higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 4

(3061004)

15 November 2024 (X-paper)
09:00–12:00

This question paper consists of 12 pages.

189Q1N2415

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
BUSINESS PRACTICE
NQF LEVEL 4
TIME: 3 HOURS
MARKS: 200

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 section on a new page.
5. Use only a black or blue pen.
6. 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 (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 The major role of a trade union in Pick n Pay is to …

A protect the interests of employees.
B organise news conferences.
C protect the interests of the management.
D organise functions at the workplace.

1.1.2 A ... is usually used to assess a person's progress towards his/her goal in the workplace.

A task analysis
B milestone
C peer review
D stopwatch

1.1.3 When jobs are ranked according to status, it is referred to as a …

A schedule.
B diary.
C task.
D hierarchy.

1.1.4 The resources needed to start a business is known as ...

A debtors.
B liabilities.
C capital.
D creditors.

1.1.5 When a business cannot pay its daily expenses, it is considered to be…

A profitable.
B indebted.
C insolvent.
D liquid.

1.1.6 Fundamentally changing the direction of a business when it is continuously incurring a loss is referred to as …

A the marketing mix.
B a marketing policy.
C an operational change.
D pivoting.

1.1.7 When two employees *clash* because they want different outcomes from a given situation it is known as …

A synergy.
B discrimination.
C conflict of interest.
D a compromise.

1.1.8 A fixed monthly payment from an employer to an employee, which is specified in an employment contract, is referred to as …

A wages.
B a salary.
C an allowance.
D piece rate.

1.1.9 The ... environment includes the factors that directly surround the business.

A market
B socio-
C technological
D micro-

1.1.10 The top level in an organisation is referred to as the…

A workforce.
B employees.
C executives.
D subordinates.

1.1.11 A person who acts only as a *link* in managing conflict between team members in the workplace:

A Motivator
B Arbitrator
C Advocate
D Mediator

1.1.12 Some tasks in the workplace are more urgent and important and will need to be completed before other tasks. This is called …

A delegation.
B prioritising.
C productivity.
D production.

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1.1.13 When management has a plan for the future of the business, they have a ...

A dream.
B challenge.
C direction.
D vision.

1.1.14 A comparison between the goods and services produced *versus* the input that was needed to produce those goods and services is known as …

A output.
B deflation.
C productivity.
D revenue.

1.1.15 To cooperate and work together in the workplace is referred to as ...

A collaborating.
B opposing.
C compromising.
D individualising.

(15 × 1) (15)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK. Correct the FALSE statements.

1.2.1 Goods and services that are produced from within country borders are considered domestic production.

1.2.2 Procrastination is the relationship between how much you think about a task and the time taken to complete the task.

1.2.3 Teamwork in any business undertaking is about working as an individual without anyone else's input.

1.2.4 Sustainability in the workplace can be promoted by implementing a recycling program.

1.2.5 A boycott is a decision to buy only some products of a business as a measure of protest action.

1.2.6 Constructive feedback means to criticise the action of the employee and not the person.

1.2.7 A decision is unanimous if everyone agrees with the decision that was taken.

1.2.8 Social media includes radio, television and newspapers.

1.2.9 Branding provides a glimpse of what a business can provide.

1.2.10 Strategic alliances are permanent partnerships between organisations or individuals to achieve a common goal.

(15)

1.3 Choose a term from COLUMN B that matches a description 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	The quantity produced in a given time.	A	cash flow
1.3.2	Consists of competitors and suppliers	B	delegation
1.3.3	A person who makes sure that deadlines are met.	C	omit
1.3.4	The introduction to a staff meeting.	D	implementer
1.3.5	Strengths and weaknesses are found here.	E	sustainability
1.3.6	The act of redirecting tasks and initiatives to other team members.	F	output
1.3.7	This is determined by money received and money paid.	G	macro-environment
1.3.8	Opportunities and threats are identified here.	H	preamble
1.3.9	A team member who turns ideas and concepts into practical actions and plans.	I	micro-environment
1.3.10	Recycling of glass and paper is an example of this.	J	completer
		K	market environment

(10 × 2) (20)

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

Read the article below and then answer the questions:

SOUTH AFRICA WILL LIKELY REMAIN SUSCEPTIBLE TO REGULAR LOAD SHEDDING THROUGH AT LEAST 2023/4

South Africa will likely remain susceptible to regular loadshedding through 2023 and likely beyond. The South African utility provider, Eskom, continues efforts to maintain and repair infrastructure; however, unplanned unit breakdowns, criminal sabotage and corruption are likely to continue to hamper efforts to rehabilitate the national grid. Power cuts could possibly last for up to 12 hours and above during major supply shortage periods.

