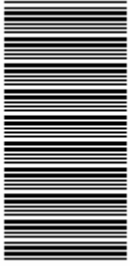


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# education

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Department:  
Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 3**

**SUPPLEMENTARY EXAMINATION 2009**

**(3061003)**

**9 February (X-Paper)  
09:00 – 12:00**

**This question paper consists of 14 pages and 1 answer sheet.**

**TIME: 3 HOURS  
MARKS: 150**

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**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Number the answers correctly according to the numbering system used in this question paper.
  4. Write neatly and legibly.
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**SECTION A (COMPULSORY)****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various possible options are provided as answers to the following questions. Choose the answer and write only the letter (A - D) next to the question number (1.1.1 – 1.1.10) on the ANSWER SHEET.

- 1.1.1 A report about a situation or an event in the workplace, that is given by addressing an audience, is called ... presentation.
- A a written
  - B a telephonic
  - C an online
  - D an oral
- 1.1.2 Which ONE of the following may NOT constitute an employment agreement?
- A Health and Safety Act
  - B The employment contract
  - C Letter of appointment
  - D Basic Conditions of Employment Act
- 1.1.3 An organisation that functions like a court by dealing with disagreements between employers and employees is known as the ... .
- A SARS.
  - B CCMA.
  - C SABS.
  - D task team.
- 1.1.4 Which of the following is an advantage of an induction programme at your workplace?
- A Help new employees feel at home
  - B Promote productivity
  - C Reduce stress, absenteeism and labour turnover
  - D All the above-mentioned
- 1.1.5 Examples of consumables in the workplace are ... .
- A a photocopier, paper and staples.
  - B a fax machine, photocopier and a switchboard.
  - C paper, printer ink cartridges and staples.
  - D a fax machine paper and staples.

- 1.1.6 In terms of the Basic Conditions of Employment Act, the ... agreement regulate conditions and terms of employment.
- A health and safety
  - B productivity
  - C technology
  - D collective
- 1.1.7 Marketing mix consists of variables, namely ... that assist the marketer to construct a marketing strategy.
- A price, consumer, product and promotion
  - B consumer, product, promotion and place
  - C price, product, place and promotion
  - D None of the above-mentioned
- 1.1.8 An example of a private company is ... .
- A ESCOM.
  - B SABC.
  - C Checkers.
  - D Post Office.
- 1.1.9 An example of a professional body in South Africa is ... .
- A South African Institute of Chartered Accountants.
  - B Law Society of South Africa.
  - C Chamber of Commerce.
  - D All the above-mentioned
- 1.1.10 A method of collecting data by using sources of the past is called ... .
- A an unstructured interview.
  - B the historical method.
  - C a survey.
  - D a structured interview. (10 x 1) (10)

## 1.2 TRUE / FALSE

Indicate whether the following statements are TRUE or FALSE. Choose the answer by making a cross (X) in the block next to the question number (1.2.1 - 1.2.10) on the attached ANSWER SHEET.

- 1.2.1 Demographics refer to characteristics of the population and is used in marketing research.
- 1.2.2 Employees may not use a grievance procedure to fight unfairness in the workplace.
- 1.2.3 Stakeholders who have invested a lot in an organisation will not be affected if the organisation fails.
- 1.2.4 A floor plan is the map of a business organisation.
- 1.2.5 The role of a mentor is to ensure that a new staff member is adequately remunerated.
- 1.2.6 Safety principles for the use of electrical equipment are not part of the Occupational Health and Safety Act.
- 1.2.7 Equipment that is stamped with an SABC mark of approval means that it conforms to safety standards.
- 1.2.8 A business trust is managed by trustees, but the profits are paid to the beneficiaries.
- 1.2.9 A SWOT analysis is undertaken to make a business organisation more competitive.
- 1.2.10 If conflict in an organisation is poorly handled, it can lead to better participation, higher motivation and greater creativity. (10 x 1) (10)

## 1.3 MATCHING ITEMS

Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A - J) next to the question number (1.3.1 – 1.3.10) on the attached ANSWER SHEET.

