# FINAL EXAMINATION in ADMINISTRATIVE OFFICE PROCEDURE

#### I. ESSAY (20 pts.)

#### Directions:

Explain each question, before you begin writing, read the passage carefully and plan what you will say. Your essay should be as well as organized and as carefully written as you can make it.

#### 1. What role do values play in making ethical decision? Provide examples. (5pts.)

Values play an important role in making ethical decisions. It makes choices among alternative courses of action - which may also include inaction. For example, let's say you started browsing cars online before you generated your decision criteria. You may come across a car that you feel reflects your sense of style and you develop an emotional bond with the car. Then, because of your love for the particular car, you may say to yourself that the fuel economy of the car and the innovative braking system are the most important criteria. After purchasing it, you may realize that the car is too small for your friends to ride in the back seat, which was something you should have thought about. Setting criteria before you search for alternatives may prevent you from making such mistakes. You may have noticed that this decision-making model involves a number of unrealistic assumptions as well. It assumes that people completely understand the decision to be made, that they know all their available choices, that they have no perceptual biases, and that they want to make optimal decisions. People rely on their personal values when making ethical decisions. While each person has his or her own core values, some values are widely shared. Knowing your values first — before making a decision will help you focus on what is most important to you so that you can choose a career that will help you feel fulfilled and satisfied.

#### 2. What are the characteristics of ethical organization? (5pts.)

The characteristics of ethical organization are being environmentally responsible, promoting diversity within the organization, socially responsible, making ethical decisions and character, providing a safe environment for workers, offering fair and equitable pay, being socially responsible, and respecting the law.

#### 3. What are some qualities of an effective team member? Briefly discuss. (5pts.)

Some qualities of an effective team member are that being able to work on, support, and eventually lead a team. Respect and trust one another, and the ability to integrate diversity. Having a clear and realistic goals a proper mix of skills and discipline. Regardless of how they participate, they will have unique challenges and opportunities as they seek to assist the team in accomplishing its goal.

#### 4. Describe three strategic plans you can use to develop customer focus. (5pts.)

The three strategic plans that we can use to develop customer focus is that taking responsibility – everyone can make an error or mistake and we have to willingly takes responsibility for our mistakes and learn from them to prevent the same mistake in the future. Next is showing respect to our customers and seeking their inputs. Customers are people, and people are not always right. If a customer comes to us with a concern, we should give it serious attention. Take the time to ask questions. Give customers the opportunity to express their opinions (both positive and negative) about the quality of products and services that the business provides. After asking questions, take the time to listen to the information we receive and resolve it.

# **Administrative Assistant Examination For State**

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**Administrative Assistant Examination For State:** 

Unveiling the Magic of Words: A Report on "Administrative Assistant Examination For State"

In a global defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their capability to kindle emotions, provoke contemplation, and ignite transformative change is really awe-inspiring. Enter the realm of "Administrative Assistant Examination For State," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve into the book is central themes, examine its distinctive writing style, and assess its profound effect on the souls of its readers.

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