higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

(3061003)

9 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 11 pages.

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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. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various possible options are provided as answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number, **(**1.1.1–1.1.10).

1.1.1 ... is the process of positioning items on a scale in relation to others.

A Trending
B Range
C Ranking
D Observation

1.1.2 All members may take part in management:

A Close corporation
B Public company
C Trust
D Non-profit organisation

1.1.3 Feelings or emotions that you may experience by observing a conflict situation:

A Interpersonal conflict
B Substance conflict
C Structural conflict
D Perceived conflict

1.1.4 The extent to which a job allows or requires the jobholder to control his/her work:

A Induction
B Autonomy
C Morale
D Job description

1.1.5 The department responsible for the buying or acquiring of goods and services needed by the business:

A Sales and marketing
B General management
C Human resources
D Procurement

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1.1.6 When the services of an employee is no longer required through no fault of his/her own:

A Retirement
B Sabbatical
C Redeployment
D Retrenchment

1.1.7 To achieve partial satisfaction for both parties in a conflict situation:

A Avoiding
B Collaborating
C Comprising
D Competing

1.1.8 A situation in which the conditions of a real situation are reproduced to study or experience something as if it was real:

A Simulation
B Frequency
C Assimilation
D Capacity

1.1.9 A formal agreement to replace something or to repair an object if something goes wrong within a certain period:

A Replacement
B Guarantee
C Complimentary
D Write-off

1.1.10 People who invest money in the hope of making a profit:

A Directors
B Investors
C Consultants
D Employees

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.2.1**–**1.2.10).

1.2.1 An organisation may be regarded as a business enterprise or venture that is set up to provide a product or service.

1.2.2 All organisations require staff to sign an attendance register when they arrive and leave work.

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1.2.3 In the traditional approach to conflict resolution, conflict is viewed as something natural, unavoidable, part of the human make up and therefore inevitable.

1.2.4 A franchise is an outlet that is opened by someone who has paid for permission to do so.

1.2.5 Anyone in the organisation can work with documents that contain confidential information.

1.2.6 There are different ways to evaluating reports with no single method being the best.

1.2.7 Financial statements and figures are examples of private information.

1.2.8 In the past, some companies did not place much importance in the induction of new staff members.

1.2.9 A problem arises if there is too little or too much conflict in the workplace.

1.2.10 By increasing selling price of products a business may gain a competitive advantage over competitors.

(10 × 1) (10)

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1.3 Choose a description from Column B that matches with a description / item in Column A. Write ONLY the letter (A–K) next to the question number (1.3.1–1.3.10).

COLUMN A		COLUMN B	
1.3.1	Ethics	A	verbal or written simulation of real-life situations
1.3.2	Gripe	B	having special permission not to have to pay specific taxes
1.3.3	Internal stakeholders	C	government, local authorities, professional bodies, pressure groups, general public, competitors
1.3.4	Case study	D	inherent ideas, beliefs, values and knowledge of a group
1.3.5	Exempt status	E	the training and information given to you before starting a new job
1.3.6	Obligations	F	management and the employees of the organisation
1.3.7	External stakeholders	G	discussions involving six to ten people and a trained moderator in one session
1.3.8	Culture	H	another word for complaint
1.3.9	Orientation	I	standards of right behaviour, moral principles
1.3.10	Focus group	J	duties and responsibilities
		K	employer ,employee, government and suppliers

(10 × 1) (10)

TOTAL SECTION A: 30

SECTION B

QUESTION 2

Study the picture below and answer the questions.



FIGURE 1
Source: http://www.fnal.gov/pub/today/images08/housekeeping_1.jpg

2.1 Based on the above picture, identify THREE hazards in this office. (3 × 2) (6)

2.2 'The Occupational Health and Safety Act of South Africa (OHS Act 85 of 1993) provide health and safety rules to abide by in the workplace.'

Discuss any FIVE of these rules that needs to be followed to keep your workplace safe. (5 × 2) (10)

2.3 Explain any FOUR guidelines you can familiarise yourself with, to ensure electrical safety in the workplace. (4 × 2) (8)

2.4 'The employer and employees together with the trade unions enter into an agreement to make sure there is a structured relationship in the workplace. These agreements are used contribute to more harmonious relationships in the workplace.'

List SIX types of employment related agreements.

(6 × 1) (6)
[30]

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QUESTION 3

Refer to the passage below and answer the questions.

Pick n Pay

In this organisation, policies and procedures are used to ensure sound labour relations amongst the various stakeholders.
Clear policies and procedures support effective decision making and delegation because they provide guidelines to employer and employee on:

- What they can and cannot do in the workplace.
- What decisions they can make.
- What activities are appropriate.

