



**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 3**

**SUPPLEMENTARY EXAMINATION 2012**

**(3061003)**

**2 March (X-Paper)  
09:00 – 12:00**

**This question paper consists of 9 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. 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 ...is an example of a stakeholder for Pick 'n Pay.
- A Customer
  - B Supplier
  - C Employee
  - D All the above-mentioned
- 1.1.2 The ... policy eradicates any unfair discrimination in hiring, placement and promotion of an employee.
- A dress code
  - B human resources
  - C employment equity
  - D sick leave
- 1.1.3 ... can be regarded as a minor offence .
- A Abusing sick leave
  - B Sleeping on duty
  - C Leaving the work without permission
  - D None of the above-mentioned
- 1.1.4 The most important issue covered by the Basic Conditions of Employment Act is ...
- A regulation of working hours.
  - B employees information.
  - C working conditions.
  - D job description.
- 1.1.5 The ... Act regulates health and safety in the workplace.
- A Basic Conditions of Employment
  - B Occupational Health and Safety
  - C Government Health
  - D National Health System.
- 1.1.6 The following union represents educators.
- A PEU
  - B NAPTOSA
  - C SADTU
  - D All the above-mentioned

- 1.1.7 With ... indexing, cards are filed alphabetically or numerically.
- A vertical
  - B strip
  - C card
  - D rotary
- 1.1.8 The following is NOT a characteristic of team-work:
- A Team-spirit
  - B Selfishness
  - C Synergy
  - D Supporting
- 1.1.9 ... is ONE example of a non-profit organisation.
- A Partnership
  - B Close-corporation
  - C Public company
  - D None of the above-mentioned
- 1.1.10 ... determines opportunities and threats that might face a business.
- A Technology
  - B Competitors
  - C Government policies.
  - D All the above-mentioned
- (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 Customers determine the success of the business.
- 1.2.2 Policies and procedures in any business organisation promote upward communication.
- 1.2.3 Induction is regarded as the first part of the hiring procedure.
- 1.2.4 Retrenchment may be regarded as being fair and reasonable if an employee is given sufficient notice.
- 1.2.5 A suspended employee is allowed to be at his/her workplace continuing with his/her work.
- 1.2.6 A collective agreement is a verbal agreement that explains the terms and conditions of the employer.
- 1.2.7 The purpose of the dress-code policy is to inform workers how they should dress in the workplace

- 1.2.8 The productivity agreement ensures that unions are consulted before any new technology is introduced.
- 1.2.9 A recognition agreement is a written agreement between the employer and the trade union.
- 1.2.10 Substitute products are bought when the original product is expensive (10 × 1) (10)
- 1.3 Choose an item from COLUMN B to match a description 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	Induction	A intellectual investigation
1.3.2	Research	B disagreement
1.3.3	Preliminary interview	C designed to measure personal characteristics
1.3.4	Conflict	D one-person business
1.3.5	Psychological test	E this interview serves to eliminate those applicants that are not suitable for the requirements of the job.
1.3.6	Interpersonal	F refers to how much of a product or service is wanted by the buyers
1.3.7	Sole Proprietorship	G responsible for the team
1.3.8	Supply	H between one or more people
1.3.9	Mentor	I one-time event
1.3.10	Ranking	J associated with the induction programme
		K continuous programme
		L the process of positioning items on a scale in relation to others

(10 × 1) (10)  
[30]

**TOTAL SECTION A: 30**

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

- 2.1 Your College keeps records and information of all the learners in a safe place for current and future reference.
- 2.1.1 Name TWO methods of filing that can be used in your college. (2 × 1) (2)
- 2.1.2 Explain the purpose of an index. (2 × 2) (4)
- 2.1.3 Define the concept *cross-referencing*. (2)
- 2.1.4 Explain the term *archive*. (2)
- 2.2 State FOUR examples of office consumables. (4 × 1) (4)
- 2.3 Explain THREE precautions to be followed in order to maintain security on documentation. (3 × 2) (6)
- [20]**

