



**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 3**

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**(3061003)**

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

**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. Start each question on a new page.
  5. Write neatly and legibly.
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**SECTION A (Compulsory)****QUESTION 1**

- 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 During the induction programme it is important that the new staff member is not....
- A assimilated.
  - B isolated.
  - C associated.
  - D accessible.
- 1.1.2 Medical aid, pension schemes, group life insurance and child care policy are examples of ....
- A union policies and procedures.
  - B Human Resources policies and procedures.
  - C staff benefits.
  - D government policies.
- 1.1.3 The SPCA's role is protecting animals against cruelty and rehabilitating the wild ones. The SPCA is therefore categorised as a ....
- A public organisation.
  - B profit organisation.
  - C government organisation.
  - D non-profit organisation.
- 1.1.4 A ... has a minimum of seven shareholders but no maximum.
- A close corporation
  - B public company
  - C cooperative
  - D private company
- 1.1.5 ... is/are the basic(s) that a human being needs to satisfy in order to survive.
- A Shelter
  - B Clothing
  - C Food
  - D All the above-mentioned

1.1.6 ... conflict is caused by differences in attitudes and experiences of people in the work place.

- A Interpersonal
- B Intrapersonal
- C Organisational
- D Personal

1.1.7 ... is the founder member of Microsoft which is one of the main players in the business field.

- A Sol Kerzner
- B Bill Gates
- C Dan Openheimer
- D Richard Branson

1.1.8 Politics, socio-cultural issues, economics and globalisation are regarded as parts of the ... environment.

- A macro
- B market
- C micro
- D None of the above-mentioned.

1.1.9 ... can be caused by social issues, distrust, annoying behaviour, etc.

- A Disputes
- B Flights
- C Conflict
- D Violations

1.1.10 ... are used to assess a candidate's communication skills, and judge his experiences.

- A Case studies
- B Observations
- C Questionnaires
- D Interviews

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write 'true' or 'false' next to the question number (1.2.1 – 1.2.6) in the ANSWER BOOK. Motivate your answer if the statement is FALSE.

1.2.1 The employee's role in an organisation is to buy the products from the organisation.

1.2.2 A good induction includes providing information on the organisation's policies, procedures, history, its products, services and customers.

- 1.2.3 A biased third-party mediating between conflicting parties is one of the conflict resolution techniques.
- 1.2.4 Sole Traders pay Corporate Taxes.
- 1.2.5 The employer has the right to demand that the employee comes to work the next day after burying a parent.
- 1.2.6 Policies and procedures are used by organisations to create order, consistency and fairness in the workplace. (10)

1.3 Choose a description from COLUMN B that matches a/an item/word 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	Leave	A	Membership compulsory.
1.3.2	Archive	B	A percentage paid for borrowed money.
1.3.3	Conflict	C	Tax, UIF, pension and medical aid.
1.3.4	Orientation	D	Storing place for historical documentation.
1.3.5	Questionnaires	E	Tearing or cutting documents into tiny strips.
1.3.6	Deductions	F	Trade union is consulted regarding the resources to be used in the production place.
1.3.7	Non-profit organisation	G	An inexpensive way of gathering data from a large number of respondents.
1.3.8	Inflation	H	Information or training you are given before starting a new job.
1.3.9	Shredding	I	Difference or disagreement.
1.3.10	Technology agreement	J	Nelson Mandela Children Fund.
		K	A general rise in prices of goods or services each year.
		L	Annual, sick, maternity, family responsibility, etc. (10 × 1)

(10)  
[30]

**TOTAL SECTION A: 30**

**SECTION B (Compulsory)****QUESTION 2**

2.1 Read the scenarios below and answer the questions that follow:

**'One bite and more'**

Thabo is one of the owners of a small business which they started at their college campus. During break times they sell cans of cold drinks and hot dogs. The permission to do so was granted by his Campus Manager Mr Mpayipheli. He is assisted by a friend, Peter, who shares the profits with him at the end of each month. They have only one employee, Phindi, who keeps the business open when Thabo and Peter are in class.

- |       |  |         |      |
|-------|--|---------|------|
| 2.1.1 | Identify the different stakeholders in Thabo's business.   | (5 × 1) | (5)  |
| 2.1.2 | Explain the roles of the identified stakeholders.  | (5 × 1) | (5)  |
| 2.1.3 | Employer and employee may enter into their own agreement in order to structure their relationships in the workplace. Identify and briefly explain FIVE types of employment related agreements. | (5 × 2) | (10) |

2.2

**'Vuk'uzenzele'**  
**'Helping the poor to HELP themselves'**

Millions of South Africans are living in poverty. The Government is committed to improving people's lives and is putting a lot of money into poverty-relief programmes. These programmes are aimed at empowering the community to help themselves. The Department of Social Development, through its agency, (NDA), has started a number of projects to fight poverty. Among them are three projects in the Free State which received a total of R1,8m. The three projects namely, dairy farm, vegetables project and poultry project have played a big role in creating jobs for many people.

- |       |   |         |     |
|-------|---|---------|-----|
| 2.2.1 | What type of organisation is the NDA?   | (1 × 2) | (2) |
| 2.2.2 | Briefly explain TWO roles of the above-mentioned organisation.  | (2 × 2) | (4) |
| 2.2.3 | Explain how the NDA contributed to the economy by stating two contributions listed in the case study. | (2 × 2) | (4) |

**[30]**

**QUESTION 3**

- 3.1 Listing your daily tasks regularly and managing them properly is a very valuable habit. It helps you remember everything you need to do, and helps you to properly control your time and tasks to be done.

