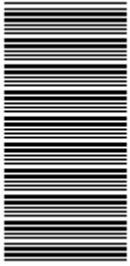


00000000



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 3**

SUPPLEMENTARY EXAMINATION

(3061003)

**25 February 2014 (X-Paper)
09:00–12:00**

This question paper consists of 8 pages.

TIME: 3 HOURS
MARKS: 150

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. Write neatly and legibly.
-

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 ... are the most important connected stakeholders because business organisations rely on them.
- A Trade unions
 - B Customers
 - C Public servants
 - D Shareholders
- 1.1.2 The main reason for the implementation of a dress code in the workplace is to ...
- A project the good image of the organisation.
 - B satisfy the personnel of the organisation.
 - C identify personnel.
 - D distinguish between management and the workforce.
- 1.1.3 Checking references as provided by you in your CV does not verify your ...
- A ability to perform a task.
 - B interpersonal competence.
 - C employment history.
 - D ability to succeed in the job for which you applied.
- 1.1.4 One of the main functions of the South African Revenue Services is to ...
- A issue money to the citizens of this country.
 - B assist pensioners.
 - C register citizens in need of a grant.
 - D collect all national taxes, duties and levies.
- 1.1.5 If one of your colleagues gets an electric shock, you must ...
- A not touch him or call the emergency services.
 - B not use water to treat him.
 - C turn the power off at the mains.
 - D not perform CPR.

- 1.1.6 The filing of indexing cards using the combination of the alphabet and numbers, is referred to as ... indexing.
- A strip
 - B vertical
 - C horizontal
 - D card
- 1.1.7 Which ONE of the following can help you to convey messages as quickly as possible?
- A A letter
 - B An SMS
 - C E-mail
 - D B and C
- 1.1.8 This type of business does not pay corporate tax:
- A Sole trader
 - B Close corporation
 - C Public company
 - D Private company
- 1.1.9 The acronym BEE refers to ...
- A Black Employment Equity.
 - B Black Economic Empowerment.
 - C Black Economic Environment.
 - D Black Employment Environment.
- 1.1.10 The final step in a research project is to ...
- A collect primary data.
 - B collect secondary data.
 - C write a report.
 - D draw up a questionnaire.
- (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 (1.2.1–1.2.10) in the ANSWER BOOK.
- 1.2.1 The personality of the new staff member must be considered when planning an induction programme.
- 1.2.2 A conflict situation in the workplace can be verbal or non-verbal.
- 1.2.3 Telkom, Sanlam and ABSA are leading business organisations in the South African economy.

- 1.2.4 Striving for a win-win situation is an effective tool when trying to resolve conflict in the workplace.
- 1.2.5 A close corporation consists of a maximum of twenty members.
- 1.2.6 Ster-Kinekor is a direct competitor of Avis car hire.
- 1.2.7 The introduction of a new staff member is an ongoing process which can last up to a period of one year.
- 1.2.8 When answering external telephone calls in any company, it is not necessary to give the name of the company.
- 1.2.9 Tax evasion is regarded as legal by SARS.
- 1.2.10 All employees are not permitted to have access to the grievance procedure policy document which is available in the workplace.

(10 × 1)

(10)

- 1.3 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) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Recognition agreement	A	satisfy customers' personal needs
1.3.2	Productivity	B	data that is collected for a specific purpose
1.3.3	Profit organisation	C	increase in output with a minimum of input
1.3.4	Consumer products	D	a local business undertaking
1.3.5	Primary data	E	takes place between the employer and the trade union
1.3.6	Industrial products	F	aims at maximising profits
1.3.7	Outsurance	G	purchased to produce other goods
1.3.8	Secondary data	H	amalgamation of two or more business organisations
1.3.9	Merger	I	skills which are no longer required in a business
1.3.10	Redundancy	J	data that already exists

(10 × 1)

(10)

TOTAL SECTION A: 30

SECTION B**QUESTION 2**

Refer to the case study below and answer the questions.

A BUSINESS VENTURE

Khaya Mthembu manages a business called Party Reflections CC in Gauteng. They specialise in decoration and catering for a variety of events. This business consists of eight staff members who are employed in accordance with the affirmative action policy. All employees signed their employment contracts on commencement of their employment.