COLUMN A		COLUMN B	
1.3.1	Focus groups	A	are government organisations that ensures that the rules and standards of an economic sub-sector are followed
1.3.2	Ranking		
1.3.3	Induction	B	a situation is changing or developing in a certain direction
1.3.4	Introduction		
1.3.5	Outcard	C	people who are selected to evaluate a product or service
1.3.6	Card index	D	ensures that files are not lost or misplaced
1.3.7	Bargaining councils		
1.3.8	Regulatory authorities	E	a process of familiarising new employees with an organisation
1.3.9	Trend	F	a process of arranging items in a scale of importance
1.3.10	Dispute	G	a continuous disagreement between an employer, employee and their trade unions regarding any related issue
		H	takes place when someone is taken somewhere for the first time and meets people for the first time
		I	protect the workers belonging to a specific industry, for example the construction industry
		J	used to record the contact details of the client

(10 x 1)

(10)

**TOTAL SECTION A:****30**

**SECTION B (COMPULSORY)**

**QUESTION 2**

2.1 Study the following letter to an employee who is about to be retrenched.

Miss T. Dladla  
P.O. Box 27  
Durban  
4001

1 July 2008

Dear Thobile

Re: Notice of termination of employment

Kindly be informed that you have been unfortunately identified as a member of staff that will be retrenched with effect from 1 October 2008.

Due to circumstances beyond our control, Cape Suppliers must retrench a number of workers in order to ensure the survival of the company.

The economic decline has been detrimental to our productivity and we are left with no choice, but to retrench staff.

You will be given severance pay equal to three weeks salary per year of completed services and all outstanding leave pay.

Cape Suppliers would like to thank you for your excellent service.

Should any vacancies arise in the near future, you will be considered for re-employment.

Yours faithfully

Mr M.K. Denolyn  
Manager: HR Department

With reference to the above letter, answer the following questions.

- 2.1.1 Do you think that sufficient notice was given to Thobile? Give a reason. (2)
- 2.1.2 What do you understand by the term *retrenchment*? (2)
- 2.1.3 Assuming that you are the employer, outline the ways in which you could offer your assistance to Thobile as a result of her termination of employment. (4 x 2) (8)
- 2.1.4 Explain the grounds/reasons for retrenchment. (3 x 1) (3)
- 2.2 Select the appropriate word from the table below to complete the sentences that follow. Write the word next to the question number in the ANSWER BOOK.

Employees Government Customers Stock/Shareholder Stakeholders Banker
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- 2.2.1 People who have an interest in the business in some way are called ... .
- 2.2.2 People who buy products from your organisation are referred to as ... .
- 2.2.3 ... is an example of a major external stakeholder.
- 2.2.4 ... is an example of a major internal stakeholder.
- 2.2.5 A person who holds shares in a business organisation, is known as a ... . (5 x 1) (5)

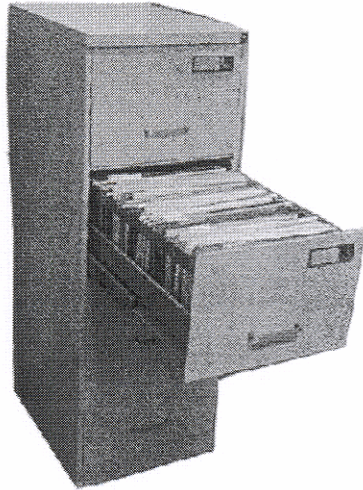
**[20]**



**QUESTION 3**

Study the pictures below of office equipment in a business organisation and answer the questions that follow.

