

PENANG SANGAM HIGH SCHOOL

YEAR 13

OFFICE TECHNOLOGY

WORKSHEET 23

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">• Explain the objective of writing a report• Identify the report structure

CREATING A GOOD REPORT

- What makes it work for the reader?
- What assists you to compile it quickly and easily?
- Set clear objectives: what is it for? (Intention- informs, motivates, or prods?) Objectives should be defined from the standpoint of readers, who or which group is it for, do they have homogenous interest? Why do they want/need the report? What do they want in it? What result do they look for? What do they not want?
- Knowledge about the would-be recipients of the report: what kind of people are they (male/female, young/old, etc.), how well do you know them? What is their experience with the reports topic? What is their level of knowledge regarding the topic? What is their likely attitude to it (welcoming/hostile), what is their personal involvement (how do the issues affect them), how do they rate the importance of the subject? Are they likely to find the topic interesting? Are they likely to act as a result of reading it?

Report's structure

A good report should be structured as follows: setting out the situation; describing the implications; reviewing the possibilities; making recommendations. However, it still has to fit into introduction, body and summary as shown in the table below:

Beginning	Introduction	Situation
		Implications
Middle	Body	Possibilities
		Recommendation
End	Summary	

- Recommendations need to be specific, addressing exactly what should be done, by whom, when, alongside such details as cost and logistics.

- In the few lines of a report, a view is adopted that colours the reading of the rest of the document. The introduction of the report is therefore very crucial.
- The body must have a logical structure, be able to signpost or make the reader know what is coming, eg. –we will review the project in terms of three key factors: timing, cost and staffing. First timing headings and sub headings should be appropriately employed, utilize appropriate language, use graphics and illustrations.
- To gain acceptance, relate to specific groups, provide proof, and anticipate objections.
- Readers want documents to be understandable and readable (SMART), as well as straightforward (KISS) and natural.
- Your writing should be BRISP (Brief, Relevant, In our language, Succinct, Precise).

An example of a Research Report

Research Paper Outline

I. Introduction (2-3 paragraphs)

A. Story, quote, questions, something of interest
B. Statement of the problem (your ‘why’ question)
C. History of the problem
D. Thesis

II. Body Section One (4-6 paragraphs)

A. Extent of the problem / How bad is it?
1. What has happened
2. Why should we be concerned
B. Who is affected / how are they affected
1. Examples
2. Stories
3. Facts

III. Body Section Two (3-4 paragraphs)

A. Cause/Effect:
1. Because of this problem, this has happened....
B. Repercussions of the problem
1. If we don’t solve, this will happen...

IV. Body Section Three (1-3 paragraphs)

A. Possible solutions
1. What will work
2. What will not work
3. Possible oppositions

V. Conclusion (1-2 paragraphs)

A. Relate back to intro (story/quote/question)
B. Restate thesis/clincher

ACTIVITY

1. What is objective in reporting writing?
2. How a good report should be structured?
3. Describe what is **recommendation** in report writing?

THE END 😊