PENANG SANGAM HIGH SCHOOL

YEAR 13

OFFICE TECHNOLOGY

WORKSHEET 22

LESSON NOTES AND ACTIVITY

STRAND	OT 13.3 Office Administration
SUB-STRAND	OT 13.3.3 Business Communication
LEARNING OUTCOME	• Purpose of writing a report • Identify systematic approach in preparing report • Defining report problems

EFFECTIVE WRITING

Clarity – know exactly what a report plans to achieve; why are you writing the report?

Have a clear purpose for it. Reports may:
- inform
- recommend
- motivate
- prompt or play a part in a debate
- persuade
- impress
- record
- reinforce or builds on existing situation situations or beliefs
- instruct

Reader's expectations – brief, clear, precise, in our language, simple, descriptive, well- structured and logical. What gives readers the feeling both at first glance and as they get further into it, that the report is not to be avoided on principle.

Why reports

Reports are written to lead to action, to make things happen or play a part in so doing. It is usually a tool to create an image of the writer/organisation in the mind of the reader. Communication influences people and hence the intention is clear; a report usually has a case to present, one that will act so as to play a part in the thinking that follows.

Apply a systematic approach to preparation

Listing – utilize mind mapping, a process in which ignoring order or structure, every significant point that may be desirable is listed.

Sorting – rearrange what you noted, bringing some logic and organisation to it. It raises questions and answers.

-Arranging: note into a final order of contents, deciding the precise sequence and arguments you will follow
- Review: add things, delete things, move things

Write: choose your moments, when you easily flow to write.

Edit: leave the draft a while, then re-read it, possibly out loud. Get a second opinion as well.

Defining Report Problems

Good report problems grow out of real problems: disjunctions between reality and the ideal, choices that must be made. When you write a report as part of your job, the organisation may define the topic.

A good report problem in business or administration meets the following criteria:
1. The problem is
   - Real
   - Important enough to be worth solving.
   - Narrow but challenging.
   - Possible to solve with the time and resources available.
   - Something you're interested in.

2. The audience of the report is
   - Real
   - Able to implement the recommended action.
   - One you can get information about.

3. The data, evidence and facts are
   - Sufficient to document the severity of the problem.
   - Sufficient to prove that the recommendation will solve the problem.
   - Available to you.
   - Comprehensible to you.

Often problems need to be narrowed. Once you've defined your problem, you're ready to write a purpose statement. The purpose statement goes both in your final report and in your proposal.

A good **purpose statement** makes three things clear:
- The organizational problem or conflict.
- The specific technical questions that must be answered to solve the problem.
- The rhetorical purpose (to explain, to recommend, to request, to propose) the report is designed to achieve.

To write a good purpose statement, you must understand the basic problem and have some idea of the questions that your report will answer. Note, however, that you can (and should) write the purpose statement before researching the specific alternatives the report will discuss.

ACTIVITY
1. What is the purpose of preparing report?
2. Explain the following **four** systematic approach to prepare report:
   a.) **Listing**
   b.) **Sorting**
   c.) **Write**
   d.) **Edit**

THE END ☺