3.1



- |       |   |             |
|-------|---|-------------|
| 3.1.1 | Identify the above equipment?   | (1)         |
| 3.1.2 | Why is it important to store documents?   | (2 x 1) (2) |
| 3.1.3 | The above equipment is best suited for the horizontal or vertical method of filing?   | (1)         |
| 3.1.4 | Briefly describe the process you would use to store documents in the above-mentioned equipment using the alphabetical system. Use practical examples. | (6 x 1) (6) |
| 3.1.5 | Discuss THREE security measures that you would take when using the above equipment.   | (3 x 1) (3) |
| 3.1.6 | Give TWO reasons for maintaining security of documents in your organisation.  | (2 x 1) (2) |

3.2

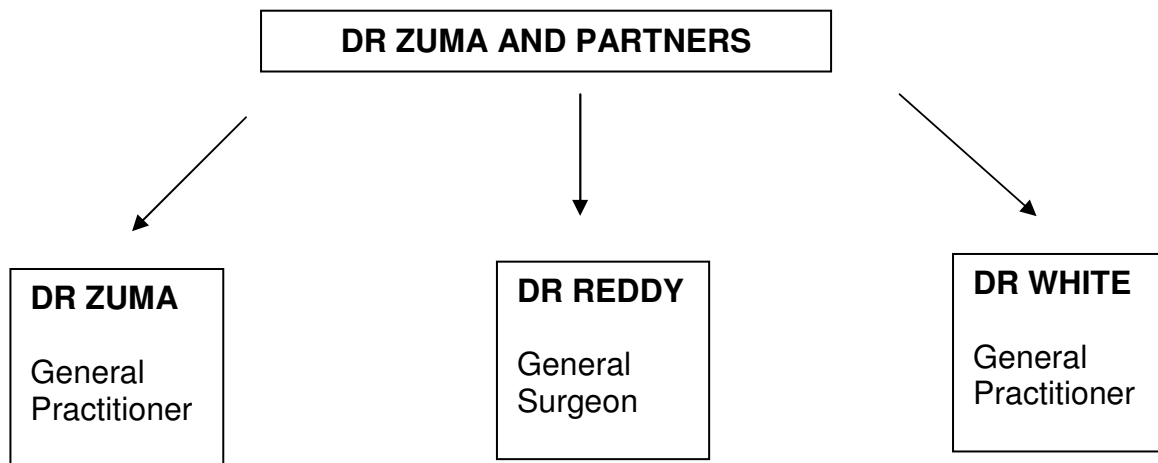


3.2.1 Identify the above equipment? (1)

3.2.2 Briefly describe how you would use the above-mentioned equipment in your workplace. (4 x 1) (4) [20]

**QUESTION 4**

The following diagram represents a type of business organisation located in South Africa.



Refer to the above diagram and answer the following questions.

4.1 What type of business organisation is Dr Zuma and Partners? (2)

4.2 Give a reason for your answer in QUESTION 4.1.2. (2 X 1) (2)

- 4.3 Complete the following sentences by filling in the missing words. Write the answer next to the question number in the ANSWER BOOK.
- Dr Zuma & Partners can be owned by a minimum of 4.3.1 ... partners or a maximum of 4.3.2 ... partners. Each partner may contribute 4.3.3 ..., 4.3.4 ... and 4.3.5 ... In addition each of the partners must pay part of what he/she earns to 4.3.6 ... . (6 x 1) (6)
- 4.4 What do you think are the advantages of this form of ownership? (2 x 2) (4)
- 4.5 To which economic sector does this business belong? (1)
- 4.6 Dr Zuma & Partners must be a member of a professional body. Name this body. (1)
- 4.7 Outline the purposes/roles of this professional body. (2 x 2) (4)
- [20]**

## QUESTION 5

Read the following case study and answer the questions that follow.

Serisha is employed as a personal assistant to Mr Zulu, a male manager, in an organisation called Gauteng Traders. After a while Mr Zulu begins to tell her how pretty she is, what nice clothes she is wearing and so on. Then after a few months he starts touching her and tries to flirt with her even more. Serisha is not attracted to Mr Zulu. Furthermore Serisha feels very uncomfortable, angry and frustrated. She is afraid to react to this situation as Mr Zulu may victimise her.

