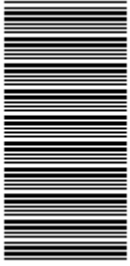


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**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 3**

NOVEMBER EXAMINATION

(3061003)

**12 November 2013 (X-Paper)
09:00–12:00**

This question paper consists of 8 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 ... is a once-off process of familiarising a new employee with workplace personnel.

- A Introduction
- B Induction
- C Recruitment
- D An interview

1.1.2 ...agreement determines that non-members must join a specific union.

- A A collective
- B A closed shop
- C An agency
- D A recognition

1.1.3 A ... is identified as being part of office equipment.

- A pen
- B stapler
- C ream of paper
- D computer

1.1.4 Which ONE of the following is NOT an internal stakeholder?

- A Management
- B Employees
- C Government
- D Casual workers

1.1.5 Which ONE of the following is NOT a role of professional bodies in South Africa?

- A Protect workers within an industry
- B Promote high standards of business
- C Keep a register of their members
- D Grant an increase in salary and wages

1.1.6 The following filing system enables an entrepreneur to store a large amount of information:

- A Tubular filing system
- B Computer disk
- C Horizontal filing system
- D Vertical filing system

- 1.1.7 In a filing system cross-reference refers to ...
- A cross-refer files.
 - B re-directing files.
 - C referral of a person.
 - D referral of an organisation.
- 1.1.8 Cross-culture facilitates your understanding of the following in the workplace:
- A Discrimination
 - B Punctuality
 - C Use of company vehicle
 - D Work stations
- 1.1.9 Cooperation means to ...
- A listen to each other.
 - B achieve an objective.
 - C pay attention.
 - D work together to reach a common goal.
- 1.1.10 ... is an example of a non-profit organisation.
- A SPCA
 - B Makro (PTY) LTD
 - C Legal Wise
 - D Zama's Beauty Salon

(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 Cultural diversity is not an essential element to consider when planning an induction programme.
- 1.2.2 The main aim of a non-profit organisation is to assist the community.
- 1.2.3 The macro environment of a business deals with internal factors or variables.
- 1.2.4 The 'T' in the concept SWOT analysis refers to Trust.
- 1.2.5 In a marketing mix strategy of a business undertaking, promotion refers to the advertising and sales of goods and services.
- 1.2.6 An increase in the fuel price will result in an increase in an employee's disposable income.

- 1.2.7 Earthing of electrical equipment is a method of protecting users from an electric shock.
- 1.2.8 Technology development in any working environment improves productivity.
- 1.2.9 The primary function of a regulatory body in a business environment is to protect the interest of a business.
- 1.2.10 A major advantage of constructive conflict in the workplace is to bring people together. (10 × 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) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Basic Conditions of Employment Act	A	the deduction of membership fees from non-union members
1.3.2	Agency shop agreement	B	automatic teller machine
1.3.3	Occupational Health and Safety Act	C	competitors
1.3.4	USB	D	protects the public
1.3.5	ATM	E	regulates the quality of a product
1.3.6	Market environment	F	storage of electronic information
1.3.7	Shredding	G	laws and regulations
1.3.8	Macro environment	H	protection of stakeholders in the workplace
1.3.9	Regulatory body	I	destroying of information
1.3.10	SABS	J	regulates the working relationship between the employer and the employee

(10 × 1) (10)

TOTAL SECTION A: 30

SECTION B**QUESTION 2**

2.1 Refer to the extract below and answer the questions that follow.

DISCIPLINARY PROCEDURES

Disciplinary procedures facilitate management control over their working environment. It is a downward communication link from management to employees. The power to discipline remains in the hands of management.

