



# higher education & training

---

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

N1260(E)(J8)H

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N6**

(4021236)

**8 June 2018 (X-Paper)**

**09:00–12:00**

**This question paper consists of 11 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N6  
TIME: 3 HOURS  
MARKS: 200

---

**NOTE:** If you answer more than the required number of questions, only the required number of questions will be marked. Clearly cross out ALL work you do NOT want to be marked.

**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions in SECTION A.
  2. Answer any FIVE questions in SECTION B.
  3. Read ALL the questions carefully.
  4. Number the answers according to the numbering system used in this question paper.
  5. Start each question on a NEW page.
  6. Write neatly and legibly.
-

**SECTION A****Answer ALL the questions in 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 The legal personality of the ... resides in the individuals themselves and they are jointly and separately liable for any debts.

- A sole trader
- B close corporation
- C partnership
- D public company

1.1.2 The qualities of good business correspondence include that information must be conveyed with ... in an acceptable format and with correct spelling and language.

- A creative
- B polite tone
- C letterheads
- D clarity

1.1.3 There are many types of interviews, each suitable for a specific purpose.

Which one of the following does NOT form part of an interview:

- A Standing interview
- B Stress interview
- C Structured interview
- D None of the above-mentioned

1.1.4 A form of social media that uploads and sends pictures to many receivers simultaneously:

- A Wi-Fi
- B Multimedia network
- C Google
- D Facebook

1.1.5 Training equips workers with skills that enable them to perform a certain task.

Which training method analyses a hypothetical or simulated situation:

- A Case studies
- B Management games
- C Role-play
- D B and C

1.1.6 Good qualities of a management assistant at the highest level includes ...

- A a poor self-image.
- B good social skills.
- C friendliness.
- D fear of failure.

1.1.7 When a secretary/management assistant uses an electronic diary system, several aspects need to be considered.

Which of the following does not fall under the features of an electronic diary:

- A Notifications
- B Webcams
- C Access anywhere
- D Edits

1.1.8 Remuneration an employee receives after delivering a service:

- A Pension
- B Direct remuneration
- C Indirect remuneration
- D None of the above mentioned

1.1.9 This usually relates to the income, occupation, lifestyle and personality of an individual:

- A Loyalty
- B Population density
- C Psychographic factors
- D Culture and education

1.1.10 Food and shelter are examples of basic needs.

Which one of the following does not form part of the five levels of needs according to Maslow:

- A Perception
- B Prejudice
- C Friendship
- D Employment

(10 × 2) (20)

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) in the ANSWER BOOK.

- 1.2.1 Development includes all the efforts to improve a worker's skills, knowledge and abilities to perform a specific task.
- 1.2.2 Access control and password may be used as electronic security at a workplace.
- 1.2.3 The vision is a document stating the fundamental and unique purpose of an organisation that distinguishes it from other organisations of its type.
- 1.2.4 Induction is a planned process to improve the skills, abilities and attitudes of an individual to achieve the desired level of competence required.
- 1.2.5 The internal driving force in every individual that activates, channels and maintains human behaviour to satisfy a certain need is a self-esteem.
- 1.2.6 Consumer behaviour is the behavioural patterns of an individual or a group when deciding to buy a product to satisfy needs.
- 1.2.7 A hard disk is a plastic, square, protective cover on which data can be stored magnetically.
- 1.2.8 Consumer perception is the interest in a specific product that draws the consumer's attention to that specific product
- 1.2.9 Participative management is a system that seeks to align an employee's goals with the goals of an organisation.
- 1.2.10 The psychological contract of a service is an agreement between an employer and an employee in which the employee delivers the service in return of salary and wages.

(10 × 2) (20)

- 1.3 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.
- 1.3.1 A science that study the relationship between employees and their working environment
- 1.3.2 The type of company where capital is supplied by members and share certificates distributed
- 1.3.3 Communication of text, data, images, graphics and voice messages from anywhere by electronic impulse
- 1.3.4 Any unwanted attention, action or practice from an individual or a group that causes discomfort, humiliation or offence to another individual
- 1.3.5 A condition in which a person feels tired and fails to perform tasks and that leads to a low productivity
- (5 × 2) (10)  
**[50]**
- TOTAL SECTION A: 50**

**SECTION B**

Answer any FIVE questions in SECTION B.