- | | | | |
|-----|--|---------|-------------|
| 2.1 | Name FIVE possible stakeholders for the above-mentioned business. | (5 × 1) | (5) |
| 2.2 | List any FOUR employment-related policies that this business must adhere to. | (4 × 1) | (4) |
| 2.3 | What is the meaning of <i>affirmative action</i> in the workplace? | (2 × 2) | (4) |
| 2.4 | State any FOUR guidelines that will assist Khaya on 'how to act responsibly in the workplace'. | (4 × 1) | (4) |
| 2.5 | Explain THREE guidelines that Khaya should follow when prioritising tasks in his workplace. | (3 × 2) | (6) |
| 2.6 | Briefly explain what is meant by <i>substantive fairness</i> . | (1 × 2) | (2) |
| | | | [25] |

QUESTION 3

- | | | | |
|-------|--|---------|-----|
| 3.1 | Identify the form of ownership for each of the following business organisations: | | |
| 3.1.1 | New Fashions (Pty) Ltd | | |
| 3.1.2 | Chris Nair & Associates CC | | |
| 3.1.3 | Toyota Ltd | | |
| 3.1.4 | Gift of the Givers | | |
| 3.1.5 | Watson, Naidoo & Selepe Attorneys | | |
| 3.1.6 | Operation Hunger | (6 × 1) | (6) |

- 3.2 Copy the table below in the ANSWER BOOK and use it to indicate FOUR differences between a private company and a public company:

	PRIVATE COMPANY	PUBLIC COMPANY
3.2.1		
3.2.2		
3.2.3		
3.2.4		

(8 × 1) (8)

- 3.3 Explain TWO advantages of a sole proprietorship. (2 × 2) (4)

- 3.4 State THREE roles of any regulatory body that is currently operating in the South African economy. (3 × 2) (6)

- 3.5 Name SIX factors which could be used to determine the strengths and weaknesses of a business organisation. (6 × 1) (6)

[30]**QUESTION 4**

Refer to the following scenarios and answer the questions.

- 4.1 You are an employee in the purchasing department of Pick n Pay. Your supervisor instructed you to purchase consumables for the photocopying machine. He has given you a copy of the manual to read so that you know exactly what to order.

- 4.1.1 Make a list of FIVE consumables that will be required. (5 × 1) (5)

- 4.1.2 State FIVE guidelines for the effective control of consumables in your department. (5 × 1) (5)

- 4.1.3 List any THREE advantages of the use of a photocopier, especially where staff members understand the function and use of the photocopier. (3 × 1) (3)

- 4.2 Conflict in the workplace is generally seen as a negative issue and often employees try to avoid dealing with it whenever possible. Remember, it is normal to have negative feelings about conflict. However, if you are willing to be cooperative and assertive, conflict can be positive.

- 4.2.1 Define *conflict* in the workplace. (1 × 2) (2)

- 4.2.2 Give FOUR examples of negative feelings in a conflict situation. (4)

- 4.2.3 How would you behave and control your feelings in a conflict situation? (3 × 2) (6)

- 4.2.4 State FIVE causes of interpersonal conflict in the workplace. (5 × 1) (5)

[30]

QUESTION 5

- 5.1 Briefly discuss the differences between introducing a new staff member and inducting a new staff member to the workplace. (6 × 1) (6)
- 5.2 Discuss TWO reasons why it is important to familiarise a new staff member with the workplace. (2 × 2) (4)
- 5.3 'New staff members have to become familiar with their new working environment, work routines and procedures of a particular organisation'.
- With reference to the above-mentioned statement, name any FIVE aspects that you would bring to the attention of new staff members. (5 × 1) (5)
- [15]**

QUESTION 6

Refer to the passage below and answer the questions.

Businesses will conduct research to improve and develop the organisation. Therefore they engage primarily in the following types of research:

- Market research
- Product research
- Advertising research

Most businesses use a combination of qualitative and quantitative research methodologies in their research project to collect data.

- 6.1 Name the first step in planning a simple research project for a business. (1)
- 6.2 Define *product research*. (2 × 1) (2)
- 6.3 Give THREE examples of qualitative research methodologies. (3 × 1) (3)
- 6.4 Give THREE examples of quantitative research methodologies. (3 × 1) (3)
- 6.5 Discuss THREE disadvantages of using a structured interview as a method of collecting data. (3 × 2) (6)
- 6.6 Name FIVE ways in which employees could learn to operate new technology effectively and efficiently in the workplace. (5 × 1) (5)
- [20]**

TOTAL SECTION B: 120
GRAND TOTAL: 150