

## NAMIBIA SENIOR SECONDARY CERTIFICATE

### OFFICE ADMINISTRATION AND KEYBOARDING ORDINARY LEVEL

**4348/1**

PAPER 1 Timed Speed and Accuracy Test

10 minutes

Marks 20

**2018**

Additional Materials: A4 Printing Paper (8 sheets)  
Cover Sheet

### 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**.
- At the end of the examination, staple the answer securely together and place it inside the cover sheet.
- Save your work at regular intervals.

This document consists of **4** printed pages.



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 in the computer as: "PAPER 1".

**[20]**

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Promotion can be defined as the upward movement of an employee in the organisational structure, i.e. the employee is appointed to a post at a higher hierarchical level (or the present post is upgraded) and the employee receives higher remuneration, more responsibilities and sometimes more privileges. In addition, there are indirect advantages which are often of even greater significance to the employee, such as those derived from a more challenging job, personal satisfaction, and the higher status and personal recognition which is received both within and outside the enterprise.

Promotion is of particular importance to the employer as well as the employees. To the employer promotion concerns the appointment of employees in responsible posts, i.e. managers who will have to take important decisions and who will have an important influence on the execution of activities and the achievement of objectives.

Moreover, choosing the right person for promotion is of vital importance, since an appointment not accepted by the employees may cause endless problems. To the employee promotion is particularly important since most people strive for advancement in life.

Promotion not only enables an employee to meet their basic needs more effectively, but also higher order needs, such as the need for friendship, social acceptance, status, personal success and self-realisation.

Since promotion is so important, it has to receive careful attention. For example, <sup>30 w.p.m.</sup> the personnel policy and procedures of an enterprise should contain reference to promotion. At least two aspects of promotion should be included in the personnel policy, namely the criteria that should be used for promotion purposes, and the policy <sup>35 w.p.m.</sup> regarding internal promotion.

There are two key considerations for promotion criteria. Firstly, seniority may be one of the criterion, i.e. the employee who has served the firm for the longest period of time, is promoted.

Secondly, <sup>40 w.p.m.</sup> efficiency may be the criterion, i.e. the employee performing best is promoted regardless of his/her years of service. In this case the employee's performance in their present job as well as their apparent ability to take more responsibilities and their leadership <sup>45 w.p.m.</sup> capacity, should be taken into account.

Often, however, both seniority and efficiency may be used, i.e. when there is no significant difference between efficiency of two or more candidates, promotion will be given to the employee with the <sup>50 w.p.m.</sup> longest years of service.

As concerns the policy of an enterprise regarding internal promotion, there are three possibilities, namely that internal promotion always receives preference, or that preference is given to the appointment of people from <sup>55 w.p.m.</sup> outside, or that both possibilities carry more or less the same weight.

When promotion from within receives preference, vacant management posts are practically always filled with existing employees. Such vacancies are virtually never made known outside <sup>60 w.p.m.</sup> the firm and possible candidates are not sought outside the business.