



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
LEVEL 3**

NOVEMBER 2009

(3061003)

**28 October (Y-Paper)
13:00 – 16:00**

This question paper consists of 10 pages and a 2-page answer sheet.

**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**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) on the attached ANSWER SHEET.

- 1.1.1 ... research has a broad scope and includes all aspects of the business environment.
- A Product
 - B Marketing
 - C Market
 - D Advertising
- (1)
- 1.1.2 The market environment includes ... as factors that directly surround businesses.
- A consumers
 - B competitions
 - C regulatory bodies
 - D All the above-mentioned
- (1)
- 1.1.3 The following company has a minimum of one and maximum of 50 shareholders:
- A Sole proprietor
 - B Close corporation
 - C Private company
 - D Public company
- (1)
- 1.1.4 An example of a non-profit organisation is ...
- A Green Peace.
 - B Lotto.
 - C A and B.
 - D None of the above-mentioned.
- (1)
- 1.1.5 The following union represents mine workers:
- A SADTU
 - B NAPTOSA
 - C COSATU
 - D NUM
- (1)

- 1.1.6 With this type of indexing, cards are arranged in a circle.
- A Vertical index
 - B Rotary index
 - C Card index
 - D Strip index
- (1)
- 1.1.7 An efficient source to record appointments in the office:
- A Writing pad
 - B Message form
 - C Diary
 - D None of the above-mentioned
- (1)
- 1.1.8 An extensive example of negative feelings that you may encounter in a conflict situation is ...
- A suspicion.
 - B resentment.
 - C confusion.
 - D All the above-mentioned
- (1)
- 1.1.9 Who is responsible for the induction programme in a large organisation? Give the correct answer from the following.
- A Government
 - B Staff representative
 - C Shop steward
 - D B and C
- (1)
- 1.1.10 A person's ... might influence his behaviour in a conflict situation.
- A compromising nature
 - B culture
 - C negotiating skills
 - D accommodating nature
- (1)
(10)
- 1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and make a cross (X) in the selected block next to the question number (1.2.1 – 1.2.10) on the attached ANSWER SHEET.
- 1.2.1 When reporting an emergency, always remain calm. (1)
- 1.2.2 An advantage of using a photocopier is that a large number of copies can be produced quickly. (1)
- 1.2.3 Tubular filing folders are permanently suspended from a rack. (1)
- 1.2.4 You can resolve a conflict situation by not talking to anyone. (1)

- 1.2.5 Government and customers are direct external stakeholders. (1)
- 1.2.6 An employee must be informed about his/her disciplinary hearing in writing. (1)
- 1.2.7 Microenvironment refers to all factors inside the business. (1)
- 1.2.8 Impulse products are those that customers buy often. (1)
- 1.2.9 Good location can be identified by the profits of a company. (1)
- 1.2.10 Patents can make it difficult for new entrants into the market industry. (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) on the attached ANSWER SHEET.

COLUMN A		COLUMN B
1.3.1	Case studies	A an authority on qualifications
1.3.2	Trends	B responsible for familiarising a person with the new environment
1.3.3	SMME	C getting the new employee to know and be known by his/her colleagues
1.3.4	Mentor	D define the average direction of an expected change
1.3.5	Grievance procedures	E the central or most important part
1.3.6	SAQA	F disagreements within the team
1.3.7	Passwords	G to be followed when lodging a complaint
1.3.8	Intergroup conflict	H methods used for qualitative research
1.3.9	Introduction	I small, medium and micro enterprises
1.3.10	Core	J used to secure electronic information

(10 × 1)

(10)**TOTAL SECTION A: 30**

SECTION B**QUESTION 2**

Read the following case study and answer the questions that follow.

GAZI'LAMI SUPER STORE

Gazi'lami is a super store in KZN. It employs 40 workers. Mr Sibusiso Sithole, employee number V38556, works for the company as a driver in the marketing department. He started working for this company in February 1995. On 12 March 2007 Sibusiso was using a company car for deliveries. After completing all his deliveries, he accidentally hit a wall and the car was extensively damaged.

His supervisor was very upset. According to the company's policy the employer is supposed to deduct 20% from an employee's salary to cover the costs incurred for an accident.

