higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

(3061003)

10 March 2020 (X-paper)
09:00–12:00

This question paper consists of 9 pages.

367Q1S2010

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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 section on a new page.
5. 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 Research method assessing most likely impact of advertising campaign:

A Marketing research
B Promotional research
C Scientific research
D Product research

1.2 Staff … refers to the percentage of workers leaving an organisation and having to be replaced by new employees.

A transfer
B retrenchment
C retirement
D turnover

1.3 … refers to funds raised to support a particular business or project.

A Capital
B Estate
C Loan
D Corporate tax

1.4 … are needed to manufacture a product or to render a service in a business organisation.

A Supervisors
B Raw materials
C Resources
D Trade unions

1.5 ONE of the following is not a characteristic of an effective team in the workplace:

A Ongoing discussion among members
B Members listening to one another
C Disagreement being accepted and dealt with easily
D Leadership being solely in hands of leader

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1.6 Companies operating in more than one country are called … companies.

A local
B multinational
C regional
D sectional

1.7 Observing a conflict situation and experiencing some of the emotions associated with the conflict is called … conflict.

A dysfunctional
B perceived
C substance
D structural

1.8 Activity of selling or trading products:

A Retail
B Distribution
C Production
D Purchasing

1.9 Someone is considered … when his/her opinion can be changed easily according to the situation.

A gullible
B rigid
C flexible
D vulnerable

1.10 Percentage of salary or wage paid to government:

A Income tax
B Value-added tax
C Retirement annuity
D Medical aid

(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 (2.1–2.5) in the ANSWER BOOK.

2.1 Two people are incompatible if they can work together effectively.

2.2 Allegations are statements made with proof of an offence.

2.3 When a business is focused on meeting customer needs it is considered customer-centred.

2.4 Mediation means negotiating with opposing sides by talking and trying to come to an agreement.

2.5 An effective team will disagree constantly on all work they need to complete.

(5 × 1) **[5]**

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 working on the same level in the same organisation	A	resentment
3.2	Documents needed to start a business	B	data
3.3	Suggestions based on limited evidence needing more investigation	C	superiors
3.4	Cultural differences are a major cause of this type of conflict	D	organisational conflict
3.5	Highly ranked people in the organisation	E	hypotheses
3.6	Anger or unhappiness displayed about something perceived as unfair	F	colleagues
3.7	Information	G	founding documents
3.8	Written law created by government	H	private company
3.9	Makro (Pty) Ltd	I	interpersonal conflict
3.10	Conflict between different departments in an organisation	J	statutory
		K	public company

(10 × 1) **[10]**

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QUESTION 4

Complete the following sentences by writing only the missing word or words next to the question number (4.1–4.5) in the ANSWER BOOK.

4.1 A worker is considered to be … when performing his/her duties effectively and efficiently.

4.2 We … when we share or work together on a business project.

4.3 Personal assistants may not … any of the business' information by accident.

4.4 … is ensuring that objects, activities, et cetera, are of the same type or quality.

4.5 A … is a sum of money paid regularly by a company to its shareholders.

(5 × 1) **[5]**

TOTAL SECTION A: 30

SECTION B

QUESTION 5

5.1 The business environment refers to all variables that influence the business and is made up of the MICRO-ENVIRONMENT, MARKET ENVIRONMENT and the MACRO-ENVIRONMENT.

Identify which type of environment each of the following variables is. Write only 'Micro', 'Market', or 'Macro' next to the question number (5.1.1–5.1.8) in the ANSWER BOOK.

5.1.1 Competitors

5.1.2 Human resources

5.1.3 Trade unions

5.1.4 Capital

5.1.5 Labour market

5.1.6 Lawyers

5.1.7 Entrepreneurship

5.1.8 Consumers

(8 × 1) (8)

5.2 Explain the characteristics of each of the following profit organisations:

5.2.1 Chris Nair & Partners

5.2.2 Macro cc

(2 × 6) (12)

5.3 Give an example of a leading business organisation or main player in the South African economy under each of the following headings:

5.3.1 Chemicals/Oil/Gas

5.3.2 Telecommunications

5.3.3 Food and retail

5.3.4 Investment services

5.3.5 Banking

(5 × 1) (5)

5.4 You have to do research on customers' feelings about a certain company, the product, and the service provided. You decide to draw up a checklist to ensure you have included everything in the report.

List FIVE items you would include in a checklist for the research report. (5)

[30]

QUESTION 6

6.1 One of your main responsibilities as a receptionist is to take messages and convey them either orally or in writing to the recipient.

6.1.1 List FIVE vital pieces of information about the caller you would write down in the message book. (5)

6.1.2 Identify FIVE ways in which you can convey a message. (5)

6.2 Time management allows you to be in control of your time and prioritise tasks.

6.2.1 Discuss THREE ways in which you can benefit in the workplace when you manage your time well. (6)

6.2.2 State FOUR guidelines to prioritise your tasks. (4)

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6.3 The culture of an organisation regarding work policies, visions, et cetera, differs from company to company.

Name FIVE policies in your company a new staff member should know about before he/she commences employment. (5 × 2) (10)



[30]

QUESTION 7

7.1 Read the passage below and answer the questions.

CONFLICT IN THE WORKPLACE

Conflict is complex and may mean different things to different people. Constantly being in contact with people in the workplace will eventually lead to conflict. Recently, there has been an increase in conflict in the workplace, because employees are entitled to voice their opinions. It is important to control or resolve the conflict to restore a proper working relationship.

7.1.1 List FIVE different types of conflict in the workplace. (5)

7.1.2 Discuss FIVE possible reasons why conflict could occur in the workplace. (5 × 2) (10)



7.2 Read the passage below and answer the questions.

GRIEVANCE IN THE WORKPLACE

A grievance may be described as discontentment or dissatisfaction you may have in the workplace that may affect the performance of your duties. It can also be something you wish to complain or protest about and should be brought to management's attention. When several labour problems are being experienced, management may realise that the employees are unhappy.

7.2.1 State any FIVE grievances that may occur in the workplace. (5)



7.2.2 Briefly explain how you, as a manager, would handle a grievance at work. (5 × 2) (10)

[30]

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QUESTION 8

8.1 State any FOUR aspects to consider when planning an induction programme. (8)

8.2 List any FIVE consumables commonly used in the workplace. (5)

8.3 Name FOUR types of markets currently used to distribute goods and services. (4)

8.4 Complete the following table on the forms of ownership and non-profit organisations (NPOs) by writing the answer next to the question number (8.4.1–8.4.7) in the ANSWER BOOK.

TYPE OF BUSINESS		
TYPE OF ENTERPRISE	**OWNERSHIP**	**CONTROL OF BUSINESS**
Sole trader	8.4.1	Owner
8.4.2	Partners	Partners
Company	8.4.3	8.4.4

TYPE OF NPO		
TYPE OF NPO	**OWNERS**	**CONTROL OF BUSINESS**
Section 21	8.4.5	Members and directors
8.4.6	Board of trustees	Board of Trustees and the law
Voluntary association	8.4.7	Member

(7 × 1) (7)

8.5 Explain each of the following qualitative research methods:

8.5.1 Case studies

8.5.2 Content analysis

8.5.3 Focus groups

(3 × 2) (6)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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