**QUESTION 3**

- 3.1 State whether the following businesses offer a SERVICE or a PRODUCT. Choose the answer and write only 'service' or 'product' next to the number (3.1.1 – 3.1.5) in the ANSWER BOOK.
- 3.1.1 Majory owns a hair salon at the Glen shopping mall.
- 3.1.2 Dr Masa is a general practitioner at Mohlakeng township.
- 3.1.3 Emelda is a clothing designer for popular celebrities in KwaZulu-Natal.
- 3.1.4 Mr Ludwe owns a farm that produces chicken food.
- 3.1.5 Sipho has a pest-control business in Gauteng. (5 × 1) (5)
- 3.2 Name SEVEN P's that are used when marketing a service. (7 × 1) (7)
- 3.3 Coca-Cola is a well-known company that produces quite a large variety of soft drinks.
- State FOUR strengths of the Coca-Cola company. (4 × 2) (8)

- 3.4 In our daily living as well as in the workplace, we do experience conflict in different situations.
- 3.4.1 Name any SEVEN stages of conflict. (7 × 1) (7)
- 3.4.2 List THREE causes of interpersonal conflict. (3 × 1) (3)
- 3.5 Name and discuss reasons why conflict occurs in the workplace. (5 × 2) (10)
- [40]**

#### QUESTION 4

- 4.1
- CULTURAL DIFFERENCES**

South Africa has people with many different cultures and beliefs. The people's behaviours are to a large extent influenced by their cultures and in some instances their general background. It is therefore necessary that the workplace should be sensitive to such cultures, beliefs and backgrounds by accommodating each employee and also respecting what they may regard as confidential.
- State FIVE examples of issues that might be sensitive to others and thus required to be handled with confidentiality. Also state a reason for each issue mentioned. (5 × 2) (10)
- 4.2 Many companies are registered with organisations that oversee the functions within companies. These organisations are known as professional and regulatory bodies.
- Explain THREE roles played by these bodies. (3 × 2) (6)
- 4.3 Write the following acronyms in full.
- 4.3.1 SABS
- 4.3.2 CCMA
- 4.3.3 DoL
- 4.3.4 DTI (4)
- 4.4 Market research provides information which enhances the effectiveness of decisions made by the marketing manager.
- 4.4.1 Name TWO sources that can be used by the researcher to collect data. (2 × 2) (4)
- 4.4.2 Name FIVE qualitative methods of research. (5 × 2) (10)

- 4.5 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (4.5.1 – 4.5.6) in the ANSWER BOOK

employees; government; customers; stock/shareholder; stakeholders; bank

- 4.5.1 People who have an interest in the business in some way are called ... .
- 4.5.2 People who buy products from your organisation are referred to as ... .
- 4.5.3 ... is an example of a major external stakeholder.
- 4.5.4 ... is an example of a major internal stakeholder.
- 4.5.5 A person who holds shares in a business organisation, is known as a ... .
- 4.5.6 The ... is the stakeholder that fulfils all the financial needs of the business.

(6)  
[40]

## QUESTION 5

- 5.1 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (5.1.1 – 5.1.10) in the ANSWER BOOK
- 5.1.1 Manufacturers use (raw material/finished products) to produce goods.
- 5.1.2 (Micro/Macro) environment focuses on factors that are inside the business.
- 5.1.3 (Marketers/Labour market) are people who are looking for jobs and have the necessary skills to perform tasks.
- 5.1.4 A (trust/contract) is a written agreement between the owners and trustees.
- 5.1.5 The administrative department provides (support/training) to other departments of the business.
- 5.1.6 (Human Resource/Finance Department) is responsible for the payroll and decisions on the benefits of employees.
- 5.1.7 Skills shortage in companies indicates the (strength/weakness) in planning.



- 5.1.8 The (socio-cultural/technological) environment depends on the population of the particular country where the business operates.
- 5.1.9 Factors influencing strengths include the existence of (technology/labour).
- 5.1.10 (Promotion/Purchases) is one of the components of the marketing mix. (10 × 1) (10)
- 5.2 Ndyebo Zikhali is one of the owners of Ndyebo and Partners, a business dealing with the designing of graphics for the advertising media.
- 5.2.1 What form of ownership is Ndyebo and Partners? (2)
- 5.2.2 Give ONE reason for your answer in QUESTION 5.2.1 above. (2)
- 5.2.3 To which economic sector does this business belong? (1)
- 5.2.4 Ndyebo and Partners must be a member of a professional body. Name this body. (1)
- 5.2.5 What are the advantages of this form of ownership? State FOUR advantages. (4)
- [20]**
- TOTAL SECTION B: 120**  
**GRAND TOTAL: 150**