higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 4

(3061004)

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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. Use only a black or blue pen.
5. 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 external environment consists of the factors that are outside the boundary of the organisation and is referred to as the …

A business environment.
B macro-environment.
C natural environment.
D micro-environment.

1.1.2 Personal time management skills include:

A Productivity
B Marketing
C Goal-setting
D Production

1.1.3 … refers to a situation where the various role-players in an organisation are unable to reach an agreement.

A Deadlock
B Denial
C Dead end
D Deviation

1.1.4 … entails giving your opinion about the way someone else in the team works.

A Feedback
B Praise
C Criticism
D Self-talk

1.1.5 To break down larger workplace tasks and activities into its smallest form is referred to as …

A aggregation-breakdown structure.
B work-breakdown structure.
C collective bargaining.
D scarcity.

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1.1.6 … can obstruct the communication process in your workplace.

A System faults
B Twitter
C Emailing
D Writing letters

1.1.7 All businesses are NOT influenced by the following economic factor:

A Interest rate
B Taxation rate
C Inflation
D Exchange rate

1.1.8 Countries that are in the process of improving their economy and infrastructure are called … countries.

A poor
B well-developed
C First World
D developing

1.1.9 To list your workplace activities in chronological order means listing it …

A numerically.
B according to importance.
C in order of time sequence.
D alphabetically.

1.1.10 The … Act requires local organisations to comply with the handling, storing and securing of personal information.

A Basic Conditions of Employment
B Income Tax
C Occupational, Health and Safety
D POPI

1.1.11 A general increase in prices and fall in the purchasing value of money is called …

A interest.
B inflation.
C deflation.
D recession.

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1.1.12 When multiple parties combine their energy to achieve a specific task or goal and the result/output is greater than the individual inputs, it is referred to as…

A production.
B self-sustaining.
C exclusivity.
D synergy.

1.1.13 … is the distance between people and is determined by cultural and social norms, situational factors, status, personal characteristics and level of unfamiliarity.

A Personal space
B Social distancing
C Intimacy
D Isolation

1.1.14 Radio, television and newspapers are examples of …

A print media.
B traditional media.
C social media.
D modern media.

1.1.15 Time management helps you to … your tasks.

A delegate
B categorise
C prioritise
D cancel

(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 statement if it is FALSE.

1.2.1 Predatory pricing refers to competitors that agree to sell their products at the same price.

1.2.2 Your manager spoke quickly because he was excited about the new product. This is an example of semantic noise.

1.2.3 Subcultures are found in most countries and business organisations.

1.2.4 Trade-offs is the interaction of people to achieve a common goal.

1.2.5 Effective delegation in your department prevents time wastage.

1.2.6 A charismatic colleague may be regarded as being attractive, fascinating and charming.

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1.2.7 The role of trade unions is to protect the employers of a business.

1.2.8 A contingency is something that may happen in the future but that you do not know for sure will happen.

1.2.9 A conflict situation may result when people of different cultures do not understand the mannerisms and behaviour of the other.

1.2.10 Encouragement within a team has a negative impact on productivity in the workplace.

(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 system of government regulations that separated people according to their race	A	disposable income
		B	strike
1.3.2	Protects the rights of the workers	C	price discrimination
1.3.3	Protects the intellectual property of an individual	D	legislation
		E	apartheid
1.3.4	Expressing words and meaning from one language in another language	F	Labour Relations Act
1.3.5	The amount of money that people have available to spend on goods and services	G	password
		H	copyright
1.3.6	Laws or governmental rules that business organisations must obey	I	translating
		J	reconcile
1.3.7	The action of making one view or belief compatible with another	K	price fixing
1.3.8	Withholding of labour in an industry		
1.3.9	A business charging different groups of customers different prices for the same product		
1.3.10	An example of data protection		

(10 × 2) (20)

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Read the article below and then answer the questions.