- 5.1 Do you think that this is sexual harassment? (1)
- 5.2 Give a reason for your answer in QUESTION 5.2. (1)
- 5.3 Explain the conflict situation in the above-mentioned case study. (2 x 2) (4)
- 5.4 Name the role-players in this conflict situation. (2 x 1) (2)
- 5.5 Why do you think Serisha is afraid to 'react' to this situation? (2 x 1) (2)
- 5.6 Explain the different steps that should be followed to resolve this conflict situation. (5 x 2) (10)
- [20]**

**QUESTION 6**

Read the case study below and then answer the questions that follow:

**TARRYN'S FIRST DAY AT WORK**

As in any relationship, first impressions count. Unfortunately Tarryn's introduction to Umhlanga Traders did not set a positive tone for her career with her company.

Her first day was a huge disappointment – it was confusing and disorganised. She had to listen for two hours to a lecture delivered by a company representative on the activities of Umhlanga Traders. She felt that she had learnt very little. Furthermore, she had no opportunity to ask questions. She was then instructed by the secretary of the company to read the employee handbook because the manager was occupied for the remainder of the day. At the end of the day, Tarryn leaves work hungry because no one had invited her to lunch and even bothered to show her where the cafeteria is located.

- |       |  |         |             |
|-------|--|---------|-------------|
| 6.1   | Do you think that Umhlanga Traders has a proper induction programme in place? Give THREE reasons.        | (1 + 3) | (4)         |
| 6.2   | Briefly explain how Tarryn should have been welcomed into the organisation under the following headings: |         |             |
| 6.2.1 | Introduction   | (2 x 2) | (4)         |
| 6.2.2 | Induction  | (3 x 2) | (6)         |
| 6.2.3 | Discuss THREE reasons why it is important to familiarise Tarryn with her workplace                       | (3 x 2) | (6)         |
|       |  |         | <b>[20]</b> |

**QUESTION 7**

- 7.1 Complete the following puzzle. Write only the answers next to each question number in the ANSWER BOOK.

**DOWN**

- 7.1.1 A ... describes what happened over a period of time.
- 7.1.3 ... analysis in a research methodology that emphasises human communication.
- 7.1.4 A qualitative method of collecting data.
- 7.1.5 The results obtained by using this research method are accurate if the respondents are not aware of it.

**ACROSS**

- 7.1.2 A ... is an investigation where a large number of people are asked about their opinions.
- 7.1.6 The data you have collected and analysed for your research project must now be presented in the form of a ... .
- 7.1.7 A ... consists of an alphabetical list of words with explanations.
- 7.1.8 The use of ... will arouse the interest of the audience during your oral presentation of your research report.
- 7.1.9 Did the researcher ... the stated objective? This is a question that could be asked when evaluating the effectiveness of the research technique.
- 7.1.10 The ... page should be the first page of your report. (10 x 1) (10)

- 7.2 'Research is very important for the future success of a business organisation, because it helps you find out what demands are there in the market, that could lead to the development of new products or services'.

With reference to the above-mentioned statement, identify any FIVE steps that you must follow in conducting a research project in your organisation.

(5 x 2)

(10)

**[20]**

**TOTAL SECTION B: 120**

**GRAND TOTAL: 150**

**ANSWER SHEET**

**EXAMINATION NUMBER:**

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**SECTION A**

**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

1.1	
1.2	
1.3	
1.4	
1.5	
1.6	
1.7	
1.8	
1.9	
1.10	

(10 x 1) (10)

**1.2 TRUE/FALSE QUESTIONS**

1.2.1	TRUE	FALSE
1.2.2		
1.2.3		
1.2.4		
1.2.5		
1.2.6		
1.2.7		
1.2.8		
1.2.9		
1.2.10		

(10 x 1) (10)

**1.3 MATCHING ITEMS QUESTION**

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
1.3.6	
1.3.7	
1.3.8	
1.3.9	
1.3.10	

(10 x 1) (10)

**TOTAL SECTION A: 30**