higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

(3061003)

30 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 9 pages.

NCV

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.

NCV

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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 This is used for larger documents that normally would not fit into folders:

A Computerised filing
B Microfilm
C Tubular filing
D Vertical filing

1.1.2 This type of business is involved in promoting religion, art, sciences, education, charity, recreation and other cultural or social activities:

A Sole trader
B Non-profit organisation
C Close corporation
D Cooperative

1.1.3 Conflict that occurs within yourself:

A Intra-group
B Interpersonal
C Intrapersonal
D Intergroup

1.1.4 This is when the services of an employee are no longer required through no fault of his/her own:

A Grievance
B Dismissal
C Retrenchment
D Resignation

1.1.5 This is an example of a qualitative research method:

A Content analysis
B Primary research
C Questionnaires
D Historical studies

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1.1.6 This is used when the cards are arranged in a circle and held in position by a central rotating axis:

A Card index
B Book index
C Strip index
D Rotary index

1.1.7 A small magazine or book containing information and pictures about something, is called a ...

A newspaper.
B brochure.
C business card.
D flyer.

1.1.8 This department is responsible for selling the goods of the business and services to the customer and for managing the relationships with the customer:

A Public relations
B Information technology
C Administration
D Sales and marketing

1.1.9 The training and information one receives before starting a new job:

A Telephone skills
B Assertiveness
C Orientation
D Time management

1.1.10 The … environment considers all factors inside the business.

A micro
B macro
C market
D sales

(10 × 1) (10)

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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 (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 When observing a conflict situation, one will not experience any emotions or feelings associated with the conflict.

1.2.2 The grievance procedure is an example of downward communication.

1.2.3 The Basic Conditions of Employment Act provides guidelines for employment conditions and contracts, providing minimum standards that employers are expected to obey.

1.2.4 Keeping office equipment functioning properly contributes to the effective running of the organisation.

1.2.5 Case studies refer only to written simulations.

(5 × 2) (10)

1.3 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–J) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	OHS	A	restock, refill or add a new supply of something
1.3.2	Stockpiling	B	people who invest money in order to make a profit
1.3.3	Private company	C	run by a board of trustees
1.3.4	Psychological test	D	the amount of money paid for a job done
1.3.5	Replenish	E	a range of people or things that are very different from one another
1.3.6	Diversity	F	occupational health and safety
1.3.7	Investors	G	a mark of disgrace – a poor reputation – disapproval
1.3.8	Stigma	H	shares not offered to the public
1.3.9	Remuneration	I	keeping a large stock of items in reserve
1.3.10	Trust	J	purpose is to measure human behaviour

(10 × 1) (10)

[30]

TOTAL SECTION A: 30

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SECTION B

QUESTION 2

Refer to the following scenario and answer the questions.

NEW START

Mr. J. White and Mr. R. Ramaphosa both finished their studies in 2017. Together they decided to start a business since they shared an interest in computers.
They decided that they would be jointly and severally responsible for the debts of the business.

Their capital contributions to the business were as follows:

- Mr White contributed R500 000.
- Mr Ramaphosa provided a delivery truck valued at R350 000.

They employed three employees. Jason was appointed as the sales person, Lwazo as the financial manager and Naomi as the administrative clerk. Mr Ramaphosa would deal with all HR-related matters.

2.1 What type of business organisation is outlined in the scenario? (1)

2.2 List any FIVE advantages of the type of business referred to in QUESTION 2.1. (5)

2.3 What is meant by joint and several liability? (2)

2.4 Suppose Lwazo was alleged of stealing R10 000 from the business. Mr Ramaphosa decided to serve a notice for a disciplinary hearing to him. With regard to this scenario, answer the following questions:

2.4.1 List FIVE compulsory elements that must be included in the notification of the hearing. (5)

2.4.2 List FOUR people that need to be present during the hearing. (4)

2.4.3 Suppose Lwazo is found guilty of the offence. What would be the appropriate sanction? (1)

2.4.4 Lwazo wants to appeal against the outcome on grounds of substantive unfairness. What is meant by substantive unfairness? (2)

2.4.5 Mr Ramaphosa realised that he had to put certain measures in place to maintain a high level of security at the workplace.

