1) Simplest possible classificator always chooses the class with highest probability: 6 years

⇒ correct: 987

incorrect: 356 + 1

⇒ accuracy = $\frac{987}{987+356+1} = 0,734 = 73,4\,\%$

2)

$$CM = \begin{pmatrix} 8 & 1 & 2 \\ 0 & 5 & 3 \\ 3 & 2 & 5 \end{pmatrix}$$

$$\text{accuracy} = \frac{\text{Sum of main diagonal}}{\text{Sum of all elements}} = \frac{8+5+5}{8+1+2+5+3+3+2+5}$$

$$= \frac{18}{29} = 62.1\,\%$$

$$\text{precision}_0 = \frac{8}{8+3} = \frac{8}{11}$$

$$\text{precision}_1 = \frac{5}{5+1+2} = \frac{5}{8}$$

$$\text{precision}_2 = \frac{5}{5+2+3} = \frac{1}{2}$$

$$\text{recall}_0 = \frac{8}{8+1+2} = \frac{8}{11}$$

$$\text{recall}_1 = \frac{5}{5+3} = \frac{5}{8}$$

$$\text{recall}_2 = \frac{5}{5+2+3} = \frac{1}{2}$$

SpokenWordIndex is used as row-index in the confusion matrix.
The simplest possible classificator uses the index, with the highest row-sum, which is the 0-th row.
The accuracy for this case is:

$$\frac{11}{11+8+10} = \frac{11}{29} = 0.379 \approx \frac{1}{3}$$

$\Rightarrow$ this dataset can be assumed to be balanced.