Mbali has a lot of work today but she needs help to decide which tasks are:

Urgent and Important; Urgent but not important; Important but not urgent or Neither urgent nor important.

Help Mbali to properly categorise the tasks below so as they can get the attention they deserve at the right time.

- 3.1.1 Talking to Mr Nguqu regarding which car she can buy when she gets her increment in 2015.
- 3.1.2 Finding out if there are any ladies coming to the meeting today, so she can organise a surprise Mother's day gift for each one of them.
- 3.1.3 Prepare the boardroom for today's shareholders' meeting.
- 3.1.4 Finding out when the next shareholders' meeting will take place. (2 × 4) (8)
- 3.2 The ability to put the important things first as Mbali was able to, is referred to as ... your workload.
- 3.3 The importance of security relating to the safe-keeping of documentation can never be over-emphasised. Certain precautions can be followed to prevent information from being disclosed. Motivate how you would maintain security surrounding documentation and equipment at your workplace. (5 × 2) (10)

**3.4 INDUCTION PROGRAMME**

It is Patricia's first day at work. When she arrives at the company, the secretary barely greets her and instructs her to wait in the waiting room at the reception area. Patricia anxiously waits for two hours until the Assistant Manager hurriedly greets her. He rudely explains to her that the Manager is extremely busy and can only conduct the induction programme next week but she must start with her work in the meantime. Patricia is shocked and surprised by this. He shock is genuine as it is crucial that a new employee is familiarised with the new environment.

- Explain why is it important for the manager to immediately familiarise Patricia with the workplace. (5 × 2) (10)
- [30]**

**QUESTION 4**

**4.1 E-MAIL HAS NOT KILLED THE FAX MACHINE**

Most organisations are still communicating through faxes even if they have e-mailing facilities. As an office administrator you must know how to operate the fax machine in your organisation.

4.1.1 Indicate the correct sequence of steps to follow when using a fax machine in your organization. (8 × 1)

4.1.2 SWOT analysis helps organizations to focus on key issues to evaluate the environmental factors and internal situations. Adidas is one of the major companies that signed a license to manufacture Bafana Bafana jerseys for the 2010 World Cup.

Complete the SWOT analysis of Adidas as a major competitor in the industry in your ANSWER BOOK according to the following tabular format.

STRENGTHS	WEAKNESSES
1.	1.
2.	2.
3.	3.
OPPORTUNITIES	THREATS
1.	1.
2.	2.
3.	3.

(12 × 1) (12)

4.1.3 Name any other TWO products manufactured by Adidas. (2 × 1) (2)

**4.2 BASIC WORK ROUTINES AND PROCEDURES**

Although organizations and organizational culture are similar in many ways, individual organizations will differ from one another. No matter how much experience the new staff members have with the general working of any organization, they need to become familiar with the new working environment, work routines and procedures of a particular organization they have just joined.

Briefly discuss the following basic work routines and organizational procedures that should be explained to a new staff member regarding the following issues. (8)

- 4.2.1 Working hours
- 4.2.2 Dress code
- 4.2.3 Leave
- 4.2.4 Safety requirements and accident prevention (4 × 2) (8)

**[30]**



**QUESTION 5****5.1 CONFLICT IN THE WORKPLACE**

Babalwa has a very annoying colleague. Ntombi always uses her computer without permission when Babalwa is not at work. She prefers using that computer as it is closer to her friend Lorraine. Babalwa has asked her several times to stop using her computer but she was ignored. She decided that she has had enough of this disrespectful behaviour. Before going on leave, Babalwa deactivated the anti-virus on the computer. Ntombi used the computer as always but this time ended up with the computer corrupting all the files she had in the flash disk. She complained to the supervisor who was very angry as this meant that Ntombi would not be able to meet the month-end deadlines. She called Babalwa who explained what happened. She seemed to understand Babalwa's position but she also suggested that the seating arrangement in the office be redone in order to accommodate everyone's interests. All were in favour of the suggestion and Ntombi was given an extension for the work she was to submit.

- 5.1.1 List role-players in this conflict situation. (3 × 1) (3)
- 5.1.2 What type of conflict is Ntombi and Babalwa experiencing? (2 × 1) (2)
- 5.1.3 Your supervisor seemed to understand after Babalwa had explained the problem she had with Ntombi. Explain any FIVE methods the supervisor used to resolve this conflict. (5 × 2) (10)
- 5.1.4 Conflict can be healthy and sometimes unhealthy. The following situation describes your own behavior when in a conflict situation. Indicate whether they are a healthy or/an unhealthy conflict next to the question number.
- A healthy discussions stops (1)
  - B your energy is focused on the problem rather than on the work (1)
  - C debating about the future goals of the organization takes place (1)
  - D people end up being distrusted (1)
  - E subordinates end up being reprimanded for not meeting the deadlines (1)
- 5.2 Research is very important for the future success of a business organisation. It helps one find out what demands are there in the market, and thus could lead to the development of new product or services. With reference to the above-mentioned statement, discuss the FIVE steps that you must follow in conducting a planned research project for your organisation. (5 × 2) (10)

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