higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

(3061003)

7 December 2023 (X-paper)
09:00–12:00

This question paper consists of 10 pages.

593Q1N2307

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
BUSINESS PRACTICE
NQF LEVEL 3
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. Start each question on a new page.
5. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 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 (1.1–1.10) in the ANSWER BOOK.

1.1 This happens when an employee decides to leave his/her job voluntarily:

A Retirement
B Retrenchment
C Resignation
D Annual leave

1.2 The aim of this policy is to eradicate unfair discrimination in hiring, promotion, training, benefits and retrenchments in the workplace:

A Recruitment policy
B Dress code policy
C Affirmative action
D Sick leave policy

1.3 … is NOT included in the induction policy at the workplace.

A Introduction of senior management and close colleagues
B Overview of the business
C Counselling sessions
D Information about the products of the business

1.4 Hypersave Chemical operates in the … sector because they specialise in the manufacturing of chemicals.

A secondary
B primary
C tertiary
D economic

1.5 The … approach of business conflict argues that conflict should be avoided at all costs.

A behavioural
B traditional
C interactive
D instinctive

1.6 The Highway Hospice is an example of a … organisation as it receives donations that enables it to take care of terminally ill patients.

A non-profit
B public
C private
D state-owned

1.7 Many South African businesses are losing customers due to the increase in prices of goods and services. This is an example of a/an … challenge.

A technological
B economic
C physical
D socio-cultural

1.8 Rita's right to … was violated when the manager disclosed her personal problems.

A privacy
B information
C dignity
D safety

1.9 The … function uses an aggressive advertising campaign to increase sales.

A marketing
B public relations
C administration
D financial

1.10 … is NOT a characteristic of a world-class orientation programme.

A Using technology
B Beginning on the second day
C Lead by a senior person
D Reducing turnover

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 SAICA is an example of a professional body.

2.2 Tax evasion is regarded as illegal by SARS.

2.3 Suggestion boxes will not assist in controlling conflict in a working environment.

2.4 It is important for a partnership to pay corporate tax.

2.5 A business contributes to the well-being of its employees by providing recreational activities.

2.6 A workplace induction programme does not need to be reviewed and improved.

2.7 A bibliography helps the reader to find information quickly.

2.8 The acronym BEE refers to Black Economic Environment.

2.9 Customers are the most important connected stakeholders because businesses rely on them.

2.10 Competition amongst retailers, leads to greater product diversity and it promotes the emergence of new services.

(10 × 1) **[10]**

QUESTION 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 (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	People who buy a product or service from a retailer for their personal use	A	functional
3.2	Simulation of a real-life situation	B	consumables
3.3	Something that is working effectively and efficiently in the workplace	C	consumers
3.4	Positioning items on a scale in relation to others	D	shareholders
3.5	Organisations selling similar products or services, e.g. Pick n Pay and Checkers	E	ranking
3.6	Beliefs and values that people in the workplace share	F	competitors
3.7	Something that can be used in your office, e.g. pens, paper and ink cartridges	G	productivity
3.8	Collection of information on a particular subject	H	case study
3.9	How much of a product or service producers can make with minimum input	I	tradition
3.10	Investors or people who own shares in a company	J	research
		K	culture

(10 × 1) **[10]**

TOTAL SECTION A: 30

SECTION B

QUESTION 4

Read the article below and answer the questions:

EFFECTS OF COVID-19 ON THE SA ECONOMY

The Covid-19 pandemic has brought South Africa to the brink of a serious economic crisis – especially the business environment. In a country where about 18% of the population already lives under the poverty line, the extent to which the Covid-19 has exacerbated the poverty crisis is still unfolding. The national lockdown in April 2020 had a detrimental effect on the South African economy which was already in a recession.

This resulted in:

- many businesses closed down
- a number of employees had to be retrenched
- restructuring of businesses
- redundant employees

4.1 What is your understanding of the *business environment* from the abovementioned article? (2 × 1) (2)

4.2 Name the THREE major elements that the business environment comprises. (3)

4.3 Name TWO variables from the external macro-environment that are affected here. (2)

4.4 Give ONE reason for each answer to QUESTION 4.3. (2)

4.5 Many businesses had to follow retrenchment procedures as their operational requirements had changed drastically.

State FIVE guidelines to follow to ensure that a fair retrenchment process is followed. (5 × 2) (10)

4.6 Explain the following terms:

4.6.1 Mediation

4.6.2 Assertive

4.6.3 Redundancy in the workplace

(3 × 2) (6)

4.7 Name FIVE examples of negative feelings that may be encountered in a conflict situation in the workplace. (5)

[30]

QUESTION 5

Read the case study below and answer the questions:

MAX'S LIFESTYLE MANAGEMENT (PTY) LTD

Max's Lifestyle is one of the best restaurants in Umlazi, Durban (KZN) with a traditional culture.

