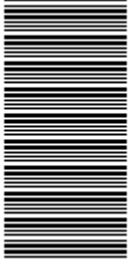


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 3**

SUPPLEMENTARY EXAMINATION

(3061003)

**18 February 2016 (X-Paper)
09:00–12:00**

This question paper consists of 9 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.
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SECTION A (COMPULSORY)**QUESTION 1****MULTIPLE – CHOICE QUESTIONS**

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

1.1.1 The ... environment includes the business and factors that directly surround the business.

- A Macro
- B Market
- C Micro
- D Physical

1.1.2 This refers to the process of setting a price for a product, including discounts.

- A Pricing
- B Product
- C Package
- D Promotion

1.1.3 An/a ... interview is when you use carefully worded, pre-planned questions to obtain answers to specific questions.

- A Unstructured
- B A one on one
- C Job
- D Structured

1.1.4 To settle a disagreement between two opposing groups officially, usually by an outside party.

- A Grievance
- B Negotiation
- C Arbitration
- D Discipline

1.1.5 Disagreement between people with different ideas may lead to some or other form of opposition.

- A Conflict
- B Diversity
- C Misunderstanding
- D Friendship

1.1.6 A storeroom for historical documentation is a ...

- A library
- B stockroom
- C archive
- D kitchen

1.1.7 Something that a firm owns that is worth money is a/an ...

- A liability
- B creditor
- C need
- D asset

1.1.8 The relationship between the state, employers, and employees is referred to as ...

- A Government
- B industrial relations
- C public relations
- D trade agreement

1.19 Inherent ideas, beliefs, values and knowledge of a group.

- A Tradition
- B Habit
- C Culture
- D Religion

1.1.10 Expressing ideas and opinions strongly and firmly.

- A Assertive
- B Aggressive
- C Angry
- D Shouting

(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 (1.1–1.10) in the ANSWER BOOK.

1.2.1 As technology continues to leap forward, all employees do not need to keep up with the changes which impacts on his/her related field.

1.2.2 Supply refers to how much of a product or service producers can make.

1.2.3 Stakeholders are those people that have an interest in an organisation.

1.2.4 It is not necessary to show a new employee the site’s facilities after the necessary introductions have been done.

1.2.5 Once one has reached the fight and flight stage, in the conflict cycle, it is very easy to sort out the problem.

(5 x 2) (10)

1.3 Choose a description from Column B that matches with a description / 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	Morale	A	Commission for Conciliation and Arbitration
1.3.2	Capital	B	Files are suspended from a rack permanently.
1.3.3	Destructive conflict	C	Shareholders, customers, bankers, suppliers
1.3.4	CCMA	D	Confidence and enthusiasm of a person or group of people
1.3.5	Inflation	E	Negative, unhelpful conflict
1.3.6	Intrapersonal conflict	F	An organisation that makes sure that its members are treated fairly.
1.3.7	Connected stakeholders	G	A general rise in prices of goods or services each year
1.3.8	Trade union	H	Assists the new staff member in settling into the organisation
1.3.9	Lateral Filing	I	Occurs within you
1.3.10	Mentor	J	The money needed to start, run or grow a business

(10 x 1) [10]

TOTAL SECTION A: 30

SECTION B (COMPULSORY)**QUESTION 2**

2.1 Refer to the following extract and answer the questions.

DISCIPLINARY PROCEDURE

You are the Human resource manager of an IT company named IT Solutions. You have been informed that one of the employees, Mr T. Markus, from the Sales department, has been reporting to work late every day. He was spoken to by his supervisor on several occasions about this, but nothing has changed. You are instructed to initiate disciplinary action against him.

- 2.1.1 Describe what a disciplinary action is. (2 x 1) (2)
- 2.1.2 What do you want the outcome to be from the disciplinary action taken against Mr Markus? (5 x 2) (10)
- 2.1.3 'Coming late to work every day.' What disciplinary steps can be taken for such offence? (4 x 1) (4)
- 2.1.4 To ensure fairness and justice, what information would you include in the notification of the hearing sent to Mr Markus? (5 x 2) (10)
- 2.2 Name the people that are present during a disciplinary hearing. (4 x 1) (4)
- [30]**

