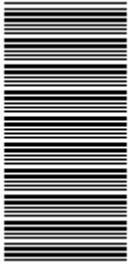


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**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 3**

NOVEMBER EXAMINATION

(3061003)

14 November 2014 (X-Paper)

09:00–12:00

This question paper consists of 8 pages and 1 addendum.

**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 provided 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 not the aim of a sick leave policy in any business organisation.

- A. Preventing employees from abusing sick leave
- B. Taking time off when you are not really sick
- C. Ensuring that all employees follow prescribed procedures
- D. Taking time off when they are really sick

1.1.2 The ... Act describes the safety principles for the general operation of electrical equipment.

- A. Safety
- B. Occupational Health and Safety
- C. Health
- D. Basic Conditions of Employment

1.1.3 A ... is regarded as a consumable in an office.

- A. printer
- B. scanner
- C. cabinet
- D. files

1.1.4 Which one of the following is not part of the external stakeholders?

- A. Government
- B. Competitors
- C. Management
- D. Professional bodies

1.1.5 A type of collective agreement that allows an employer to deduct a fee from the salaries of workers who are not members of a trade union.

- A. Agency shop agreement
- B. Close shop agreement
- C. Productivity agreement
- D. Recognition agreement

1.1.6 The ... policy eradicates any unfair discrimination in hiring of staff.

- A. dress code
- B. sick leave
- C. employment equity
- D. recruitment

1.1.7 The following organisation is classified as a non-profit organisation:

- A. Cooperative society
- B. Voluntary association
- C. Partnership
- D. Private company

1.1.8 ... keeps a list of equipment to be earthed.

- A. SABC
- B. SABS
- C. Municipality
- D. Eskom

1.1.9 ... is a disagreement between people with different ideas.

- A. Conflict
- B. Control
- C. Deadline
- D. Verbal communication

1.1.10 Induction is:

- A. A one-time event in the hiring procedure
- B. Regarded as the introductory part of the hiring procedure
- C. Regarded as the final part of the hiring procedure
- D. The introduction of new staff members

(10 x 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 (1.2.1–1.2.6) in the ANSWER BOOK. Correct the statement if it is FALSE.

1.2.1 Profit is the amount of money that the business has earned after all the expenses are paid.

1.2.2 Being negative at work improves productivity.

1.2.3 A good induction programme includes providing information on the organisation's policy, procedures, history, products, services and customers.

1.2.4 A partnership business pays corporate tax.

1.2.5 A biased third-party mediating between conflicting parties is one of the conflict resolution techniques.

1.2.6 An employer has a right to ask an employee to come to work when he/she is absent from work.

(10)

1.3 Choose a description from COLUMN B that matches a 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	
1.1.1	Work routine	A	annual, sick, maternity, family responsibility
1.1.2	Observation	B	highly-ranked people in the organisation
1.1.3	Deductions	C	investors and fund officers
1.1.4	Work procedure	D	medical aid, income tax, pension fund
1.1.5	Leave	E	the daily tasks at work
1.1.6	Superiors	F	general raise in prices of goods and services each year
1.1.7	Conflict	G	the rules and regulations at work
1.1.8	Shareholders	H	assess the behavioural patterns of people
1.1.9	Inflation	I	simulation of real-life situation
1.1.10	Case study	J	differences or disagreements
		K	falling prices of goods and services

(10 x 1)

(10)

[30]

TOTAL SECTION A: 30

SECTION B**QUESTION 2**

2.1 Read the case study below and answer the questions.

RULES AND REGULATIONS

African Beauty Institution is a college of beauty in the central Witbank. It has 35 staff members. Angel Louw works in the cosmetic department as a beautician. On 13 November 2013, Angel Louw took a smoke break and went to an area that was clearly marked 'NO SMOKING' to smoke a cigarette. As she was busy smoking, her supervisor Lenny saw her smoking. He told her to come and see him in his office. She was disciplined and told about the disciplinary code and procedure of the institution. Angel was not happy as she has seen some of the staff members smoking in the same area where she was caught. She decided to use the workplace disciplinary procedure to raise the issue. She lodged a formal written grievance with Mr Pele, the manager.

- | | | | |
|-------|--|----------|-------------|
| 2.1.1 | You are required to complete the grievance form on ADDENDUM (attached) and state all the facts. Use the information from the case study. Provide your information where necessary. | (10 x 1) | (10) |
| 2.1.2 | State the category of the offence committed by Angel Louw. | (1 x 2) | (2) |
| 2.1.3 | List FIVE aims of disciplinary action at this college. | (5 x 1) | (5) |
| 2.2 | Name FIVE different types of ownership of profit organisations. | (5 x 1) | (5) |
| 2.3 | Name THREE different types of ownership of non-profit organisations. | (3 x 1) | (3) |
| 2.4 | Explain the FIVE advantages of a partnership. | (5 x 2) | (10) |
| 2.5 | Name any FIVE of the main players in the South African economy. | (5 x 1) | (5) |
| | | | [40] |

QUESTION 3

3.1 Read the following scenario and answer the questions.

As a PA at Thekwini College, you are aware that filing contributes to the running of an orderly and efficient office. Documents need to be kept in an orderly manner to facilitate tracing the correct documents with minimum delay. This can be achieved by establishing a proper filing and indexing system.

- 3.1.1 Name the FOUR types of filing equipment that you could use in your office. (4 x 1) (4)
- 3.1.2 Explain FIVE requirements of a good filing system. (5 x 2) (10)
- 3.1.3 State FIVE reasons for maintaining security of certain documents and equipment in your office. (5 x 2) (10)
- 3.1.4 List SIX guidelines on how to operate a photocopier. (6 x 1) (6)
- 3.2 How could you improve the existing induction programme in your organisation? (5 x 2) (10)
- [40]**

QUESTION 4

Read the following article on workplace conflict and answer the questions.

South African organisations are in great need of better conflict resolution techniques. More often than not, role players involved interpret conflict as negative. The tendency is to resort to power play and win/lose solutions – that lead to an escalation of the conflict. The cost to the organisation is high – the result is interpersonal strife and negative organisational culture, leading to high staff turnover and diminished productivity.

- 4.1 Name FOUR role players in an organisational conflict resolution. (4 x 1) (4)
- 4.2 State FIVE possible reasons why conflict occur in the workplace. (5 x 1) (5)
- 4.3 Explain the causes of the following types of conflict situations in the workplace:
- 4.3.1 Interpersonal conflict (2 x 2) (4)
- 4.3.2 Intergroup conflict (2 x 2) (4)
- 4.4 Apart from avoiding conflict, list THREE other reasons why it is important to ensure that a new staff member understands his/her work responsibilities. (3 x 1) (3)
- [20]**

QUESTION 5

5.1	Explain the following components that make up a written report based on research findings.		
5.1.1	Title page	(2 x 1)	(2)
5.1.2	Introduction	(2 x 1)	(2)
5.1.3	Bibliography	(2 x 1)	(2)
5.1.4	A summary	(4 x 1)	(4)
5.2	Discuss the FIVE reasons why it is important to familiarise a new staff member with the workplace environment.	(5 x 2)	(10)
			[20]
		TOTAL SECTION B:	[120]
		GRAND TOTAL:	[150]

ADDENDUM

EXAMINATION NUMBER:

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Detach ADDENDUM and hand it in with your ANSWER BOOK.

QUESTION 2.1.1

GRIEVANCE FORM

For attention: _____

Employee name: _____

Employee number: _____

Department: _____

Job title: _____

Date joined: _____

Statement of grievance: _____

Solution required: _____

Signature of employee: _____

Date: _____