



**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 3**

**SUPPLEMENTARY EXAMINATION 2013**

**(3061003)**

**6 March (X-Paper)  
09:00 – 12:00**

**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. 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 ... may be regarded as external stakeholders.
- A Members of staff
  - B Management
  - C The board of directors
  - D The state
- 1.1.2 ... policy is one of the employment policies that is used by management during the hiring procedure.
- A Dress code
  - B Recruitment
  - C Sick leave
  - D Health and safety
- 1.1.3 The employment agreement that is used to improve labour efficiency:
- A Health and safety agreement
  - B Technology agreement
  - C Productivity agreement
  - D Recognition agreement
- 1.1.4 The act that stipulates safety in the workplace:
- A Basic Conditions of Employment Act
  - B Health Act
  - C The Occupational Health and Safety Act
  - D Labour Relations Act
- 1.1.5 These indexing method cards are arranged in a circle:
- A Card index
  - B Vertical index
  - C Rotary index
  - D Book index
- 1.1.6 An example of an office consumable:
- A Cabinet
  - B Printer
  - C Shredder
  - D Staples

- 1.1.7 The ... culture interprets direct eye contact during conversation as a sign of sincerity.
- A Western
  - B Eastern
  - C Southern
  - D Northern
- 1.1.8 One of the common roles of a team member:
- A Discouragement
  - B Crushing
  - C Storming
  - D Supporting
- 1.1.9 The object of the following organisation is to make a profit:
- A Gift of the Givers
  - B Child Welfare Society
  - C Fashion World CC
  - D Red Cross
- 1.1.10 Conflict at work is caused by ...
- A lack of commitment.
  - B attitude.
  - C differences in reaching goals.
  - D all the abovementioned. (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 – 1.2.5) in the ANSWER BOOK.
- 1.2.1 The role of a student at a college is to study in order to achieve a goal.
- 1.2.2 Facebook is regarded as another method of electronic communication.
- 1.2.3 It is compulsory for a sole trader to pay corporate tax.
- 1.2.4 Government has a right to create barriers in order to protect local businesses.
- 1.2.5 Suggestion boxes will not assist in controlling conflict in a working environment. (5 × 2) (10)

- 1.3 Choose a description from COLUMN B that matches an 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	Google	A	external stakeholders
1.3.2	Competitors	B	beliefs and values
1.3.3	Trusts	C	popular search engine
1.3.4	Culture	D	non-profit organisation
1.3.5	Micro-environment	E	professional body
1.3.6	South African Revenue Service	F	regulatory body
1.3.7	Broadcasting Complaints Commission of South Africa	G	factors inside the business
1.3.8	Orientation	H	collection of information on a subject
1.3.9	Research	I	information or training given before starting a job
1.3.10	Observation	J	process through data collection
		K	internal stakeholders

(10 x 1) (10)

**TOTAL SECTION A: 30**

## SECTION B

### QUESTION 2

Read the case study below and answer the questions.

Mr Rakgetsi is employed by the local municipality as a general worker in parks. Every Monday he, together with other colleagues, sleeps under the park trees instead of working. Mr Nzama, the supervisor, is not aware of what is happening. One of the fellow workers decides to tell him about this problem.

- 2.1 Do you think Mr Rakgetsi should be dismissed or disciplined? (1 × 2) (2)
- 2.2 Give TWO reasons for the answer in QUESTION 2.1. (2 × 2) (4)
- 2.3 Explain the aims of disciplinary action against Mr Rakgetsi. (5 × 2) (10)

- 2.4 Indicate FOUR disciplinary steps to be taken against this type of offence. (4 x 1) (4)
- 2.5 State any FOUR terms/aspects to be included in a contract of employment. (4 x 1) (4)
- [24]**

### QUESTION 3

Read the case study below and answer the questions.

The college relies on you as a personal assistant to ensure that its bookshop is profitable. The campus manager expects you to have a thorough knowledge as you have recently acquired a qualification in office administration.

- 3.1 Design a stationery requisition form for the college. (8 x 1) (8)
- 3.2 Name any SIX factors to be considered when you are making arrangements to have equipment repaired that is not in good working order. (6 x 2) (12)
- 3.3 Give FIVE requirements of a good filing system. (5 x 1) (5)
- 3.4 Name any FIVE documents in your bookshop that can be regarded as confidential. (5 x 1) (5)
- [30]**

### QUESTION 4

Read the case study below and answer the questions.

- 4.1 Mr Moos is a qualified entrepreneur. He is the owner of Party Reflections, a business in Durban that specialises in setting up decorations and catering for a variety of events.

- 4.1.1 Name the form of ownership that characterises Party Reflections. (2)
- 4.1.2 Give FIVE features/characteristics of the above business. (5 x 2) (10)
- 4.1.3 Explain any TWO advantages of this form of ownership. (2 x 2) (4)
- 4.1.4 Apart from the kind of ownership in QUESTION 4.1.1 above, name FOUR other profit-seeking organisations found in South Africa. (4 x 1) (4)

- 4.2 Several types of conflict can occur at any workplace which may bring about a change in a person's behaviour. Whether the conflict is constructive or destructive, it will always have an effect on you.
- 4.2.1 Name FOUR types of conflict that prevail in the workplace. (4 x 1) (4)
- 4.2.2 Explain each of the types of conflict named in QUESTION 4.2.1. (4 x 2) (8)
- 4.2.3 Give ONE example of each of the types of conflict named in QUESTION 4.2.1. (4 x 1) (4)
- [36]**

### QUESTION 5

Read the case study below and answer the questions.

You have been appointed as an office administrator at Bafana Traders. Today is your first day at work. You arrive at 07:50 feeling quite nervous. After meeting a representative from HR, you are told that they will run an introduction and induction programme for new employees at 08:15.

- 5.1 Define the following concepts:
- 5.1.1 Introduction (2 x 2) (4)
- 5.1.2 Induction (2 x 2) (4)
- 5.2 Explain any FOUR duties of the management of Bafana Traders towards the newly appointed employees. (4 x 2) (8)
- 5.3 Why it is important that work responsibilities be explained to the newly appointed employees? Give TWO reasons. (2 x 2) (4)
- 5.4 Give FIVE qualitative methods a researcher uses to collect data. (5 x 2) (10)
- [30]**

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