[Source: Adapted from: *https://crisis24.garda.com/alerts/2023/06/south-africa-load-shedding-likely-to-occur-regularly-through-2023-update-2*]

2.1 Define in your own words the term *loadshedding* mentioned in the article. (2)

2.2 According to the article 'power cuts could possibly last for up to 12 hours'.

Give SIX examples of how these power cuts can influence a business negatively. (6)

2.3 State SIX contingency plans that you would put in place if you were an owner of a business to ensure the business operates effectively during loadshedding. (6)

2.4 List THREE ways in which traffic disruptions may have a negative impact on drivers. (3)

2.5 Loadshedding is an element that created opportunities for businesses to sell new products or to increase the selling of certain products.

2.5.1 List FOUR products that are more in demand during loadshedding. (4)

2.5.2 How can a restaurant avoid being negatively impacted by loadshedding? Name TWO ways. (2)

2.6 List THREE ways in which loadshedding has a negative impact on the economy of South Africa. (3)

2.7 Give FOUR examples of criminal activities that can increase during electricity outages. (4)

[30]

QUESTION 3

Refer to the cartoon below and then answer the questions that follow.



"We need someone specializing in interpersonal communication. I'll text my decision."

"We need someone specialising in interpersonal communication. I'll text my decision.''

3.1 What is *interpersonal communication*? (2 × 1) (2)

3.2 For employees to thrive and work together effectively, they must be willing to respect one another and communicate openly.

Name any THREE ways of communication that can be used to convey information to employees and also between them. (3)

3.3 State THREE guidelines that the business can use to ensure effective communication within the business environment. (3)

3.4 Match the following communication styles to each of the statements below by writing the matching communication style next to the question number (3.4.1–3.4.8) in the ANSWER BOOK.

COMMUNICATION STYLES:

- Aggressive
- Assertive
- Passive
- Passive-aggressive

3.4.1 John, the manager, chooses to make decisions for others.

3.4.2 Xhola appears to be honest, but it is not always the case.

3.4.3 Other staff members like to take advantage of Zelda's generosity.

3.4.4 Zubair is very confident in his work.

3.4.5 Ulrich firmly believes that no person should ever make anyone uncomfortable or unhappy.

3.4.6 Miriam believes that people have to fight to gain the respect of others.

3.4.7 Thandi feels superior and tries to control others.

3.4.8 Zintle respects herself and expresses herself well.

(8)

3.5 Name TWO barriers that can have a negative impact on effective communication in the workplace. (2)

3.6 By regularly updating the security policies and procedures, the business protects both itself and its employees.

3.6.1 As the manager of your department, provide your staff with EIGHT guidelines for confidentiality and data protection in the workplace. (8)

3.6.2 Why is it important for businesses to protect their information? (2 × 2) (4)

[30]

QUESTION 4

Read the article below and answer the questions that follow.

CHALLENGES AND OPPORTUNITIES OF DIVERSITY IN THE WORKPLACE

There is no doubt that our country is a racial, cultural and religious melting pot – and with 11 official languages, it is easy for things to get lost in translation!

In South Africa, workplace diversity is required by law and many businesses have adopted a largely compliance-driven approach. But there are several other benefits to having a diverse workforce – not just being able to keep the doors open. It allows self-awareness, empathy, innovation and creativity to flourish.

Diversity can be defined as the range of differences in human demographics including race, gender, religion, sexual orientation and age.

Educational programs can be helpful in creating tolerance and understanding in a workplace which is diverse.

