

PENANG SANGAM HIGH SCHOOL

YEAR 13

OFFICE TECHNOLOGY

WORKSHEET 21

LESSON NOTES AND ACTIVITY

STRAND	OT 13.3 Office Administration
SUB-STRAND	OT 13.3.3 Business Communication
LEARNING OUTCOME	<ul style="list-style-type: none">• Define communication• Identify the types of reports

COMMUNICATION

Communication is interacting with one another in terms of verbal and oral communication. Good communication should oil the wheels of organizational activity and facilitate action. Much of the confusion arising from unclear communication is due to lack of thought; always engage the brain before the mouth.

Reports provide information, analysis or recommendations that can be used to solve problems; monitor or document progress; clarify or implement policies or procedures; and guide change, direction, or decisions.

While **proposals** are a form of report, the difference is that they request funding, or acceptance in exchange for work to be performed. **Proposals** and **reports** depend on research.

In writing any **report**, there are five basic steps:

1. Define the problem.
2. Gather the necessary data and information.
3. Interpret the data.
4. Organise the information.
5. Write the report.

Varieties of Reports

Many kinds of documents are called reports. In some organisations, a report is a long document or a document that contains numerical data.

Formal reports contain formal elements such as a title page, a transmittal, a table of contents and a list of illustrations.

Informal reports may be letters and memos or even computer printouts of production or sales figures. But all reports, whatever their length or degree of formality, provide the information that people in organisations need to make plans and solve problems.

Reports can be called **information reports** if they collect data for the reader, **analytical reports** if they interpret data but do not recommend action, and **recommendation reports** if they recommend action or a solution. It's worth knowing the names of common reports so that you'll understand what your supervisor is asking you to do.

The following reports are usually **information reports**:

- Sales reports (sales figures for the week or month).
- Quarterly reports (figures showing a plant's productivity and profits for the quarter)

The following reports are usually **analytical reports**:

- **Annual reports** (financial data and an organisation's accomplishments during the past year).
- **Audit reports** (interpretations of the facts revealed during an audit).
- **Make-good or payback reports** (calculations of the point at which a new capital investment will pay for itself).

The following reports are **recommendation reports**:

- **Feasibility reports** evaluate two or more alternatives and recommend which the organisation should choose.
- **Justification reports** justify the need for a purchase, an investment, a new personnel line, or a change in procedure.
- **Problem-solving reports** identify the causes of an organizational problem and recommend a solution. Often, the name of a report isn't enough to identify its purpose.

The following reports can be information, analytical or recommendation reports:

- **Accident reports** can simply list the nature and causes of accidents in a factory or office. These reports can also recommend changes to make conditions safer.
- **Credit reports** can simply summarise an applicant's income and other credit obligations. These reports can also evaluate the applicant's collateral and credit worthiness.
- **Progress and interim reports** can simply record the work done so far and the work remaining on a project. These reports can also recommend that a project be stopped, continued or restructured.
- **Trip reports** can simply share what the author learned at a conference or during a visit to a customer or supplier. These reports can also recommend action based on that information.
- **Closure reports** can simply document the causes of a failure or of research that is not economically or technically feasible for new products under current conditions. They can also recommend action to prevent such failures in the future.

ACTIVITY

1. Define communication.

2. Differentiate between a **report** and a **proposal**.

3. List and explain three recommendations reports.

THE END ☺