HIGH UNEMPLOYMENT IN SOUTH AFRICA

The Covid-19 pandemic started as a health crisis but escalated quickly to an economic crisis. Millions of people lost their jobs as economic activity came to a halt under lockdown. South Africa's unemployment rate was at 33.9% in Q2 of 2022.
In the middle of the pandemic the unemployment rate was further worsened by the following factors:

- Violence that lasted for eight days broke out in KwaZulu-Natal and Gauteng. This disruption is reported to have cost the economy more than R50 billion, as well as almost 2 million jobs.
- The floods: Many businesses affected were in the process of rebuilding after being destroyed during the July 2021 unrest. The closing of shops and businesses automatically translated into job losses.
- Further pressure has been piled on by Russia's attack on Ukraine which is pushing up food prices.

Adapted from https://www.news24.com/fin24/opinion/opinion-south-africas-economy-has-taken-some-heavy-body-blows-can-it-recover-20220604

2.1.1 Define the term *unemployment.* (2 × 2) (4)

2.1.2 It is stated that South Africa's unemployment rate was at 33.9% in Q2 of 2022.
Why is the unemployment rate in South Africa so high? (2 × 2) (4)

2.1.3 Provide any TWO possible solutions that can lower the unemployment rate in South Africa. (2 × 2) (4)

2.2 Read the article below and then answer the questions.

UNIONS CLAIM VICTORY FOR KEEPING CANNING FACTORY OPEN

Cape Town - Trade unions in Ashton have claimed victory over an operation extension of Langeberg and Ashton Foods (LAF), saying 7 500 jobs will be sustained for another year.
Trade Union Federation COSATU provincial secretary, Malvern de Bruyn, said unions managed to negotiate with Tiger Brands to keep the canning plant open for 12 months.
'We want to thank the national government through DTIC and DAFF, the Agricultural Ministry and the various Development Finance Institutions for their help. We reluctantly thank Tiger Brands for working with Labour to keep the plant open,' De Bruyn said.

Source: https://www.iol.co.za/capetimes/news/unions-claim-victory-for-keeping-canning-factory- open-267b25c2-4371-4a7f-bb0b-e1055a984817

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2.2.1 List any FOUR stakeholders involved in keeping the canning factory open. (4)

2.2.2 Name any TWO unions affiliated with COSATU. (2)

2.2.3 List any FIVE functions of trade unions. (5)

2.2.4 Assume the employees of this canning factory should lose their jobs owing to the canning factory closing down after twelve months, what other opportunities/options can these employees consider? List any FIVE such opportunities/options. (5)

2.2.5 Write the following acronyms in full.
(a) DTIC
(b) COSATU (2 ×1)
(2)
[30]

QUESTION 3

Study the cartoon below and then answer the questions.



Source: https://glasbergen.b-cdn.net/wp-content/gallery/teamwork/toon-2012.gif

3.1 Is the attitude depicted in the cartoon a good way of building team (1)

3.2 spirit? Give ONE reason for your answer to QUESTION 3.1 above. (2)

3.3 List any FOUR skills that the leader, depicted in the cartoon, must possess in order to support his team successfully. (4)

3.4 These team members are more likely to be productive if their leader is supportive.
Discuss any FIVE forms of behaviour that the team leader should display in showing support for his team. (5 × 2) (10)

3.5 Team dynamics are the forces that affect a team and that have a great impact on whether the team will successfully reach their goal.
List any FIVE other forces that can affect a team. (5)

3.6 Feedback is a way in which teamwork can be improved and better relationships can be created.
Name any THREE types of feedback. (3)

3.7 You are requested by your manager to present a report on your project in an hour's time to a very important client.
What would you do in order to be able to execute this unexpected task? (5)
[30]

QUESTION 4

4.1 One of your employees, Nomsa, is showing symptoms of burnout.

How would you assist her to establish a work-life balance? (4 × 1) (4)

4.2 Every business owner deals with time-wasters differently. These time-wasters can be classified as either internal or external and should be managed accordingly.

