



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 3**

**SUPPLEMENTARY EXAMINATION 2011**

**(3061003)**

**23 February (Y-Paper)  
13:00 – 16:00**

**This question paper consists of 7 pages.**

**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 according to the numbering system used in this question paper.
  4. Start each question on a new page.
  5. Write neatly and legibly.
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**SECTION A****QUESTION 1**

1.1 Various options are given as possible 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) in the ANSWER BOOK.

1.1.1 A/An ... is a process of familiarising a new employee with workplace policies and procedures.

- A recruitment
- B induction
- C socialisation
- D introduction

1.1.2 ... is an example of a professional or regulatory body.

- A Independent Broadcasting Authority
- B South African Bureau of Standards
- C Advertising Standards Authority
- D South African Breweries

1.1.3 Different levels of education, skills and knowledge can create conflict between two employees working for the same company.

Which type of conflict is this?

- A Interpersonal conflict
- B Inter-group conflict
- C Organisational conflict
- D Inter-organisational conflict

1.1.4 The introduction of a new employee takes place ....

- A immediately after the interview.
- B on assumption of duty.
- C at the year-end function when all staff members are gathered.
- D in large organisations only.

1.1.5 ... is an example of a non-profit seeking organisation.

- A ABSA
- B Vodacom
- C Red Cross
- D Toyota

- 1.1.6 The Basic Conditions of Employment Act does not deal with the following issue:
- A Working hours.
  - B Remuneration.
  - C Leave.
  - D Marital problems.
- 1.1.7 The ... can be used to find the names of organisations to repair office equipment.
- A Yellow pages
  - B Magazines
  - C Diary
  - D Barber-shop
- 1.1.8 ... causes intrapersonal conflict situations.
- A Disagreement about goals
  - B Cultural differences
  - C Having conflicting ideas
  - D Different values and attitudes
- 1.1.9 ... is an efficient source to record appointments in the office.
- A Message form
  - B Business diary
  - C Writing pad
  - D None of the above-mentioned
- 1.1.10 The ... is the most connected stakeholder.
- A employer
  - B customer
  - C employee
  - D management
- (10 × 1) (10)
- 1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.2.1 – 1.2.6) in the ANSWER BOOK. Motivate your answer if the statement is false.
- 1.2.1 All quantitative research methods are not time consuming.
- 1.2.2 Substantively fair means that your employer followed all the necessary procedures before he/she dismissed you.
- 1.2.3 Inter-organisational conflict is always due to competition between organisations.
- 1.2.4 There is no need to give trade unions and employees notice about any intentions to retrench workers.

- 1.2.5 Quantitative research methodologies may include case studies, observations, focus groups and content analysis.
- 1.2.6 The role of private organisations is almost exclusively an economical one. (10)

1.3 Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A – L) next to the question number (1.3.1 – 1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.3.1	Ranking	A create equal opportunities for all applicants.
1.3.2	In-depth interviews	B investigation of opinions.
1.3.3	Regulatory authorities	C a process of positioning items on a scale in relation to others.
1.3.4	Retrenchment	D conducted on one-on-one basis, to determine the respondent's motivations, beliefs, attitudes and feelings about something.
1.3.5	Induction programme	E conflict due to competition between organisations.
1.3.6	Fax machine	F people that buy a product/service.
1.3.7	Affirmative action	G to dismiss an employee to cut down expenses.
1.3.8	Inter-organisational conflict	H assist a new staff member in settling in the workplace.
1.3.9	Questionnaire	I society's morals or rules for how to act.
1.3.10	Consumers	J organisations that check that businesses are adhering to the rules.
		K something that a firm owns.
		L transmits documents over the telephone lines to another terminal

(10 × 1)

(10)  
[20]**TOTAL SECTION A: 30**

**SECTION B****QUESTION 2**

- 2.1 Your college has just employed a new receptionist who does not have experience. You are the Human Resource officer who needs to conduct an induction programme to orientate the new employee to fit in with the culture of the organization and to make the employee feel at home.
- 2.1.1 Distinguish between introducing and inducting a new staff member. (8 × 1) (8)
- 2.1.2 Why is it important that you should familiarise and orientate the new staff member prior to the assumption of duty? (4 × 2) (8)
- 2.1.3 As an employee this new person expects privacy and confidentiality in their private matters. Due to the differences in various cultures and backgrounds, what one employee might regard as private and confidential might not necessarily be private to another employee nor the employer.
- State any FIVE issues that you think an employee might require confidentiality on and a brief explanation of why he/she might regard them as such. (5 × 2) (10)
- 2.1.4 State FOUR reasons why it is important for you to check that this new staff member understands his/her responsibilities. (4 × 1) (4)
- [30]**

**QUESTION 3**

- 3.1 Disciplinary action is the downward communication link from management to employees. Supply the FIVE aims that an employer tries to achieve when carrying out disciplinary procedures on employees. (5 × 2) (10)
- 3.2 Classify the following categories of offences:
- a. abusing sick leave.
  - b. sleeping on duty.
  - c. being under the influence of drugs or alcohol.
  - d. unjustified absence from work.
  - e. falsifying time cards. (5 × 2) (10)
- 3.3 An organisation can take a number of precautions to maintain a high level of protection in order to ensure security for documentation and equipment. Supply any FIVE reasons why the organisation needs to maintain security for documentation and equipment. (5 × 2) (10)
- [30]**

**QUESTION 4****Case study:**

After a month in his job, Siphon notices that some of his colleagues are acting rather unkind and aggressively towards him. They eventually start avoiding him and telling him to leave them alone. Siphon is very irritated by this behaviour and is very unhappy. He finally decides that he needs to sort this out as he is sure that there must be some misunderstanding.

- |     |   |         |             |
|-----|---|---------|-------------|
| 4.1 | Mention and discuss the FIVE steps that Siphon could follow to resolve the issue in the case study above.   | (5 × 2) | (10)        |
| 4.2 | Differentiate between the following types of conflict: Intrapersonal, Interpersonal and Organisational.   | (3 × 2) | (6)         |
| 4.3 | The organisation's competitive position can be described by understanding the concept of Porter's FIVE Forces of Competitive Model. Briefly discuss each of the forces that will affect the company's competitive position. | (5 × 2) | (10)        |
| 4.4 | What does SWOT stand for?   | (4 × 1) | (4)         |
|     |   |         | <b>[30]</b> |

**QUESTION 5**

- |     |  |         |             |
|-----|--|---------|-------------|
| 5.1 | Briefly explain the role of the following stakeholders in an organisation:   |         |             |
|     | <ul style="list-style-type: none"> <li>• Bankers</li> <li>• Suppliers</li> <li>• Government</li> <li>• Professional bodies</li> <li>• Customers</li> <li>• Management and employees</li> </ul> | (6 × 2) | (12)        |
| 5.2 | Provide an illustration of the value chain from the producer to the consumer. Do this by illustrating the route travelled by the Orange Juice that you drank this morning.                     | (5 × 2) | (10)        |
| 5.3 | Give one direct competitor for each of the middlemen that you have used in the illustration above.   | (3 × 2) | (6)         |
| 5.4 | What does BCCSA stands for?  |         | (2)         |
|     |  |         | <b>[30]</b> |

**TOTAL SECTION B: 120**  
**GRAND TOTAL: 150**