 marks)**
- Edit **(3 marks)**
- Format **(3 marks)**