

## Higher Administration (2015)

- ① In the case study the employee has breached a number of principles of the Data Protection Act.
- Personal data should be processed fairly and lawfully.
  - It should only be obtained for a specific purpose and this should be made clear to the individual. The data should be processed in line with the individual's rights and the information being kept secure and up-to-date.
  - Any information held should be adequate, relevant and not excessive.
  - Data should not be kept for longer than is necessary and destroyed securely after this time has passed.

b) There are several consequences of breaching legislation for Milne Accounting Ltd for both the company and its employees.

Firstly a breach of legislation may attract unwanted media attention which will damage the organisation's reputation. A damaged reputation reduces customer loyalty, who then may switch to a rival business. In addition it is difficult to attract high quality candidates to vacant positions in the company.

The employee may receive a written warning which will remain on their record, potentially be demoted losing job satisfaction, or have their contract terminated resulting in financial hardship.

② As an Administrative Manager it would be expected that you could demonstrate effective communication skills and the confidence in using systems and procedures to lead a team effectively.

In addition a supportive and approachable attitude is required to motivate a team of employees to produce high quality work.

③ In order to monitor an employee's work there are several methods which could be used:

- the use of a buddy system is where an employee is paired with a more experienced person for help and advice.
- a mentoring system works in a similar way to a buddy system, but the difference is the pairing with a more senior member of staff.
- managers should carry out regular appraisals of staff to review current performance and identify future training needs - this will allow the employee to progress their career
- the creation of action plans where task responsibilities, deadlines and resource allocation are noted gives a manager a clear picture of progress expected.

- ④ Working in a team will allow greater ideas to be developed resulting in a higher quality end product / solution to a problem.

If communication is improved, workers feel more motivated towards achieving organisational goals with reduced absenteeism and staff turnover.

Employee's skills are allowed to develop through shared practice which not only makes them more flexible for staff absence but improves their experience for future promotion opportunities.

If employees are meeting targets through effective team work this may result in bonus payments, while having better confidence in tasks will reduce overall stress and make the employee feel more supported.

- ⑤ Audio conferencing uses verbal communication whereas web-conferencing allows for both audio and visual communication.

Web conferencing uses a live internet connection whereas audio conferencing can be used through a phone signal using a loudspeaker.

Both save travel/accommodation costs and still permit group discussions to be held on a regular basis.



⑥ If there are communication barriers during a training session this could result in a session needing to be adjourned eg through technical difficulties. This wastes time for the organisation and inconveniences employees.

Attendees may not be able to understand a session through language barriers or the accent of the presenter. This could lead to incorrect decisions being made, or in the case of inappropriate promises for some attendees eg cultural barriers could result in legal action through discrimination legislation.

If there are significant background noises or distractions this could agitate attendees. While those who have 'selective hearing' or are easily bored may not benefit from the training.

⑦ The benefits of good customer care include loyal customers who will return to your business and recommend your services to others. This will increase sales turnover.

Good customer care will result in fewer customer complaints to employees making the workplace a happier and more productive environment.

A good reputation will attract higher quality potential employees, and may give a competitive edge in the marketplace, drawing customers away from rival businesses.