[Source: Extracted from: *https://www.pmi-sa.co.za/2021/10/12/the-challenges-and-opportunities-of-diversity-in-the-workplace/*]

4.1 It is said that South Africa is a racial, cultural and religious melting pot.

How can managers/supervisors make their employees more knowledgeable about culture and religious differences? (4 × 2) (8)

4.2 Cultural differences can easily lead to misunderstandings in communication.

Discuss any THREE tools that can be used to get a common understanding of a shared message. (3 × 2) (6)

4.3 Discuss THREE types of *noise* that can lead to misunderstandings during communication in the workplace. (3 × 2) (6)

4.4 According to the article, educational programs can be helpful in creating tolerance and understanding.

Name FOUR types of educational programs that can be implemented to create tolerance and understanding amongst diverse groups in the workplace. (4)

4.5 A good idea is to develop a list of agreed-upon values and behaviours to be included in the *code of conduct*, thus ensuring adherence by all members of the company.

Name SIX aspects that could be considered to be included in the code of conduct of a business. (6)

[30]

QUESTION 5

Read the article below and then answer the questions.

UNETHICAL BUSINESSES WILL FACE PEOPLE'S PROTESTS

Rising private sector corruption, price-fixing and defective products have increased public distrust in corporations. Corporate corruption — as seen with Steinhoff, one of South Africa's largest companies, which announced in December 2017 that it had committed 'accounting irregularities' — are not isolated incidents, but reflect a culture of corruption in the private sector.

In 2013, 15 construction companies agreed to pay fines totalling R1,4-billion for dishonest and secret tendering related to constructions linked to the 2010 Football World Cup. The companies had to sign an 'integrity commitment' to ensure they will not be involved in future dishonest or corrupt practices.

In 2007, a number of bread companies, including Tiger Brands, were found guilty of fixing the price of bread. Six of South Africa's leading milk producers were accused in 2006 of price-fixing in a case that went on until 2011.

Residents have chased mining companies away from setting up operations even if such investments would create jobs, business opportunities and infrastructure locally. Yet, local and foreign company executives are often confused about why they are rejected by local residents or why they are criticised when they supposedly create jobs and bring new investments and opportunities.

[Source: Extracted from: *https://mg.co.za/thoughtleader/opinion/2020-09-09-unethical-businesses-will-face-peoples-protest/*]

5.1	5.1.1	Define the term *price-fixing* mentioned in the article.	(2)
	5.1.2	Name FOUR types of unethical pricing practices, apart from the one mentioned in the article, that can occur in a business environment.	(4)
	5.1.3	Give TWO reasons why businesses would get involved in unethical pricing practices.	(2)
	5.1.4	State THREE ways in which the South African government can try to decrease unethical pricing practices.	(3)
	5.1.5	Adhering to ethics in advertising is as important as pricing ethics. Discuss any THREE ethical issues in advertising. (3 × 2)	(6)
5.2	There are various environmental and individual factors that can contribute to wasted time at work.		
	5.2.1	Give SEVEN examples of time wasters in the workplace.	(7)
	5.2.2	State SIX negative effects that time wasters could have on any business organisation.	(6)
			[30]

QUESTION 6

6.1 Read the following paragraph and then answer the questions that follow.

HOW TO SUPPORT YOUR TEAM

Professionals can support their team through encouraging ethical behaviour and practices. Providing moral and professional support to your team can help your business reaches its goals. Adopting supportive professional practices in the workplace can improve the quality of work. This in turn has a positive impact on you and your team.

6.1.1 Give THREE reasons why it is important for a manager to support his/her team. (3)

6.1.2 State SEVEN ways in which a manager can support his/her team in the workplace. (7)

6.2 Read the following paragraph and then answer the questions that follow.

WHAT ARE STAKEHOLDER RELATIONSHIPS AND HOW SHOULD THEY BE MANAGED?

Forming and maintaining successful relationships with stakeholders are important for any business organisation. Stakeholders are people with an interest in a company's success. Therefore, businesses often consider their stakeholders' perspectives before making decisions. Learning more about stakeholders and why they're important can help you improve your relationships with them.

6.2.1 There are two categories of stakeholders, namely *internal* and *external* stakeholders.

Copy the table below in the ANSWER BOOK and complete it by providing THREE examples of each. (2 × 3) (6)

INTERNAL STAKEHOLDERS	EXTERNAL STAKEHOLDERS

6.2.2 List any FOUR things that a business can do to build good relationships with all stakeholders. (4)

6.3 A poor work-life balance can have a damaging effect on relationships in any business organisation.

6.3.1 How can an employee achieve a good work-life balance? List any SIX things that he or she can do. (6)

6.3.2 What can businesses do to support employees with a good work-life balance? Suggest any FOUR things that businesses can do. (4)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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