MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

OFFICE PRACTICE N6

6 JUNE 2016

This marking guideline consists of 7 pages.

SECTION A

QUESTION 1

1.1	1.1.1	Flexitime
	1.1.2	Hunger
	1.1.3	Office snob
	1.1.4	Retrenchment
	1.1.5	Promotion
	1.1.6	Training
	1.1.7	Induction
	1.1.8	Annual leave
	1.1.9	Questionnaires
	1.1.10	Curriculum vitae
	1.1.11	Recruitment
	1.1.12	Personnel
	1.1.13	Advertising
	1.1.14	Closed corporation
	1.1.15	Gossip

(15 × 2)   (30)

1.2	1.2.1	Use
	1.2.2	Comment
	1.2.3	Follow
	1.2.4	Give
	1.2.5	Customer
	1.2.6	Job
	1.2.7	Encourage
	1.2.8	Money
	1.2.9	Organisation
	1.2.10	Secretary

(10 × 2)   (20)

[50]

TOTAL SECTION A: **50**

SECTION B

QUESTION 2

2.1   Partnership   (2)

2.2   • Murray & Roberts
        • Johnson & Johnson   (Any appropriate 2 × 1)   (2)

2.3   • A group of individuals identify a business opportunity, compile business
          plans and provide the capital according to the agreement amongst the
          partners.
        • Partners utilise their skills for the benefit of the business.
        • The profit is shared according to the agreement between the partners.
                                                          (Any 2 × 2)   (4)

2.4   • The contract between the partners can be in writing or verbal.
        • Every member has an obligation in the form of a labour, skill or capital to
          contribute to the partnership.
        • The number of partners by law is restricted to 20.
        • The legal personality of the partnership resides in the members as they are
          jointly accountable for the business's debts.
        • When one partner dies the partnership dissolves and becomes obsolete.   (4)

2.5   A partnership consists of at least two, but not more than 20 persons who are
        contractually bound to contribute money, labour and skills to form a
        business and to run it to the benefit of all partners.   (10)

2.6   Yes✓✓
        There are too many responsibilities in a joint business so a management
        assistant is crucial.✓✓   (Any appropriate 2 × 2)   (4)

2.7   Any business whose name ends with incorporates (inc.), 'partners' or other
        appropriate answers.   (4)
                                                                              [30]

QUESTION 3

3.1

ADVANTAGES	DISADVANTAGES
• Economical in terms of resources. • Less cost for furniture fittings, lighting, heating and staff. • Facilitates close supervision. • Improves workflow. • Enhances the potential of teamwork and encourages a friendly atmosphere. • More space can be utilised for other things.	• The equipment may take lot of space. • Equipment makes noise in the office. • Lots of complains from employees about noise, headaches, back aches, et cetera makes them demoralised. • Increased spreading of diseases. • Lack of privacy. • Difficulty in finding acceptable levels of heating, lighting, and ventilation to suit all the employees. • More liable to a breach in security of information.

(Any 5 × 2)   (20)

3.2   • Make themselves acceptable.
        • Treat others with respect in order to earn respect.
        • Make behaving acceptably a habit.
        • Their conduct must be professional.
        • Set a good example to their fellow colleagues.   (5 × 2)   (10)
                                                  [30]

QUESTION 4

4.1   Maslow's hierarchy of needs   (2)

4.2   Yes   (2)

4.3   Needs determine our behaviour and direct the manner in which we live.   (2)

4.4   Physiological needs✓
- It includes basic needs such as hunger, thirst, parental love and sex.✓✓
- Once these needs have been satisfied you move to the next level.✓✓

Safety needs✓
- Safety creates security and vice versa. A place to stay where you are not exposed to nature or criminal behaviour created by the criminally organised world.✓✓
- Safety at the workplace – a permanent appointment at an organisation and subsequent fringe benefits are elements of safety that satisfy the need for safety.✓✓

Social needs✓
- The need for love – to belong and to be part of the people that accept one another form part of this need.✓✓
- The family work circle, colleagues and managers form the social circle.✓✓

Esteem needs✓
- People that experience acceptance by others, seek recognition and appreciation.✓✓
- Recognition implies rewards by management for performance, hard word and loyalty.✓✓

Self-actualisation needs✓
- These are needs of the highest level where people discover themselves and their full potential.✓✓
- This person does not live for himself/herself but is concerned about others' interests.✓✓   (24)
     [30]

QUESTION 5

5.1
- Plan, organise, coordinate and control activities of groups of people.
- Express empathy and sympathy toward subordinates that is based on sound knowledge of the people.
- Not to differ from or agree with another person's point of view openly or discreetly and never to get involved in gossiping behind employees' backs.
- Possesses determination, energy and the ability to motivate people in such a way that objectives are met.
- Fully trust and respects subordinates.
- To be loyal, sympathetic, friendly, fair, thorough and reprimanding when it is necessary.
- Views mistakes and failures as lessons and not fatal faults.
- Acts as a role model, sets examples to subordinates and can be trusted.
     (8 × 2)   (16)

5.2
- To keep abreast with the changes of the organisation.
- To offer workers with opportunities to improve their skills and experience.
- To expose workers to areas that interest them.
- To expose workers to areas where promotion opportunities are better.
- To acquire different skills and experience.
- To share expertise.
- To encourage growth within the organisation. (7 × 2) (14)
[30]

QUESTION 6

6.1
- In order to prepare employees for future promotions.
- To increase the quality of the work. (Any appropriate 1 × 2) (2)

6.2
- Self-development is a prerequisite for the development of managers and workers.
- In order to develop a worker to his full potential an effective training program should be implemented.
- Training is provided to assist and enable the worker to improve his job performance to the maximum level of productivity and efficiently.
- The training process enables the worker to improve and develop his knowledge, skills, attitude and ultimately his performance efficiency to perform a specific job in a proper way.
- Training will lead to increased production and productivity, loyalty, job satisfaction and profitability of the enterprise.
- To successfully execute the training and development program it should be implemented in a step-by-step process which is:
  o Identifying training and development needs.
  o Designing the program to meet these needs.
  o Implementing the program.
  o Evaluating the program. (10 × 2) (20)

6.3
- Pension
- Workmen's compensation
- Medical insurance
- Unemployment insurance fund (4 × 2) (8)

QUESTION 7

7.1
- The location of the business enterprise will determine if it is easily accessible for consumers.
- The distribution channels available in your immediate surroundings to carry final goods and services to the final consumer.
- The transportation network and the costs involved in delivering goods and services according to time schedules and consumer demands.
- The physical layout of your business premises in organising displays and merchandising strategies to attract the attention of potential customers and the creation of a comfortable atmosphere that compliments consumer behaviour.   (4 × 3)   (12)

7.2
- Introduction phase✓
  The company should inform potential consumers that a new product/service is available.✓✓
- Growth phase✓
  The product/service becomes more familiar to consumers and unit sales rise.✓✓
- Maturity phase✓
  The unit sales stabilise and minor fluctuations take place for a while.✓✓
                                                          (3 × 3)   (9)

7.3   7.3.1   The business enterprise makes goods and services available to consumers as close as possible to the point of consumption.

       7.3.2   The controlled, non-personal outward communication concerning goods and services directed at a specific target market in order to inform, remind or persuade consumers to purchase such goods and services to satisfy their personal needs.

       7.3.3   Refers to the design and production of a container or wrapping to store or protect a product.
                                                          (3 × 3)   (9)
                                                                      [30]

                                              TOTAL SECTION B: 150
                                              GRAND TOTAL: 200