

**MINISTRY OF EDUCATION, HERITAGE & ARTS**  
**2021 WORKSHEET 2**  
**YEAR 13**  
**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. One **advantage** of teleconferencing is that it
  - A. lacks personal contact.
  - B. can be misinterpreted through lack of personal contact.
  - C. limits the development of interpersonal relationship.
  - D. reduces cost by not buying air fares, hotel rooms and meals.
  
2. The main document in **mail merge** contains
  - A. the data record.
  - B. a collection of related information.
  - C. a specific piece of information about a person.
  - D. the information that will be the same for each recipient.

**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**

**Technology in the workplace allows a business to expand quickly and efficiently.**

With reference to the above statement, discuss the following:

- Importance of using technology **( 3 marks)**
- Impacts of technology **( 3 marks)**
- Effects of green technology **( 3 marks)**

**QUESTION 2                      USING APPLICATION SOFTWARE**

**Databases may be small or large, limited in accessing or widely accessible.**

With reference to the above statement, discuss:

- four types of database **( 8 marks)**
- role of a database administrator **(1 mark)**