



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

OFFICE PRACTICE N6

(4021236)

31 May 2021 (X-paper)

09:00–12:00

This question paper consists of 9 pages.

147Q1J2131

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 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. Write neatly and legibly.
-

SECTION A (COMPULSORY)**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 (1.1.1–1.1.15) in the ANSWER BOOK.


1.1.1 The strongest internal force that can keep employees determined and driven to achieve their personal and professional goals:

- A Self-drive 
- B Self-esteem
- C Self-motivation
- D Self-evaluation

1.1.2 The level of management that includes supervisors, foreman and junior management:

- A Middle management
- B Top management
- C Operating management
- D Horizontal management


1.1.3 One of the specific guidelines regarding office etiquette:

- A Be loyal. 
- B Be punctual.
- C Be well groomed.
- D Be selfish.

1.1.4 Document specifying all the requirements, characteristics and qualifications applicants are expected to have to qualify for a job:

- A Job analysis
- B Curriculum vitae
- C Cover letter
- D Job specification

1.1.5 The science that studies the relationship between employees and their working environment:

- A Office automation 
- B Ergonomics
- C Staffing
- D Employees rapport

1.1.6 The process by which management tries to end a dispute between two parties by inviting a neutral person for advice:

- A Arbitration
- B Collective bargaining
- C Conciliation
- D Mediation



1.1.7 ... is an audio or visual form of marketing that employs an openly sponsored nonpersonal message to promote a product, service or idea.

- A Promotion
- B Distribution
- C Recruitment
- D Advertising

1.1.8 The CV section where one provides a potential employer with standard information, e.g. names and contact numbers:

- A Personal profile
- B Personal details
- C Personal interests
- D References



1.1.9 Capital is limited to the contribution of ten members:

- A Close corporation
- B Sole proprietor
- C Private company
- D Partnership

1.1.10 A fixed amount of money the employer contributes towards the employee to help him/her to be independent when retiring:


- A Cash bonus
- B Pension fund
- C RAF
- D UIF

1.1.11 The official procedure or system of rules governing affairs of the state or a situation:

- A Protocol
- B Code of conduct
- C Disciplinary action
- D Guidelines



1.1.12 The transfer of duties, authority and responsibility by the manager to the junior:

- A Demotion 
- B Promotion
- C Delegation
- D Co-management


1.1.13 Which ONE of the following is not a primary need?

- A Food
- B Water
- C Shelter
- D Love 

1.1.14 Which ONE of the following does not affect price changes?




- A Satisfaction of need
- B Competition
- C Product phase
- D Credit policy

1.1.15 The rating scale of evaluation where the characteristic, the behaviour and performance criteria is established:

- A Behavioural based 
- B Traditional based
- C Objective based
- D Judgment based

(15 × 2) (30)

- 1.2 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Discrimination whereby persons are denied access to facilities or have limitations on an application for a post	A	strike
		B	shopping goods 
		C	blatant discrimination
1.2.2	Items not often bought by buyers	D	line organisation structure
1.2.3	Withdrawal from one's position or occupation or active working life	E	retirement
1.2.4	Refusal to work organised by a body of employees as form of protest	F	covered discrimination
1.2.5	Discrimination whereby a person's socio-economic status makes him/her promotable or gives her/him a membership to an exclusive club	G	code of conduct
		H	convenience goods
1.2.6	Element of secrecy important in every organisation 	I	flexi time
1.2.7	Senior member of the staff giving orders	J	breach of confidentiality
1.2.8	Goods available at most outlets close to consumers		
1.2.9	Effective motivator that allows staff members to manage their own work schedule 		
1.2.10	Set of rules regulating the behaviour of a certain group		



(10 × 2)

(20)
[50]**TOTAL SECTION A: 50**


SECTION B

Answer any FIVE questions.

QUESTION 2


- 2.1 List FIVE services, other than dealing with grievances and disciplinary matters, provided by labour unions. (5 × 2) (10)
- 2.2 Define each of the following office terms:
- 2.2.1 Work rotation
- 2.2.2 Trade 
- 2.2.3 Coaching
- 2.2.4 Internship (4 × 2) (8)
- 2.3 Explain SIX training methods/techniques that can be utilised when training employees away from work.  (6 × 2) (12) **[30]**

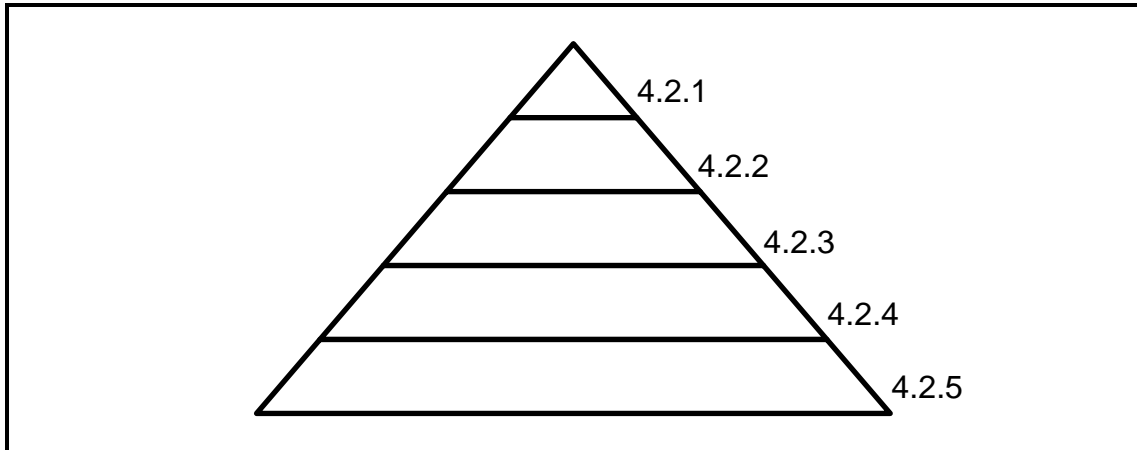
QUESTION 3

- 3.1 Briefly explain SIX requirements for top-class packaging. (6 × 2) (12)
- 3.2 List FIVE types of needs and give one example of each.  (5 × 2) (10)
- 3.3 Give FOUR reasons why a trademark is important to the consumer. (4 × 2) (8) **[30]**

QUESTION 4

4.1 Give 10 guidelines for showing courtesy when liaising with clients. (10 × 2) (20)

4.2 Complete Maslow's hierarchy of needs by writing the answer and an example next to the question number (4.2.1–4.2.5) in the ANSWER BOOK. 



(5 × 2)


(10)
[30]

QUESTION 5


5.1 Give EIGHT reasons why a secretary/management assist must scan the media.  (8 × 2) (16)

5.2 Give SEVEN disadvantages of using an open-plan office design. (7 × 2) (14)
[30]

QUESTION 6

- 6.1 Give 10 advantages of electronic diaries over traditional diaries. (10 × 2) (20)
- 6.2 Differentiate between each of the following office concepts:
- 6.2.1 Assertive and aggressive 
 - 6.2.2 Internal and external recruitment
 - 6.2.3 Manager and management
 - 6.2.4 Transfer and promotion
 - 6.2.5 Vertical and horizontal management (5 × 2) (10)
- [30]**

QUESTION 7

- 7.1 List NINE points on how teamwork can be beneficial to both a company and its employees.  (9 × 2) (18)
- 7.2 Name and explain SIX interview types that applicants should familiarise themselves with before going for an interview? (6 × 2) (12)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200