'We are the only venue that tourists and locals alike can enjoy. They can feel and experience unique township culture in upmarket trendy and safe surroundings. People from all walks of life, cultures and races, young and old come to enjoy our best service to eat or drink and maybe just to wind down for the day.'

'We have top security that ensures nothing illegal is brought into our safe environment. We are known for our Sunday Sessions where top DJs entertain those who enjoy good music and dancing and our VIP lounge is available for those who prefer a relaxed less noisy environment.'

Max attributes his success because of his employees who are:

- loyal and
- their dynamic ability to work as a team.

5.1 Name the form of ownership that is represented in the above-mentioned case study. (1)

5.2 State ONE reason for the answer to QUESTION 5.1. (2)

5.3 State TWO characteristics of this form of ownership. (2 × 2) (4)

5.4 State the importance of the following stakeholders to this organisation:

5.4.1 Competitors

5.4.2 Customers

(2 × 2) (4)

5.5 Name and explain FOUR common roles of the contributions of team members to the success of this organisation. (4 × 2) (8)

5.6 Both Max and his employees have certain obligations in the workplace. They should always behave in a responsible manner.

State THREE factors each that:

5.6.1 Max's employees are obliged to uphold

5.6.2 Max is obliged to uphold

(3 × 2) (6)

Copyright reserved

5.7 State the possible *strengths* of Max's Lifestyle with reference to the SWOT analysis. (5 × 1) (5)

[30]

QUESTION 6

Read the passage below and answer the questions:

WORKPLACE CONFLICT

Zamani is the general manager of New Era Electronics. She plays a vital role in containing and controlling conflict in her workplace. However, she is caught up in the middle of conflict between the sales consultant and the sales manager. She is confused and does not know what to do to help her colleagues solve the problem.

6.1 Name the type of conflict that is experienced by:

6.1.1 Zamani

6.1.2 Sales consultant

6.1.3 Sales manager

(3 × 1) (3)

6.2 Name the *role players* in this conflict situation. (3 × 1) (3)

6.3 You are required to assist Zamani by *rearranging* the following stages of conflict development in the correct sequence:

- Fight or flight
- Help
- Problem identified
- No conflict
- Unexpressed conflict
- The conflict cycle
- Dispute

(7 × 1) (7)

6.4 State FOUR guidelines on how Zamani should behave and in how she should control her feelings in the conflict situation with which she is confronted. (4 × 2) (8)

6.5 Recently one of the employees was dismissed from work. For a dismissal to be considered fair, it must be both substantively and procedurally fair.

Differentiate between the following:

6.5.1 Substantively fair

6.5.2 Procedurally fair

(2 × 2) (4)

Copyright reserved

6.6 State the guidelines that Zamani's PA (personal assistant) should follow when operating the photocopier in her office. (5 × 1) (5)

[30]

QUESTION 7

Read the extract below and answer the questions:

RESEARCH

Research is what propels humanity forward. It is fuelled by curiosity.

- We are curious,
- ask questions and
- immerse ourselves in discovering everything there is to know.

Business organisations generally make use of questionnaires, historical studies, structured interviews, observation, amongst other things for their research.

7.1 State TWO reasons why you think business organisations conduct research. (2 × 1) (2)

7.2 Discuss the advantages of the following research methods:

7.2.1 Questionnaires (2 × 2) (4)

7.2.2 Historical studies (2)

7.2.3 Structured interviews (2)

7.3 State TWO tips or points of advice that you will give someone who wants to make slides. (2 × 1) (2)

7.4 Explain the term *ranking* as a method of analysing data. (2)

7.5 Copy and complete the following table in the ANSWER BOOK by giving FOUR differences between the *introduction* and *induction* of a new staff member in the workplace.

INTRODUCTION OF NEW STAFF MEMBER	INDUCTION OF NEW STAFF MEMBER

(4 × 2) (8)

7.6 State FOUR ways to improve the existing induction programme in your workplace. (4 × 2) (8)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

Copyright reserved