

## NAMIBIA SENIOR SECONDARY CERTIFICATE

### OFFICE ADMINISTRATION AND KEYBOARDING ORDINARY LEVEL

**4348/1**

PAPER 1 Timed Speed and Accuracy Test

10 minutes

Marks 20

**2019**

Additional Materials: A4 Printing Paper (6 sheets)

### INSTRUCTIONS AND INFORMATION TO CANDIDATES

- Write your Name, Centre Number and Candidate Number in the spaces provided on the cover sheet.
- Insert a header. Type your Name and Surname, left aligned and your Candidate Number two tab stops thereafter.
- Use '**Courier New**' as the font style and the **font size** must be **12**, unless otherwise indicated.
- Save the question.
- Insert a footer.
  - **MS Word 2003:** Go to **View**, click **Header and Footer**, click **Switch between Header and Footer** to Footer, click **Insert auto text**, click Filename and path.
  - **MS Word 2007/2010:** Save document first, go to **Insert**, click **Footer**, edit **Footer (bottom)**, click on Quick Parts arrow (on top at Menu Bar), field, Field dialogue box open - under *Categories*: change **all to document information**, under *field names* click on **File Name**, on right at **Field options** click on box to **add path to filename**, left bottom click on **field codes**, click **OK**.
- Print an extra page. While Word is still open go to **File**.
  - **MS Word 2003:** Click **Print**, click **Options**, under *Include with documents*, click **Document properties**, click **OK**.
  - **MS Word 2007/2010:** Click **Options**, click **Display**, under *Printing Options* tick **Print document properties**, click **OK**.
- Save your work at regular intervals.
- At the end of this paper, staple each answer securely together and place them inside the cover sheet.

This document consists of **3** printed pages and **1** blank page.



Republic of Namibia

**MINISTRY OF EDUCATION, ARTS AND CULTURE**

**1 Speed and Accuracy Test: 10 minutes**

Type the following Speed and Accuracy Test in one-and-a-half line spacing with three line spaces between paragraphs.

Margins must be 1".

Paragraphs must be blocked.

A minimum speed of 30 w.p.m. is required.

The limits for 30, 35, 40, 45, 50, 55 and 60 w.p.m. are clearly indicated.

Save this question on the computer as: "PAPER 1".

**[20]**

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Although attention is increasingly being given to improving the design of computer equipment, the environment in which visual display terminals and ancillary equipment is placed is often one of the most neglected areas in the office, in terms of ergonomics.

Frequently, the choice of computer equipment is dictated by factors other than ergonomics and the user is presented with a visual display terminal to which he has to adapt, rather than the other way around. Fortunately, most of the major computer manufacturers are beginning to pay more attention to design.

When one is purchasing new equipment, one should try out the hardware for a few days, remembering that any minor irritations which become apparent when first using the equipment are likely to become major difficulties once the novelty of the purchase has worn off and someone has to use it day after day.

Once the decision has been made as to which equipment to purchase, one is faced with the problem of where to put it. The design of workstations is definitely under the control of the user, and although it may be difficult to quantitatively measure the cost benefits of a well-designed work place, human performance is improved, errors minimised and resistance to computer stations is reduced if the environment in

which the computer is placed is user friendly. Many aspects of designing or adapting workstations require common sense, initiative and experimentation.

Seating quality is especially important because <sup>30 w.p.m.</sup> employees use chairs as their base for operations. The back support should adjust vertically and backward to fit the user. Wheels and swivel seats help one to move quickly to adjacent work locations. Cushions have also been designed to fit the <sup>35 w.p.m.</sup> contours of the body so that circulation is not reduced. Although many of these features add to the cost of chairs, even a small increase in productivity will justify the additional expense and add to the comfort and health of the user. If new <sup>40 w.p.m.</sup> seats are to be selected, employees should be consulted about the type preferred. Unfortunately, colour and design are too frequently given priority over adjustability. It has been shown that office workers in general are often unaware of the possibility <sup>45 w.p.m.</sup> of adjusting their chairs, or are reluctant to do so, and it may be a good idea frequently to remind users of the fact that their furniture should be adjusted to minimise their own fatigue.

Once the desk height has been fixed, one has <sup>50 w.p.m.</sup> to examine the problem of making the screen fall within the line of sight. If the middle of the screen is arranged at a height that is within the natural line of sight for the average user, taller or shorter people are accommodated, provided the screen <sup>55 w.p.m.</sup> is of a reasonable size, since their line of sight falls on either the top or bottom of the screen.

Since it is impossible to lift the keyboard into the line of sight and still satisfy all other requirements, people who are likely to use the computer <sup>60 w.p.m.</sup> frequently, should be encouraged to learn to touch type so that the need to bend the neck to see the keyboard is minimised.

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