Sibusiso was not happy about the measures to be taken. He felt that the policy had to be revisited before measures were taken against him. He lodged a formal written grievance with middle management which he addressed to Mr Gumede, his Head of Department.

- 2.1.1 Use the attached ANSWER SHEET to complete the grievance form stating ALL the facts. (10)
- 2.1.2 Identify FIVE types of employment-related agreements. (5)
- 2.1.3 Explain THREE situations in which the Basic Conditions of Employment Act could be applied to / are relevant to Gazi'lami Super Stores. (3)
- 2.1.4 Explain how Mr Gumede can contribute to the improvement of teamwork. State any TWO roles that he can play. (2)
- [20]**

QUESTION 3

- 3.1 Your employer, Mr Chokoe, is a well-known motivational speaker. He received an invitation from Buffalo City College to address the learners during the certificate ceremony. There are, however, many issues to be confirmed and some arrangements to be made for Mr Chokoe to honour this invitation.

Study the list of tasks to be completed (A-J) and place them in the order that you think is best to ensure that Mr Chokoe's participation in the ceremony is a success. Write only the letters in the ANSWER BOOK.

- A Confirm with the college if the chosen theme is appropriate.
- B Give the typed speech to Mr Chokoe for proofreading.

- C Contact the college to confirm that Mr Chokoe is available and to find out the length of the speech he must prepare.
- D Verify the date of the certificate ceremony.
- E Help Mr Chokoe with the necessary research for the speech.
- F Confirm Mr Chokoe's departure from OR TAMBO INTERNATIONAL to the institution, so that they can arrange for someone to welcome him on his arrival.
- G Find out if Mr Chokoe will be available on the day and will be willing to do the speech.
- H Help Mr Chokoe to choose the theme of his speech.
- I Type Mr Chokoe's speech.
- J Drive Mr Chokoe to the airport on the day of the ceremony. (10)

3.2 THE NEED FOR TEAM BUILDING

You are working for a company that employs staff from a diverse range of backgrounds. The company has been experiencing workplace conflict due to intercultural tensions and a lack of teamwork. The managing director of the company has asked you to develop a one-day team-building event for the staff. The aim would be to improve understanding and tolerance amongst different cultures and to build effective teamwork.

- 3.2.1 Name THREE activities which you would organise for the day. (3)
 - 3.2.2 Explain how you can get the staff to work effectively as a team. (7)
- [20]**

QUESTION 4

- 4.1 Read the case study provided below and answer the questions that follow.

UNPAID TAKALANI WORKERS

Staff at Takalani Home for Disabled Children have worked without pay for five months. The Board of Trustees for the home claim there is no money to pay the workers.

One angry 'toyi-toying' worker said: 'The management eat breakfast and lunch, whilst we work with hungry stomachs. We are experiencing a lot of problems with this management. We were recently told that we should volunteer and not expect compensation. We know that they are getting financial support from the Mandela Trust and other financial institutions.'

- 4.1.1 What type of organisation is Takalani Home for Disabled Children? (2)
- 4.1.2 Give TWO reasons for your answer. (2)
- 4.2 Mabusa & Selepe Attorneys is a partnership between two lawyers which was formed in 1990. The business is not making profit and is thus not able to pay for its needs.
- Identify SIX disadvantages of this form of ownership. (6)
- 4.3 The following are examples of retail supermarket chains in South Africa:
- Pick 'n Pay
Checkers
Spar
- Use Porter's competition model to describe the FIVE forces in the competition environment of Pick 'n Pay. (10)
- [20]**

QUESTION 5

5.1 WORKING WITH DIFFICULT PEOPLE

Mangu worked as a secretary in an office. One day Mangu decided to take an extra hour for lunch as she had been working during her lunch hour to complete an important report for the executive committee.

Mangu did not tell Makgato at reception that she was going out. She just locked her office and left. Kavin worked in the IT department and was responsible for the computers. He needed to get into Mangu's office as there was a virus on her computer and she was sending it to everyone else through her e-mails. He could not get into her office so he reported the problem to the manager. The manager called her on her cellphone and shouted at her, instructing her to get back to the office immediately.

