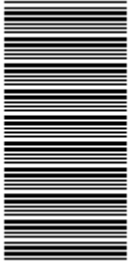


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**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 3**

NOVEMBER EXAMINATION

(3061003)

**19 November 2015 (X-Paper)
09:00–12:00**

This question paper consists of 9 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 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 A loss increase by Pick 'n Pay affects their ...
- A customers.
 - B suppliers.
 - C wholesalers.
 - D stakeholders.
- 1.1.2 The ... Act encourages workers to participate in learnerships and other training programmes.
- A Basic Conditions of Employment
 - B Labour Relations
 - C Skills Development
 - D Occupational Health and Safety
- 1.1.3 In a free-market economic system that operates in South Africa, ... may be classified as a public organisations
- A Shoprite Checkers
 - B Makro
 - C Pick 'n Pay
 - D Eskom
- 1.1.4 ... are used to assess a candidate's communication skills.
- A Observations
 - B Written questions
 - C Interviews
 - D Case studies
- 1.1.5 ... is caused when two groups disagree on the method to be used in reaching a goal.
- A Dispute
 - B Anger
 - C Conflict
 - D Disagreement

1.1.6 An efficient resource to record appointments in the office:

- A Diary
- B Work scheme
- C Note book
- D Message pad

1.1.7 The acronym FIFO refers to ...

- A First-Into Federal Organization.
- B First-In-First-Out.
- C First In Faces Outward.
- D First In Last Out.

1.1.8 Printer cartridges are regarded as ...

- A current assets.
- B disposable items.
- C fixed assets.
- D consumables.

1.1.9 This type of indexing are arranged in a circle:

- A Book index
- B Rotary index
- C Strip index
- D Card index

1.1.10 ... is NOT regarded as a potential benefit to teamwork.

- A Increases in cooperation
- B A motivated colleague
- C Increase in productivity
- D Increased destructive conflict

(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 (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 In a business organisation like Spar, the government is identified as the internal stakeholder.

1.2.2 The role of a local authority or municipality is to develop the local community at large.

1.2.3 Professional bodies play an important role in promoting high standards in a business organisation.

- 1.2.4 The objective of the induction process is to increase labour turnover.
- 1.2.5 By conducting market research the company's marketing manager will be unable to make the correct decisions regarding how to sell the products.
- 1.2.6 The Checkers policy on marketing mix consists of their product, the price, promotion and design thereof.
- 1.2.7 Capitec is regarded as the world leader in the banking sector.
- 1.2.8 Drastic changes in the external environment may pose a threat to a business organisation.
- 1.2.9 A competitor is a business that markets a product that is identical to that of another retailer.
- 1.2.10 A common cause of inter-group conflict is the shortage of resources in the workplace.

(10 x 1) (10)

1.3 Choose a description from COLUMN B that matches an item 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	Mentor	A	management abusing their power
1.3.2	Structural conflict	B	eradicates unfair discrimination in terms of the recruitment process in the workplace
1.3.3	Organisational conflict	C	arrangement of activities from the most to the least important
1.3.4	Employment Equity Act	D	management demands more production from you
1.3.5	Prioritise work	E	facilitates prioritising of tasks
1.3.6	Occupational Health and Safety Act	F	consists of a maximum of 50 and minimum of one shareholder
1.3.7	Diary	G	assists a new staff member on entering a new organisation
1.3.8	Masupa CC	H	Nelson Mandela Children's Fund
1.3.9	Non-profit organisation	I	outlines the principles and procedures of protecting the employee
1.3.10	Gento (Pty) Ltd	J	it cannot exceed ten members
		K	consists of a minimum of two and a maximum of twenty member

(10 × 1) (10)

TOTAL SECTION A: 30

SECTION B

QUESTION 2

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

RESPONSIBILITY AND ACCOUNTABILITY IN THE WORKPLACE

Gail works at the Johannesburg FET College as a Senior Receptionist. Students have been making many complaints to the college management about her behaviour.

Some of the complaints include:

- Chatting on her cellphone and ignoring her duties
- Being rude on the phone
- Taking long to assist students
- Her taking of continuous smoke breaks

The SRC lodged numerous letters of complaint to the campus manager.

- 2.1 Do you think that the students are justified in complaining to the campus manager? (1 × 2) (2)
 - 2.2 State ONE reason for your answer to QUESTION 2.1. (1 × 2) (2)
 - 2.3 Briefly explain the disciplinary steps that the campus manager could take against Gail. (4 × 2) (8)
 - 2.4 State FOUR aims of disciplinary action that can be taken by a company official like a campus manager. (4 × 2) (8)
 - 2.5 How can the campus manager ensure that Gail will contribute to the effectiveness of his department? (5 × 2) (10)
- [30]**

QUESTION 3

Read the following scenario and answer the questions.

Office Suppliers CC is a business that sells computers, printers, photocopiers, fax machines and other consumables for the office. Although this is a small business, its customers include several large business undertakings, such as Sasol Ltd, CAN (Pty) Ltd and Waltons.

- 3.1 Identify the form of ownership for each of the following business organisations:
 - 3.1.1 Office Suppliers CC

- 3.1.2 Sasol Ltd
- 3.1.3 CNA (Pty) Ltd (3 × 1) (3)
- 3.2 Give a reason for your answer to QUESTION 3.1.3. (1 × 2) (2)
- 3.3 Tabulate any FOUR differences between a *private* and a *public company*. (4 × 2) (8)
- 3.4 Write the following acronyms out in full:
 - 3.4.1 SARS
 - 3.4.2 FNB
 - 3.4.3 SAB
 - 3.4.4 NGO (4 × 1) (4)
- 3.5 List any FIVE examples of *consumables* sold by Office Suppliers CC. (5 × 1) (5)
- 3.6 Explain FOUR ways in which you would learn to operate new office equipment in the workplace. (4 × 2) (8)

[30]

QUESTION 4

Read the following scenario and answer the questions.

RESOLVING CONFLICT IN THE WORKPLACE

Conflict is a normal and natural part of any workplace. Whenever people work together, conflict is a part of doing business. It has been estimated that managers spend at least 25 percent of their time resolving workplace conflicts. This is the cause of low performance work among many office employees.

- 4.1 Explain the term *conflict*. (2)
- 4.2 Discuss the possible reasons for workplace conflicts. (5 × 2) (10)
- 4.3 List FOUR role-players involved in a conflict situation in the workplace. (4 × 1) (4)
- 4.4 Briefly explain how managers could use *effective communication* to resolve conflict in the workplace. (3 × 2) (6)

- 4.5 List examples of the following issues which are part of an organisation's external environment:
 - 4.5.1 Opportunities (4 × 1) (4)
 - 4.5.2 Threats (4 × 1) (4)
- [30]**

QUESTION 5

5.1 Copy the TABLE below in the ANSWER BOOK.

INTRODUCTION	INDUCTION

Use the TABLE to show the differences between *introduction* and *induction* using the following bullet points:

- Applies to existing and new employees
 - Applies only to new employees
 - A structured process
 - A very flexible process
 - A one-time event
 - An on-going event
 - Part of induction process
 - Done in a specific way
- (8 × 1) (8)

5.2 Discuss the objectives of an induction programme in the workplace. (5 × 2) (10)

5.3 Explain the following:

- 5.3.1 Primary data
 - 5.3.2 Secondary data
- (2 × 2) (4)

5.4 Name TWO methods used for collecting primary data. (2 × 1) (2)

5.5 Explain THREE advantages of using case studies in your research project. (3 × 2) (6)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150