3.1 Based on the above-mentioned scenario, define the following concepts:

3.1.1 Policy

3.1.2 Procedures

(2 × 2) (4)

3.2 Give TWO examples of policies that are useful to support Pick n Pay in creating sound labour relations.

(2 × 1) (2)

3.3 Name TWO types of employment procedures that Pick n Pay should have in place to ensure the smooth running of the business on a day-to-day basis.

(2 × 1) (2)

3.4 How can Pick n Pay benefit from using the following agreements:

3.4.1 Collective agreements

3.4.2 Recognition agreement

3.4.3 Productivity agreement

(3 × 2) (6)

3.5 3.5.1 Explain the importance of familiarising the new staff into an organisation like Pick n Pay. (4 × 2) (8)

3.5.2 Differentiate between introducing new staff members to the workplace and inducting new staff members. (2 × 2) (4)

3.6 'It is very important to ensure that staff members understand their work responsibilities'.

With regards to this statement, explain any TWO benefits to the company.

(2 × 2) (4)

[30]

QUESTION 4

Refer to the case study below and answer the questions.

Dynamic Design

Dynamic Design CC is a family owned business with three members. The members recently began running the business and marketing its products in South Africa. They find themselves in an extremely competitive international market and expect a similar situation in South Africa.
Their speciality is audio and visual equipment. Their product range includes televisions, hi-fis, car radios, sound systems, etc.
They have set up their head office in Gauteng and have opened three regional offices in other provinces in South Africa.

4.1 What type of organisation is Dynamic Design? (1 × 2) (2)

4.2 Explain any FOUR features/characteristics of this type of organisation. (4 × 2) (8)

4.3 'The market or task environment is made up of the organisations and individuals that the business deals with regularly.'

State FOUR different elements/factors that Dynamic Design deals with on a regular basis.

(4 × 1) (4)

4.4 Identify any FOUR leading competitors in this business field. (4 × 1) (4)

4.5 Name TWO internal stakeholders that Dynamic Design must interact with on a day-to-day basis.

(2 × 1) (2)

4.6 You are working in Dynamic Design's Sales department and you were asked to assess if the company's service to its customers is of a good standard. You decide to make use of a qualitative research method to conduct interviews with customers.

List THREE open-ended questions and TWO closed-ended questions that you will ask your customers..

(5 × 1) (5)

4.7 State whether the following business offers a SERVICE or a PRODUCT. Choose the answer and write only 'Service' or 'Product' next to the number (4.7.1 – 4.7.5) in the answer book.

4.7.1 Nadia has a dental practice in Cape Town.

4.7.2 Andiswa owns a hair salon in Gauteng.

4.7.3 Zimasile owns a farm that specialises in producing milk.

4.7.4 Chaney is a candle maker and provides Woolworths with stock.

4.7.5 John is the owner of a hardware store in Kwazulu-Natal.

(5 × 1) (5)

[30]

QUESTION 5

Read the scenario below and answer the questions.

CONFLICT IN THE WORKPLACE

After working for Trevor & Sons for three months, Zurial notices that some of his colleagues are very rude and aggressive towards him. The atmosphere at work made Zurial unhappy. Consequently this has affected his productivity. After several days, Zurial has decided to address the situation with his colleagues.

5.1 List the SEVEN stages in conflict development (7 × 1) (7)

5.2 Discuss FOUR factors that are involved in conflict dynamics (4 × 2) (8)

5.3 Identify THREE negative feelings that Zurial may have encountered in this conflict situation. (3 × 1) (3)

5.4 'A conflict situation is always likely to bring about a change in a person's behaviour as conflict is not normal.'

Name TWO aspects that can influence Zurial's behaviour in this conflict situation.

(2 × 1) (2)

5.5 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (5.5.1–5.5.10) in your ANSWER BOOK.

5.5.1 (Customers/Suppliers) use the services offered by the organisation.

5.5.2 (Checking references/Application form) is used to verify a candidate's information.

5.5.3 (Tubular filing / Lateral filing) is used to store large documents that would not normally fit into folders.

5.5.4 (Fax machine/Photocopier) is better to make copies.

5.5.5 (Company/Close Corporation) cannot exceed 10 members.

5.5.6 (NPOs/NPAs) are organisations that are not set up for a person to make a profit.

5.5.7 (Constructive conflict/Destructive conflict) is usually emotional.

5.5.8 You will find yourself being assertive and uncooperative, when someone is (competing/remunerating) with you.

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5.5.9 (Induction/Introduction) is important for all staff members who have moved to a new position.

5.5.10 (Focus group/Content analysis) is a method of summarising any form of information.

(10 × 1) (10)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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