QUESTION 3

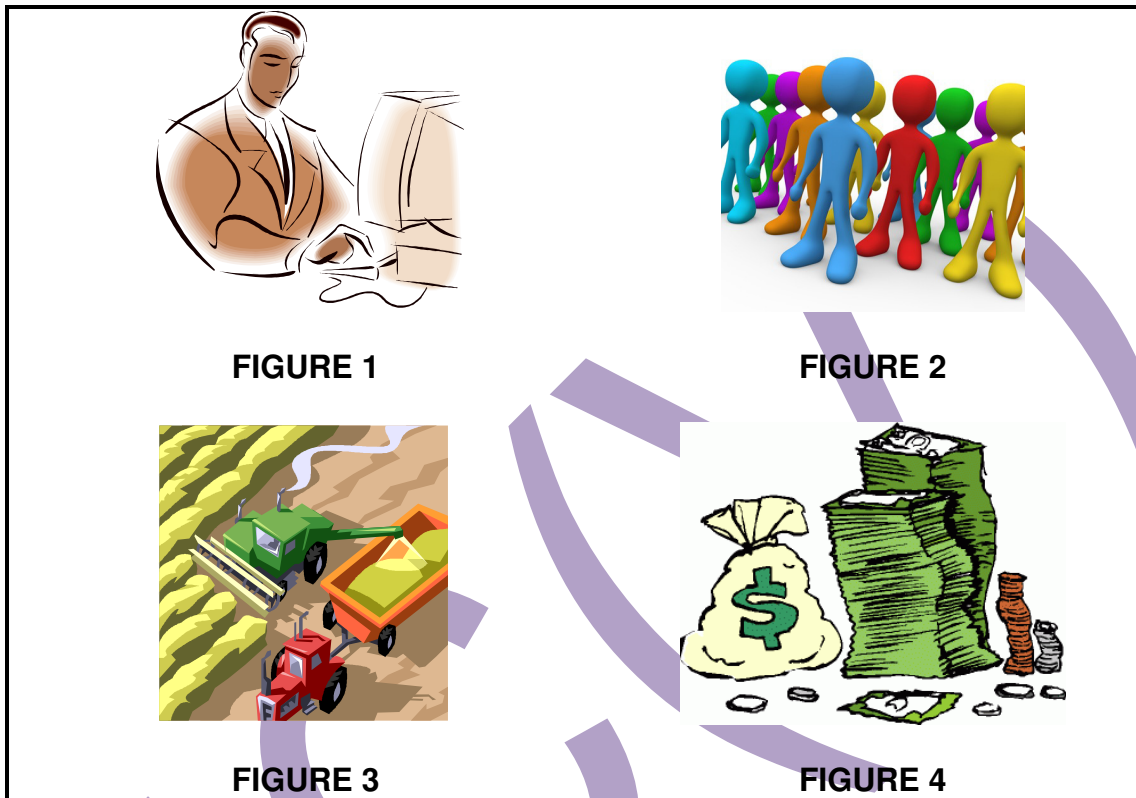
3.1 Answer the following questions by selecting the most appropriate term or phrase from the options below.

Board of Directors	Rainbow Pty Ltd	Partnerships	Profit organisation
Security company	Sole Traders	Close Corporations	Non-profit organisations

- 3.1.1 Shell Oil is classified as a...
- 3.1.2 Section 21 companies are seen as...
- 3.1.3 No corporate taxes are paid by...
- 3.1.4 The company cannot become a member, as ownership is limited to natural persons.

3.1.5 Their shares are traded on the Johannesburg Stock Exchange (JSE). (5 x 2) (10)

3.2 'Production factors are those resources that a business needs in order to create goods and services.'



Identify and explain the four production factors shown in the above illustration. (4 x 2) (8)

3.3 'Businesses accomplish similar functions regardless of size.' According to Bates, et al (2006:14), there are twelve common activities.

List any EIGHT of these functions. (8 x 1) (8)

3.4 Name FOUR of the leading companies in the business field today. (4 x 1) (4) [30]

QUESTION 4

4.1 Read the following statement and answer the questions.

WORK BASED EXPERIENCE

'All NCV Office Administration students are required to work for two weeks in industry to gain work experience. Some of your duties include faxing, copying, filing, answering external phone calls, etc.'

- 4.1.1 Before sending a fax you need a fax cover page, list **EIGHT** *pieces of information* that will appear on the fax cover page. (8 x 1) (8)
- 4.1.2 Name any **SIX** different methods of filing which you could use to organise the company's documents. (6 x 1) (6)
- 4.1.3 What requirements will you take into consideration when choosing a good filing system? (4 x 2) (8)
- 4.1.4 You are asked to handle all internal calls, what procedure would you follow to make sure that all calls are answered. (4 x 2) (8)
- [30]**

QUESTION 5

5.1 Refer to the passage below and answer the questions.

PLANNING A RESEARCH PROJECT

Most businesses want to continuously conduct research about their products or services as it can have an impact on the success or failure of their business. The research plan that they use will be mainly dependant on the information they need to collect, as this will help them to make better business decisions.

- 5.1.1 List the **FIVE** steps you must follow in conducting a planned research project. (5 x 1) (5)
- 5.1.2 Name the **FOUR** types of research that businesses can engage in. (4 x 1) (4)
- 5.1.3 'You were instructed to conduct an in-depth interview to determine the respondents' attitudes and feelings about the business's products'.
Provide **FIVE** characteristics of an in-depth interview. (5 x 2) (10)

5.2 Name the FIVE types of index systems that you can use to organise a company's telephone and cell phone numbers and addresses. (5 x 1) (5)

5.3 You are the personal assistant for the Human Resource manager, and you are often required to work with documents that contain confidential information. You may not discuss these matters and disclose any of the information

List SIX documents or information that may be regarded as confidential. (6 x 1) (6)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150