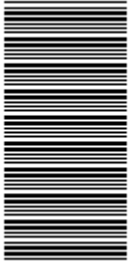


00000000



# higher education & training

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

## **NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 3**

**SUPPLEMENTARY EXAMINATION**

(3061003)

**24 February 2015 (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 ... represents the health workers.
- A NAPTOSA
  - B NEHAWU
  - C SADTU
  - D COSATU
- 1.1.2 Wholesalers are identified as ... stakeholders.
- A external
  - B internal
  - C company
  - D business
- 1.1.3 ... Act deals with the recruitment of workers in a business organisation.
- A Dismissal
  - B Grievances
  - C Disciplinary
  - D Basic Conditions of Employment
- 1.1.4 The aim of the ... agreement is to regulate conditions and terms of employment.
- A collective
  - B recognition
  - C productivity
  - D closed-shop
- 1.1.5 An employee that was injured on duty in the workplace is entitled to ...
- A a bonus.
  - B benefits.
  - C a surplus.
  - D compensation.
- 1.1.6 The core business of this institution is to test and inspect the quality of products:
- A SABS
  - B CSRI
  - C HSRC
  - D SABC

1.1.7 ... is one of the most popular aids used to search for information electronically.

- A Magazines
- B Google
- C Newspapers
- D SMS

1.1.8 This type of filing system is used when there are large documents that require a lot of filing space:

- A Tubular
- B Microfilm
- C Lateral
- D Computerised

1.1.9 A person's ... might influence his/her behaviour in a conflict situation.

- A status
- B culture
- C skill
- D workload

1.1.10 The business constitution states that we ...

- A do as we wish in the workplace.
- B cannot have privacy in the workplace.
- C have a right to privacy in the workplace.
- D do not have a right to belong to a trade union.

(10 x 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 An indexing system can be used along with the alphanumerical filing system.

1.2.2 Confronting is one of the common roles in team-building.

1.2.3 Sole proprietorship is an example of a non-profit organisation.

1.2.4 The market environment of an enterprise includes the political environment.

1.2.5 Consumer products are purchased in order to produce other products.

1.2.6 Standard Bank is a major player in the banking business field.

- 1.2.7 One of the roles of professional bodies is to safeguard the public interest by maintaining and enforcing standards of training and ethics in the profession.
- 1.2.8 Procurement may be identified as one of the examples of the support activity in a business undertaking.
- 1.2.9 Questionnaires used as a method of gathering information from respondents in a small business may be quite costly.
- 1.2.10 Oral presentation does not necessarily need advance planning.

(10 x 1) (10)

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

COLUMN A		COLUMN B	
1.3.1	Ombudsman	A	occurs when there is a high degree of inter-dependence between departments
1.3.2	Direct observation	B	it brings parties together
1.3.3	Structural conflict	C	it improves self-esteem
1.3.4	Substance conflict	D	an official investigating complaints from the public
1.3.5	Constructive conflict	E	individuals having many demands in an organisation
1.3.6	Health conflict	F	it resolves labour disputes through conciliation
1.3.7	CCMA	G	getting the new employee to know and be known by colleagues
1.3.8	Grievance procedure	H	factors inside the business
1.3.9	Introduction	I	is followed when a complaint is lodged
1.3.10	Micro-environment	J	monitoring behaviour and changes of subordinates
		K	factors outside the business

(10 x 1)

(10)

**[30]****30****TOTAL SECTION A:**

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

Read the case study below and answer the questions.

Gauteng Printing cc deals with printing of newspapers and magazines. It is situated on the west side of Johannesburg. Its employment structure is as follows:

- Marketing department: Consisting of three workers, a manager and a supervisor
- HR department: Consisting of a manager and two workers
- Printing department: Consisting of a supervisor and five workers
- Administration department: Consisting of a manager, assistant manager and three clerks

The general manager, Mr Shaku, is responsible for the overall operation of this organisation. He is assisted by his PA, Miss Thembi.

- 2.1 Identify the form of ownership in this business. (1)
- 2.2 Give a reason for your answer. (1)
- 2.3 Explain TWO advantages of this type of ownership. (2 x 2) (4)
- 2.4 Draw an organisational structure for Gauteng Printing cc. (12)
- 2.5 Give FOUR types of employment-related agreements used in this organisation. (4 x 1) (4)
- 2.6 State any FOUR advantages of policies and procedures in the workplace. (4 x 2) (8)
- [30]**

**QUESTION 3**

Read the following information and answer the questions.

SARS is a statutory body responsible for tax laws and for collecting revenue on behalf of the government of South Africa. The tax laws implemented by SARS have a strong impact on financial products, as there are many rules and regulations that businesses have to obey, in order to achieve a favourable result for clients.

- 3.1 Write the acronym SARS in full. (1)
- 3.2 3.2.1 Is SARS a professional or a regulatory body? (1)
- 3.2.2 Give ONE reason for your answer in QUESTION 3.2.1. (1 x 2) (2)

- 3.3 Explain the role of SARS in the South African economy. (2 x 2) (4)
- 3.4 Describe the responsibilities of a SARS employee in the workplace. (5 x 2) (10)
- 3.5 How can you, as part of SARS management, contribute to the overall effectiveness of any team in your workplace? (4 x 2) (8)
- 3.6 Explain, by giving TWO reasons, why conflict occurs in the workplace. (2 x 2) (4)
- [30]**

**QUESTION 4**

- 4.1 Discuss FIVE reasons why it is important for the Human Resource Manager to familiarise a new employee with the workplace environment. (5 x 2) (10)
- 4.2 Tabulate any THREE differences between *introduction* and *induction* of a new staff member. (3 x 2) (6)
- 4.3 Explain the following terms:
- 4.3.1 Colleagues
- 4.3.2 Subordinates (2 x 2) (4)
- 4.4 Explain FIVE guidelines to promote a peaceful cross-cultural relationship in the workplace. (5 x 2) (10)
- [30]**

**QUESTION 5**

Read the article below and answer the questions.

**RESEARCH IN A BUSINESS ORGANISATION**

Research is a vital source of information for any business organisation. It includes all aspects of the business environment. A successful research process entails working through at least FIVE stages or steps. Businesses conduct research not only to improve and develop the organisation, but to prevent any conflicting situations from arising in the workplace.

- 5.1 What do you understand by the term *research*? (1 x 2) (2)
- 5.2 Name the FIVE stages or steps of a successful research project. (5 x 1) (5)

5.3	Briefly explain the characteristics of the following qualitative research methods:		
5.3.1	In-depth interviews	(1 x 2)	(2)
5.3.2	Focus groups	(1 x 2)	(2)
5.4	Explain the term <i>business environment</i> .	(1 x 2)	(2)
5.5	Name the THREE components of a business environment.	(3 x 1)	(3)
5.6	Briefly discuss the functions of the following departments in a business organisation:		
5.6.1	HR	(2 x 2)	(4)
5.6.2	Finance	(2 x 2)	(4)
5.7	How would you resolve a conflicting situation in your workplace?	(3 x 2)	(6)
			<b>[30]</b>
		<b>TOTAL SECTION B:</b>	<b>120</b>
		<b>GRAND TOTAL:</b>	<b>150</b>