- 2.1.1 What is disciplinary action? (4 × 1) (4)
- 2.1.2 Explain the purpose of disciplinary action by management. (5 × 2) (10)
- 2.2 State any FOUR safety principles for the general operation of electrical equipment in the workplace. (4 × 1) (4)
- 2.3 Explain the following methods of filing in a business organisation:
- 2.3.1 Horizontal filing
- 2.3.2 Vertical filing
- 2.3.3 Computerised filing
- 2.3.4 Alpha-numerical filing (4 × 2) (8)
- 2.4 State any FOUR documents or information which may be regarded as confidential in a business. (4 × 1) (4)
- [30]**

QUESTION 3

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

Duma and Zama operate a book store called D & Z Quick-Books in Gauteng. Their target market is primarily FET college students. They have employed the following three staff members:

- Thandi : Cashier
- Sipho : Sales assistant
- Carol : Cleaner

All three the above employees report directly to the deputy manager.

Duma was appointed as the general manager because of his educational qualifications, while Zama was appointed as his deputy.

- 3.1 What type of business organisation is outlined above? (1 × 1) (1)

- | | | | |
|-----|---|---------|-------------|
| 3.2 | Design an organisational structure for Quick-Books. | (5 × 1) | (5) |
| 3.3 | Discuss any FIVE advantages of the above type of business ownership. | (5 × 2) | (10) |
| 3.4 | Name any FIVE major profit organisations that currently exist in the South African economy. | (5 × 1) | (5) |
| 3.5 | State FOUR characteristics of a public company. | (4 × 1) | (4) |
| | | | [25] |

QUESTION 4

Refer to the extract below and answer the questions that follow.

In the workplace, a simple disagreement between team members can cause intergroup conflict. Consequently, the quality of work is affected, which leads to a decline in productivity. This has an impact on the profitability of the organisation. Therefore it is important that conflict is resolved as effectively and efficiently as possible.

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|-----|--|---------|-------------|
| 4.1 | Discuss FIVE reasons why conflict occurs in the workplace. | (5 × 2) | (10) |
| 4.2 | Name any FOUR role players in a conflict situation in the workplace. | (4 × 1) | (4) |
| 4.3 | State FIVE guidelines on how you would manage conflict in the workplace. | (5 × 1) | (5) |
| 4.4 | Your behaviour in trying to resolve the above-mentioned conflict will be influenced by a number of factors.

State SIX of these factors. | (6 × 1) | (6) |
| | | | [25] |

QUESTION 5

Read the passage below and answer the questions that follow.

Although a new staff member may have the necessary qualifications and experience to perform the task he/she was hired to do, work routines and work procedures need to be thoroughly explained as they differ from organisation to organisation. An integral and critical part of the induction programme is to ensure that new staff members are equipped with this necessary knowledge.

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|-------|---|---------|-----|
| 5.1 | Explain what you understand by the following terms and give an example of each: | | |
| 5.1.1 | Work routines | (2 × 2) | (4) |
| 5.1.2 | Work procedures | (2 × 2) | (4) |

5.1.3	Induction	(2 × 2)	(4)
5.2	Discuss the importance of checking whether new staff members understand their responsibilities.	(4 × 2)	(8)
5.3	State THREE advantages of familiarising new staff with the workplace.	(3 × 1)	(3)
5.4	According to your contract of employment, you may be entitled to certain fringe benefit. State FIVE of these benefits.	(5 × 1)	(5)
5.5	What is meant by the orientation of new staff members?	(2 × 1)	(2)
			[30]

QUESTION 6

Refer to the passage below and answer the questions that follow.

RESEARCH IN THE BUSINESS WORLD

Research is very important for the future success of a business organisation. A well-planned research project helps you to find out what *demands* exist in the target market. This could lead to the development of new products and services. Ultimately this will have a huge impact on the profitability of the organisation.

6.1	Define a <i>research project</i> .	(1 × 2)	(2)
6.2	What are the possible questions that could be asked when <i>evaluating</i> the effectiveness of your research project?	(3 × 2)	(6)
6.3	Name TWO methods of qualitative research.	(2 × 1)	(2)
			[10]

TOTAL SECTION B: 120
GRAND TOTAL: 150