**QUESTION 2**

- 2.1 Define the word *supervisor* in your own words. (2)
- 2.2 Discuss the duties of a supervisor under the following headings:
- 2.2.1 Planning (4 × 2) (8)
- 2.2.2 Organising (4 × 2) (8)
- 2.2.3 Activating/leading (3 × 2) (6)
- 2.2.4 Control (2 × 2) (4)
- 2.3 Give synonyms for the following words:
- 2.3.1 Subordinates
- 2.3.2 Colleagues
- (2 × 1) (2)  
**[30]**

**QUESTION 3**

Study the picture below and answer the questions.

**FIGURE 1**

- 3.1 Identify the type of ownership in Figure 1 above. (2)
- 3.2 Discuss in detail FIVE characteristics of the ownership you have identified on QUESTION 3.1. (5 × 2) (10)
- 3.3 Name and discuss any THREE types of ownership except the one you have identified in QUESTION 3.1 and give TWO characteristics of each. (3 × 5) (15)
- 3.4 Give the meaning of the following ACRONYMS:
- 3.4.1 SABC
- 3.4.2 SAA
- 3.4.3 DPE
- (3 × 1) (3)  
**[30]**

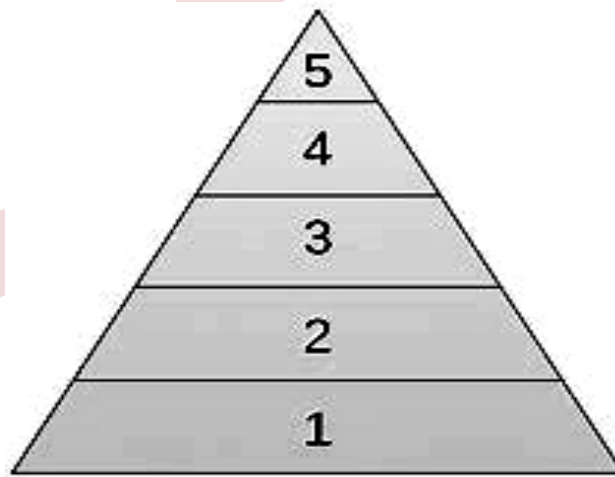
**QUESTION 4**

The economy of South Africa is a social system that produces, distributes and consumes goods and services in the country. An important part of economics is the distribution of resources or goods so that people's needs are met.

4.1 Name and discuss THREE sectors of the South African economy. (3 × 2) (6)

4.2 Human needs are the motivation behind human behaviour and social interaction.

Identify and discuss FIVE levels of needs according to Abraham Maslow's hierarchy of needs as shown in FIGURE 2 below.



**FIGURE 2**

(5 × 3) (15)

4.3 Discuss market segmentation under the following headings:

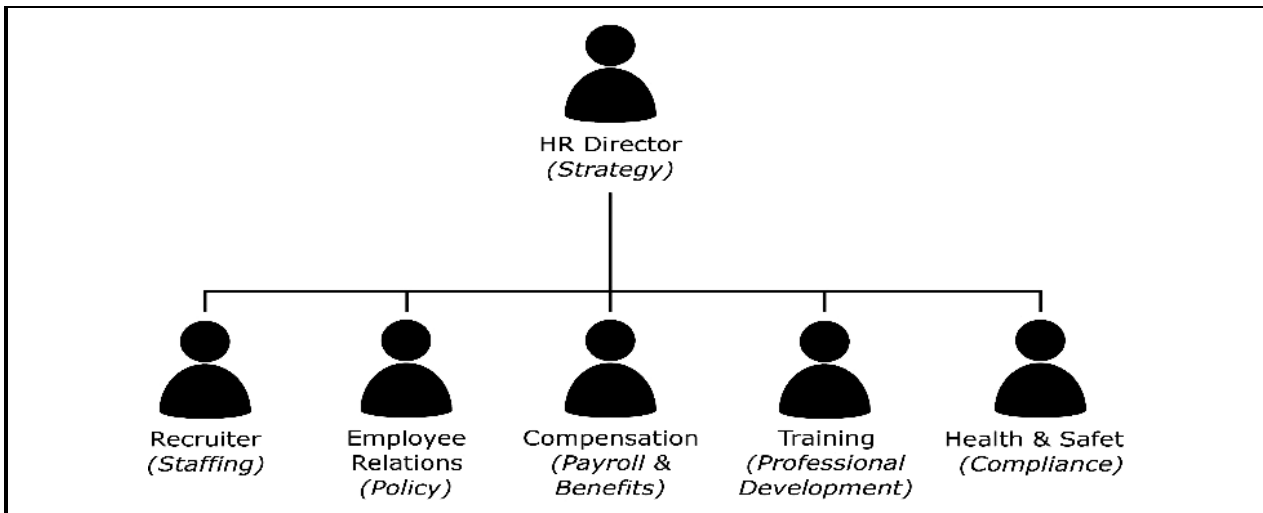
4.3.1 Demographic factor (2 × 2) (4)

