higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

(3061003)

22 November 2022 (X-paper)
09:00–12:00

This question paper consists of 10 pages.

543Q1N2222

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TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions in SECTION A and B.
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. Use only a blue or black pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 An increase in trading profit by Shoprite Checkers will have a favourable impact on their …

A customers.
B suppliers.
C wholesalers.
D stakeholders.

1.2 Another name for rivalry is …

A opportunity.
B competition.
C friendship.
D partnership.

1.3 A breakeven point occurs when …

A there are no expenses and income.
B expenses exceed income.
C income is equal to expenses.
D income exceeds expenses.

1.4 Groceries are examples of … products.

A shopping
B unsought
C convenience
D speciality

1.5 A factor that exists outside Pick n Pay's internal environment which can affect its operations:

A Human resources
B Inter-personal relationship with employees
C Financial and Marketing resources
D Socio-economic factors

1.6 This type of interview uses carefully worded and pre-planned questions to obtain answers to specific questions:

A In-depth interview
B Exit interview
C Structured interview
D Panel interview

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1.7 Which ONE of the following is an example of a nonprofit organisation?

A Telkom
B FNB
C Zama's Beauty Salon
D SPCA

1.8 Semantic differences arise owing to …

A differences in values.
B language barriers.
C information differences.
D ineffective communication channels.

1.9 Being productive in the workplace refers to…

A the level of efficiency in which tasks and goals are completed.
B the selling of a product.
C being enthusiastic and sincere.
D always being punctual.

1.10 This is a physical check of items in the stockroom:

A Stock control
B Stocktaking
C Stock valuation
D Estimation

(10 × 1) **[10]**

QUESTION 2

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

2.1 The Occupational Health and Safety Act of SA prescribes rules regarding the dress code of a business organisation.

2.2 A fair wage agreement is not the cause of a grievance in the workplace.

2.3 Although destructive conflict is emotional, it does not lead to destructive behaviour.

2.4 An increase in the fuel price will result in an increase in an employee's disposable income.

2.5 Creditors are people who owe the business money.

2.6 A closed-shop agreement is a type of agreement that requires non-union members to join the union.

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2.7 A warranty is a formal agreement to replace an object if it is defective within a certain period.

2.8 A characteristic of a structured interview is that the questions to be asked by the interviewer are not set in advance.

2.9 No tax returns are required in a private company.

2.10 The Broadcasting Complaints Commission of SA is an example of a regulatory body. (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	Something that can be used up	A	inflation
3.2	Look after the well-being and welfare of employees	B	sub-ordinates
3.3	Laws that state how a country should be governed	C	ombudsman
3.4	An authority on qualifications	D	directors
3.5	A general rise in the prices of goods and services each year	E	consumables
3.6	People who report to others in the workplace	F	evaluation
3.7	An official whose job is to investigate complaints from the public.	G	SARS
3.8	Assessing something and forming an opinion about it after the assessment	H	mediator
3.9	Body responsible for collecting revenue on behalf of the government	I	pressure groups
3.10	Assists the disputing parties to come to some sort of agreement	J	SAQA
		K	constitution

(10 × 1) **[10]**

TOTAL SECTION A: 30

SECTION B

Answer all the questions in SECTION B.

QUESTION 4

4.1 Read the scenario below and then answer the questions.

TAFE (PTY) LTD

TAFE (Pty) Ltd is a company based in the Western Cape providing a mix of traditional food and drinks from various countries. Each shareholder's speciality and skills have been brought together to form this 'not to be missed tourist attraction'.

4.1.1 Is the above business a private or a public company? (1)

4.1.2 Give ONE reason for your answer to QUESTION 4.1.1. (1)

4.1.3 Tabulate any FOUR differences between a private and a public company. (4 × 2) (8)

4.2 Read the following scenario and then answer the questions that follow.

Since very young, Songezo worked as a waiter at a restaurant specialising in traditional African food. He studied hospitality and business management at a TVET college. He completed a business plan and approached a financial institution for funds to open his own restaurant. He established a restaurant, Food for Africa, in Langa near Cape Town. He focuses on local tourists, but his main market consists of tourists from overseas who want to experience the lifestyle and food in townships. He grows his own vegetables and bakes his own bread. At his restaurant, he also has a small shop selling items such as typical African necklaces, earrings, and clothes. For this, he also created online shopping access. He possesses very good entrepreneurial skills, such as thorough planning and control, and has a sound knowledge of the hospitality industry. There is a similar restaurant in Guguletu, but Songezo does proper market research to stay competitive. The restaurant had to employ two security guards as crime can become a problem in the township. Overseas tourists regularly visit his restaurant as the exchange rate for them is very favourable. Songezo realised that he has to have a financial manager to assist him in his business.

