

### **Requirements**

This was a recall question expecting the candidate to enumerate the reasons an organization needs to communicate with the external entities. These are obvious as the organisation needs to make itself and its products and services known to the public; there may be changes within the organization or reports to be communicated or information about the products and prices for purposes of competitiveness with competitors or simply for good public relations.

### **Weaknesses**

Candidates were at a loss and it seemed they had not been taught this particular aspect of an organization.

### **Advice to Teachers**

Once again it is imperative that all items of the syllabus need to be covered and periodically revised to enhance understanding and thereby ensure good performance.

### **Question 18 (a)**

Highlight **five** ways of controlling the use of stationery in an office. (10 marks)

### **Requirements**

Purely knowledge of procedures to be put in place to ensure proper and accountable use of stationery.

### **Weaknesses**

Most candidates were able to answer the question correctly. But quite a good number seemed not to know what constitutes stationery and went on to include some 'hardware' like office machines in the list. This is appalling.

### **Advice to Teachers**

It is not clear why candidates should not know the distinction between stationery (mainly consumables) and hardware. This is elementary knowledge that should not be lacking in people preparing to run offices. There is need for adequate coverage of the syllabus.