4.3.2 Psychographic factor (2 × 2) (4)

4.3.3 Behavioural factor (1)

**[30]**



**QUESTION 5****HUMAN RESOURCE DEPARTMENT****FIGURE 3**

HRM is the function within an organisation that focuses on recruitment of, management of, and providing direction for the people who work in the organisation. The responsibilities of HRM fall into three major areas: staffing, employee compensation and benefits, and design work.

- 5.1 Name and discuss TWO main categories of remuneration and give ONE example on each. (2 × 4) (8)
- 5.2 Performance evaluation is to determine how effective employees are in performing their jobs.  
Discuss FIVE general aims of performance evaluation. (5 × 2) (10)
- 5.3 When unhappiness exists between employees and employers, it can be settled in different ways.  
Name and discuss THREE procedures for settling disputes. (3 × 3) (9)
- 5.4 Give one word/term for each description below. Write only the word/term next to the question number.
- 5.4.1 The termination of an employment contract which usually takes place because of different work-related offences, such as negligence or disloyalty.
- 5.4.2 Dismissal of employees because of the decreasing of economic growth.
- 5.4.3 The reduction of a number of posts in an organisation, with the consequence that several employees are declared redundant. (3 × 1) (3)

**[30]**

**QUESTION 6**

It is important to learn how to promote teamwork in the workplace because the efficiency and productivity of the workers depend on it. Team building activities are some the most common devices used to promote teamwork in the workplace.

- 6.1 Team spirit is the feeling that exists between the members of a team.  
Briefly discuss SIX advantages of a team spirit. (6)
- 6.2 To work successfully as members of a team or as team players, certain guidelines are required.  
Name SIX guidelines for good teamwork. (6 × 2) (12)
- 6.3 Listening skills provide you with a way of gaining knowledge and improving interpersonal relations. You learn to appreciate people around you and what they have to say.  
Name FIVE guidelines on how to improve your listening skills during meetings. (5 × 2) (10)
- 6.4 A professional secretary has formally completed her studies and has all the necessary competencies to do the work of a secretary.  
Briefly discuss TWO examples of professional etiquette that apply to everyone in business. (2)
- [30]**

**QUESTION 7**

- 7.1 Electronic communication can be used as an effective form of communication at a workplace. E-mail, for example, is very popular because it is easy to use, offers fast delivery and is inexpensive.  
Discuss SIX disadvantages of using e-mail at a workplace. (6 × 2) (12)
- 7.2 It is your responsibility to secure your information and the organisational information.  
Discuss SIX security steps that could be used to ensure that information is secured and protected. (6 × 2) (12)

- 7.3 Choose a description from COLUMN B to match a word/term in COLUMN A. Write only the letter (A–D) next to the question number (7.3.1–7.3.3) in the ANSWER BOOK.

COLUMN A		COLUMN B
7.3.1	Password	A a sophisticated telephone answering machine
7.3.2	Voice mail	B data protection
7.3.3	Electronic communication	C used for transfer of data, images, signals, signs, etc. D technologies that integrate two or more types of media such as text and graphic voice

(3 × 2)

(6)  
[30]

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**