



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 3**

NOVEMBER 2012

(3061003)

**13 November (X-Paper)
09:00 – 12:00**

This question paper consists of 7 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**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 ... are identified as business stakeholders.
- A Students
 - B Management
 - C Shareholders
 - D A and C
- 1.1.2 An advantage of a business organisation having policies and procedures in place.
- A Facilitates an effective communication channel
 - B Inefficiency in the working environment
 - C Downward communication is encouraged
 - D Encourages conflict between staff and management.
- 1.1.3 In the hiring procedure ... is regarded as the final stage of the process.
- A payment of salary
 - B psychological testing
 - C physical examination
 - D induction
- 1.1.4 ... is the popular search engine for information.
- A MTN
 - B Vodafone
 - C Google
 - D Cell C
- 1.1.5 In technology development E-procurement is regarded as ...
- A electricity development.
 - B effective development.
 - C electronic acquisition
 - D effective procurement.
- 1.1.6 The acronym LIFO when used in a retrenchment policy refers to...
- A lead in formal organisation.
 - B last-in-first-out.
 - C last in a formal organisation.
 - D first- in- last-out.

- 1.1.7 ... is not a requirement of a good filing system.
- A Space saving
 - B Durability
 - C Adaptability
 - D Cost saving
- 1.1.8 Name changing of an organisation due to merging.
- A Referral
 - B Cross-referencing
 - C Cross-merging
 - D None of above- mentioned
- 1.1.9 A non-profit organisation.
- A Partnership
 - B Close corporation
 - C Private company
 - D Voluntary association
- 1.1.10 ... is the Minister of Higher Education.
- A Barbara Creecy
 - B Angie Motshega
 - C Blade Ndzimande
 - D Tokyo Sexwale
- (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 Retrenchment is only considered when all other options have been discussed with the trade union and employees.
- 1.2.2 Professional bodies are regarded as internal stakeholders.
- 1.2.3 When an employee is demoted, he/she moves from the lower to the higher rank.
- 1.2.4 Public company's shares are listed on the Johannesburg Securities Exchange.
- 1.2.5 One of the benefits of time management is that you work with very little stress.
- (5 × 2) (10)

- 1.3 Choose the description from COLUMN B that matches a/an item/word 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	Industrial action	A	study trust
1.3.2	Card index	B	internal business factors
1.3.3	E-filing	C	business with similar products or services
1.3.4	Non-profit organisation	D	a strike
1.3.5	Micro-environment	E	electronic filing
1.3.6	Macro-environment	F	alpha-numerical
1.3.7	Direct competition	G	external business factors
1.3.8	Indirect competition	H	first stage of conflict
1.3.9	No conflict	I	businesses with different product or services
1.3.10	Flight or fight	J	last stage of conflict
		K	specified ways of doing a variety of tasks

(10 × 1) (10)

TOTAL SECTION A: 30

SECTION B

QUESTION 2

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

At Campus College in Springs the management, head of department, programme managers and lecturers are considered as the most important stakeholders. At the end of every term they meet with the parents. At this meeting the following issues are discussed: student progress, attendance and bursaries. Gugu, the PA is responsible for informing the relevant stakeholders of the meeting.

- 2.1.1 Name any SIX stakeholders involved at the college. (6 × 1) (6)

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|-------|-----------------------------------------------------------------------------------|---------|-------------|
| 2.1.2 | State the role of lecturers and students at the college. | (2 × 1) | (2) |
| 2.1.3 | Name FOUR employment-related policies that college staff has to be familiar with. | (4 × 1) | (4) |
| 2.1.4 | What guidelines must Gugu follow when using the photocopier in her office? | (7 × 1) | (7) |
| 2.1.5 | List SEVEN examples of information that must appear on the fax cover page. | (7 × 1) | (7) |
| 2.1.6 | How can Gugu build a good relationship with the clients of the college? | (2 × 2) | (4) |
| | | | [30] |

QUESTION 3

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|-------|------------------------------------------------------------------------------------------------------------------|---------|-------------|
| 3.1 | Name any FIVE differences between a private and a public company. | (5 × 2) | (10) |
| 3.2 | Indicate TWO types of products offered by any business. | (2 × 2) | (4) |
| 3.3 | Name any FOUR main role-players in the business field of South Africa. | (4 × 1) | (4) |
| 3.4 | Companies will not survive in the business world without having a marketing department as the supporting system. | | |
| 3.4.1 | Name the FOUR components of the marketing mix. | (4 × 1) | (4) |
| 3.4.2 | Explain the competitive advantage of Vodacom in South Africa. | (4 × 2) | (8) |
| | | | [30] |

QUESTION 4

- 4.1 Read the scenario below and answer the questions that follow.

CONFLICT

Mandla is the manager of the administration department at your workplace. He is caught up in the middle of a conflict between the sales manager and the stock clerk. He is confused and does not know what to do to help his colleagues to resolve their problem.

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|-------|----------------------------------------------------------------------------------------|---------|------|
| 4.1.1 | Explain the procedure that Mandla could use to resolve this conflict at the workplace. | (5 × 2) | (10) |
| 4.1.2 | Give FOUR reasons why conflict occurs in any working environment. | (4 × 1) | (4) |

Read the scenario below and answer the question that follows.

INDUCTION

Organisations are obliged to provide their new staff members with information on terms of the contract and the conditions of employment. If this is not done effectively and efficiently, employees become confused and frustrated. Consequently the productivity of the organisation will be affected.

- 4.2 State any FOUR differences between introduction and induction. (4 × 4) (16)
[30]

QUESTION 5

- 5.1 Read the scenario below and answer the questions that follow.

Zama is a new staff member in the accounting department at your college. It is the responsibility of the human resource department to inform the campus manager about Zama's appointment before his daily announcement in the college staffroom.

- 5.1.1 Explain how Zama will be introduced to the college staff members. (4 × 2) (8)
- 5.1.2 Name FIVE site facilities that the new staff member should be made aware of. (5 × 1) (5)
- 5.2 Read the scenario below and answer the questions that follow.

RESEARCH

Research is conducted by collecting data for institutions and businesses. Every project requires thorough planning before the research can be effectively and efficiently accomplished. Projects given to you, as an office administration student requires extensive planning and research before they can be presented to your lecturer.

The following research methods are recommended to you by your lecturer:

- *Observation*
- *Case studies*
- *Focus groups*

- 5.2.1 Explain any TWO advantages for each of the above-mentioned research methods. (2 × 2 × 3) (12)
- 5.2.2 Give the FIVE steps that you will use to conduct your research project. (5 × 1) (5)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150