4.2.1 Identify from the case study any TWO micro-environment factors. (2 × 1) (2)

4.2.2 Identify from the case study any TWO market environment factors. (2 × 1) (2)

4.2.3 Identify from the case study any TWO macro-environment factors. (2 × 1) (2)

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4.2.4 List any TWO functions of the financial manager in this business. (2 × 1) (2)

4.2.5 How can Songezo gain a competitive advantage over his direct competitor in Guguletu? (2)

4.2.6 By making use of the marketing mix (the four P's), do a marketing analysis for Songezo's little shop at his restaurant business.

Present your answer as follows:

P of mix	Application

(4 × 2) (8)

4.2.7 Identify any TWO threats of Food for Africa. (2 × 1) (2)

[30]

QUESTION 5

Read the scenario below and then answer the questions.

ABC Packaging has recently appointed Miss Dlamini as their new receptionist. She has just completed her diploma but lacks experience.

As the Human Resource Manager, you are ultimately responsible for implementing the following:

- Introduction Programme
- Induction Programme

You must ensure that Miss Dlamini is orientated in all areas as required, including:

- Work routine and procedures
- Privacy and confidentiality

Otherwise, this may lead to conflicting issues in the workplace.

- What one employee may regard as private and confidential may be seen differently by another employee.

5.1 Differentiate between *inducting* and *introducing* a new staff member to the workplace. (4 × 1) (4)

5.2 Why is it of the utmost importance to orientate Miss Dlamini and to ensure that she has a thorough understanding of her responsibilities before she assumes duty? (4 × 2) (8)

5.3 Explain the following types of conflict which may occur in the workplace:

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5.3.1 Interpersonal conflict (2 × 1) (2)

5.3.2 Intrapersonal conflict (2 × 1) (2)

5.3.3 Interorganisational conflict (2 × 1) (2)

5.4 Discuss the importance of maintaining privacy and confidentiality in an organisation like ABC Packaging. (2 × 2) (4)

5.5 Define the following concepts:

5.5.1 Work routine (2 × 1) (2)

5.5.2 Work procedure (2 × 1) (2)

5.6 List any FOUR methods as to how ABC Packaging can collect qualitative data. (4)
[30]

QUESTION 6

Read the scenario below and then answer the questions.

You have been appointed as the health and safety representative at the workplace. Your actual work is dealing with procurement aspects, such as office equipment and consumables, as well as all aspects with regard to maintaining security surrounding documentation and equipment.

6.1 As health and safety representative, you arranged a workshop to train all departments on how to deal with immediate effect where someone has been shocked by electricity.

List the SIX very important aspects that everyone in the business should know when dealing with such a situation. (6 × 1) (6)

6.2 Explain to a newly appointed administration clerk what the correct sequence of steps is to send a fax. (8 × 1) (8)

6.3 It was reported to you that the photocopy machine is faulty and needs to be repaired.

List any FOUR aspects that you will take into account before deciding to repair the machine. (4 × 1) (4)

6.4 You have to convince the business to make use only of computerised filing.

How would you motivate your proposal for this? (2 × 1) (2)

6.5 Briefly explain, with examples, how you can guide the administrative staff to prioritise assigned tasks. Present your answer as follows:

Guideline in prioritising tasks	An example

(3 × 2) (6)

6.6 As procurement officer, you must be aware of the newest technological developments to ensure that the best tools are used by the business.

List any FOUR sources which can keep you informed about the latest developments. (4 × 1) (4)

[30]

QUESTION 7

Read the scenario below and answer the questions.

ENKA LIGHTING (PTY.) LTD.

In 2019, the Pillay siblings decided to register their lighting business – providing the best advice on lighting solutions and their products at the best possible price. From homes to offices, you are guaranteed to find the best solution for your lighting needs.

Since their inception, they have grown from strength to strength as they have proven to be simply the best in town.

Their stakeholders and stockholders include the CEO – V. Pillay; Senior Manager – S. Pillay; Finance Manager – T. Mkhize; Receptionist – A. James; eight sales consultants, as well as three general assistants.

7.1 Define the following terms:

7.1.1 Stakeholder (2 × 1) (2)

7.1.2 Stockholder (2 × 1) (2)

7.2 Classify the stakeholders mentioned in the scenario above according to the following types:

7.2.1 Internal stakeholders (3 × 1) (3)

7.2.2 Connected stockholders (3 × 1) (3)

7.2.3 External stakeholders (3 × 1) (3)

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7.3 List any FOUR ways in which pressure groups, such as trade unions and Greenpeace, can influence the business operations of Enka Lighting (Pty.) Ltd. (4 × 1) (4)

7.4 Disciplinary action may be taken against any stakeholder should the need arise.

List FOUR aims of such disciplinary action. (4 × 1) (4)

7.5 Discuss THREE ways in which a stakeholder may choose to behave in a conflict situation arising in the workplace. (3 × 3) (9)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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