List FIVE such precautions. (5)

2.5 As administrative clerk, Naomi must be accurate in taking telephone messages.

List any FIVE elements of what should be in a telephone message. (5)
[30]

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QUESTION 3

3.1 Read the following extract and answer the questions.

The manager of Cell B, a cell phone company, realizes that the business functions as an inseparable part of the environment surrounding it. It deals with a controllable and an uncontrollable market. The customers form an important part of the environment, whether the customer is found in the consumer, business, government, international or reseller market. Other important factors in the environment are competitors. To remain competitive, Cell B realizes that it will have to establish a competitive advantage. It therefore constantly does research to try and stay ahead of other competitors. Cell B also deals with the uncontrollable market and has to act proactively to adjust itself to these surroundings.

3.1.1 Give ONE example of a competitive advantage that Cell B may have. (2)

3.1.2 In which business sector can Cell B be categorised? (1)

3.1.3 List any FOUR factors that form part of the micro-environment of Cell B. (4)

3.1.4 In which market is the customer to be found? (1)

3.1.5 List TWO factors in the macro-environment that Cell B definitely needs to be aware of. Motivate your choice of these two factors. (2 × 2) (4)

3.1.6 Cell B decided to concentrate on doing market research. Briefly discuss what is meant by market research. (2 × 2) (4)

3.1.7 List FOUR key considerations that Cell B has to take into account when planning to do research. (4)

3.2 Read the following scenario and answer the questions.

Hani was so excited when he started his new job four weeks ago – he always dreamt of being a management assistant! But now he has his doubts…
On his first day, his computer hadn't arrived and his manager was out of the office. He has hardly ever spoken to him since and still has not received a job description. When asking colleagues for any assistance, they're often too busy to help. He has not been introduced to any other departments and has already become aware of gossiping and rumours in the corridors wherever he goes. It is also clear to him that there is a lot of conflict in the business, including interpersonal and organisational conflict, but nobody really wants to talk about it.
Although he is a real go-getter, now he is a different person – confused and tends to withdraw from conversations.

3.2.1 Which process should have taken place to let Hani feel more welcome? (1)

3.2.2 List FOUR elements that should form part of the process referred to in QUESTION 3.2.1 to familiarise new staff with the workplace. (4)

3.2.3 Hani did not even receive his job description, one of the basic tools that should have been included in his 'information kit'. List any other THREE features that should have been included in this information kit as part of routines and procedures that needed to be explained to him. (3)

3.2.4 Hani became aware of both interpersonal and organisational conflict. Define these two concepts and provide TWO possible reason for each of these kinds of conflict. Present your answer as follows:

Kind of conflict	Definition	Examples
Interpersonal	(2)	(2 x 1)
Organisational	(2)	(2 x 1)

(8)

3.2.5 Hani does not know what the conflict is about as nobody really talks about it. List FOUR possible reasons for conflict in this workplace. (4)

[40]

QUESTION 4

You are currently an NC(V) student at the college. As an outstanding student you have been asked to assist with the administration of the college. The administrator, however, first wants to test your knowledge of a few basic things.

4.1 Identify the office equipment shown in FIGURE 1 and FIGURE 2 below. (2 × 1) (2)

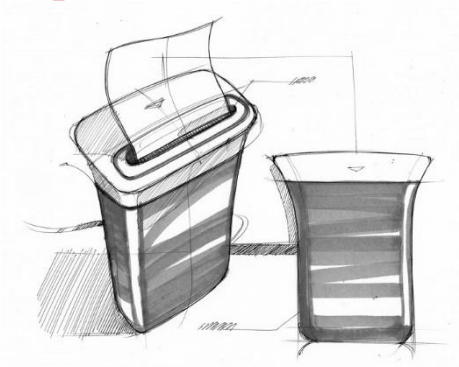


FIGURE 1



FIGURE 2

4.2 List EIGHT guidelines that you will follow when using the photocopier. (8)

4.3 Give THREE examples of consumables that will be needed by the college. (3)

4.4 'Consumables are ordered using a store requisition form.'
Name the relevant information that you will need to complete the requisition form. (7 × 1) (7)

4.5 'You quickly realised that you need to have time management skills to enable you to be in control of your own time.'

How can you benefit from using your time more effectively in the workplace? Briefly discuss. (5 × 2) (10)
[30]

QUESTION 5

5.1 'Managers very often confuse the concept of simply introducing an employee versus putting the employee through an induction process.'

5.1.1 With reference to the above statement, table THREE differences between the introduction and the induction of new employees. (3 × 2) (6)

5.1.2 'Conflict may arise as a result of improper induction.' Individuals most probably will behave in different ways in a conflict situation.

Briefly describe THREE ways in which an individual may react. (3 × 2) (6)

5.2 List EIGHT functions and activities common to all businesses. (8)
[20]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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