Mangu called her father, who is the company's major shareholder, to tell him about this treatment. Her father came to the office and spoke loudly to the manager in the presence of the staff. Makgato went home without speaking to anyone as she hated all the shouting and screaming.

- 5.1.1 Give THREE examples of events that might lead to conflict situations in the workplace. (3)
- 5.1.2 Mangu's father acted in an unprofessional manner.
- List and explain the FIVE steps that he should have followed to resolve this conflict. (10)

- 5.1.3 Conflict situations might lead to negative feelings. Give SIX examples of such feelings. (6)
- 5.2 What are *regulatory bodies*? (1)
[20]

QUESTION 6

- 6.1 Choose one of the words provided below to complete sentences (6.1.1 - 6.1.10). Write only the word next to the question number in the ANSWER BOOK.

supervisor; unions; calendar; computerised; punctual; smoke; management; mentor; orientation; logging

- 6.1.1 Keep your ... as free as possible around the time when the new staff member is due to assume duty.
- 6.1.2 Time ... allows you to be in control of your time.
- 6.1.3 ... filing allows storage and reproduction of vast amounts of information.
- 6.1.4 ... refers to the training and information one is given on arrival in a new job.
- 6.1.5 Being always ... for meetings shows a person's level of professionalism.
- 6.1.6 A new employee in the organisation must be informed about the ... or other employee organisations.
- 6.1.7 A work buddy or ... can help a new employee to get used to the new environment.
- 6.1.8 A password might sometimes be necessary when ... on the computer.
- 6.1.9 The immediate ... can take responsibility for conducting the induction programme.
- 6.1.10 All information regarding lunch, teatime and even ... breaks should be explained to the new staff member. (10)
- 6.2 Explain why the following should be properly and thoroughly addressed with the new staff member:
- 6.2.1 Working hours
- 6.2.2 Dress code
- 6.2.3 Safety requirements and accident prevention
- 6.2.4 Workplace rules
- 6.2.5 Leave (5 × 2) (10)
[20]

QUESTION 7

7.1 Read the scenario provided below and answer the questions that follow.

You work as a manager in a large corporate company. The research department has come up with an idea for a new product. You have been asked to conduct research to investigate the feasibility of this new product.

Name FIVE steps that can be used for a successful research process. (5)

7.2 Use the following word(s) to complete the statements that follow:

questionnaires; data; range; fixed; voice; frequency; interviews; emphasis
--

7.2.1 When making a presentation, project yourstrongly and clearly.

7.2.2 A report has a set structure or ... format.

7.2.3 Surveys andform part of a primary research

7.2.4 The ... is the length of the smallest interval that contains all the (5)

7.3 The following are government or public organisations:

Telkom
Eskom
SAA
SASOL Ltd

7.3.1 Explain FIVE important roles played by the above organisations in the economy of the country. (5)

7.3.2 Is SASOL a **public** or a **private** company? (1)

7.3.3 Give FOUR reasons for the answer to QUESTION 7.3.2. (4)

[20]

TOTAL SECTION B: 120
GRAND TOTAL: 150

ANSWER SHEET

EXAMINATION NUMBER:

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SECTION A

QUESTION 1

1.1 MULTIPLE CHOICE

1.1.1	
1.1.2	
1.1.3	
1.1.4	
1.1.5	
1.1.6	
1.1.7	
1.1.8	
1.1.9	
1.1.10	

(10 x 1) (10)

1.2

	TRUE	FALSE
1.2.1		
1.2.2		
1.2.3		
1.2.4		
1.2.5		
1.2.6		
1.2.7		
1.2.8		
1.2.9		
1.2.10		

(10 x 1) (10)

1.3 MATCHING ITEMS

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
1.3.6	
1.3.7	
1.3.8	
1.3.9	
1.3.10	

(10 x 1) (10)

TOTAL SECTION A: 30

ANSWER SHEET

EXAMINATION NUMBER:

SECTION B

QUESTION 2

GRIEVANCE FORM 1

For the attention of:

Employee Name:

Employee Number:

Department:

Job Title:

Date Joined:

Statement of Grievance:

.....

.....

Solution Required:

.....

.....

Signature of Employee:

Date:

[10]