The following are examples of time wasters:

- Procrastination and excuses
- Making personal phone calls
- Traffic caused by community members protesting
- Lack of delegation
- Load shedding
- Not saying 'no'

Draw a TABLE as indicated below in the ANSWER BOOK and classify the above examples as either INTERNAL or EXTERNAL time wasters.

INTERNAL	EXTERNAL

(6)

4.3 "Delegation plays a very important role in any business." With regard to this statement, answer the following questions:

4.3.1 List any FOUR requirements for effective delegation (4)

4.3.2 List any FOUR signs of poor delegation. (4)

4.3.3 List any FOUR ways in which a manager and his team can benefit from delegating tasks. (4)

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4.4 Complete the following sentences by choosing the correct business function from the list below. Write only the answer next to the question number (4.4.1–4.4.8) in the ANSWER BOOK.

purchasing function; operational function; marketing function; general management function; financial function; public relations function; human resources function; administration function

4.4.1 The … ensures that the business is run properly.

4.4.2 Making sure that stock is available is the responsibility of the …

4.4.3 The … decides how products or services will be sold to customers.

4.4.4 Providing the right product and service is the duty of the …

4.4.5 The … manages the money coming into and going out of the business.

4.4.6 Hiring people to work in the business is the role of the …

4.4.7 The … promotes a positive image of the business.

4.4.8 The … keeps documents such as invoices and receipts for future reference. (8 × 1) (8)

[30]

QUESTION 5

5.1

In making sure that employees do not act in an inappropriate or unreasonable manner, businesses put a set of work rules in place called a code of conduct. This code provides, amongst other things, a guide for the employee's behaviour as well as guidelines for successful marketing in any business organisation.

5.1.1 Name any TWO persons who are responsible for defining and compiling a code of conduct. (2)

5.1.2 Name any TWO persons who are responsible for the implementation and monitoring adherence to the code of conduct. (2)

5.1.3 Explain the relationship between the code of conduct and successful marketing in any business organisation. (4 × 2) (8)

5.2 The HR manager at Wimpy has to ensure that procedures are adhered to in the company. Besides this duty, he/she also has to ensure confidentiality and protection of certain data.
Discuss any FOUR steps that the HR manager can take to ensure that data confidentiality and protection are maintained in Wimpy. (4 × 2) (8)

5.3 All businesses are confronted with different ethical issues.
Explain any FIVE ethical issues that may have an impact on the various stakeholders in a business. (5 × 2) (10)
[30]

QUESTION 6

6.1 Read the following extract and then answer the questions.

CULTURAL MISUNDERSTANDING
In your workplace

Cultural misunderstanding can be the worst type of embarrassment you can possibly face. It happens when you do something that is totally fine to do in your culture, but which may be offensive to others. Such conduct may even lead to you being fired from your job! So, one thing is clear: we must be aware of cultural differences in order to avoid misunderstanding in the workplace.

Source: https://www.studyabroad.pk/news-event/most-common-cultural-misunderstandings-4448

6.1.1 Explain what *cultural misunderstanding* entails. (2)

6.1.2 Why is it important to realise and accept cultural differences when dealing with customers? (3 × 2) (6)

6.1.3 Misunderstandings can be prevented by using effective communication tools.
State any THREE of these communication tools. (3)

6.1.4 Misunderstanding results when noise is present in the communication process. These noises interfere in the transfer of information.
Discuss the THREE types of noise. (3 × 2) (6)

6.1.5 How would you, as a manager, attempt to resolve a misunderstanding between visitors and staff? (3 × 2) (6)

6.2 List any THREE aspects which a travel agent in South Africa must keep in mind when planning a trip for an overseas customer visiting South Africa. (3)

6.3 Provide any FOUR communication channels that you as a manager can use effectively and efficiently within the business. (4)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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