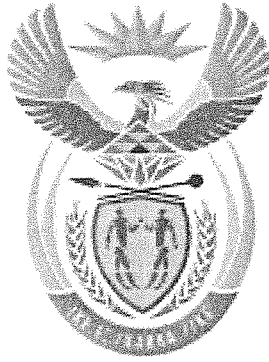
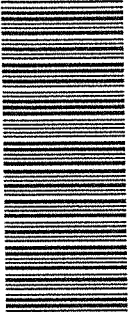


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# higher education & training

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

**N1150(E)(M24)H  
JUNE EXAMINATION**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N6**

(4021236)

**24 May 2013 (X-Paper)  
09:00–12:00**

**This question paper consists of 7 pages.**

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

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**NOTE:** If you answer more than the required number of questions, only the required number of questions will be marked. All work you do not want to be marked, must be clearly crossed out.

**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions from SECTION A.
  2. Answer any FIVE questions from SECTION B.
  3. Read ALL the questions carefully.
  4. Number the answers according to the numbering system used in this question paper.
  5. Use a new page for each question.
  6. Write neatly and legibly.
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**SECTION A (COMPULSORY)****QUESTION 1**

- 1.1 Choose the word(s) from those given in brackets. Write only the word(s) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.
- 1.1.1 Task enrichment takes place in (five ways/six ways).
- 1.1.2 One of the symptoms of burn-out is a feeling of (not being appreciated at work/exhaustion).
- 1.1.3 (Primary needs/Physiological needs) is one of Maslow's hierarchy of needs.
- 1.1.4 (Dismissal/Mediation) is one of the procedures of settling a dispute at the workplace.
- 1.1.5 The transfer of an employee at work can be done for (negligence/promotion) purposes.
- 1.1.6 (Role-play/Coaching) is one of the methods of training employees away from home.
- 1.1.7 (Psychological contract/Remuneration) is one of the contents to be included in the employment contract.
- 1.1.8 (A medical aid/Unemployment insurance fund) is one of the compulsory employees' benefits and services.
- 1.1.9 (Recruitment agencies/Labour bureau) is an example of recruitment media.
- 1.1.10 (Promotion/Advertising) is a very expensive method to inform consumers on new product developments.
- 1.1.11 A characteristic of (a sole proprietor/the informal sector) is a market which is not regulated by law and it is very competitive.
- 1.1.12 Population density is a (demographic factor/geographic factor).
- 1.1.13 (Being part of a team/Working for two managers) encourages the sharing and interchanging of ideas.
- 1.1.14 One of the (guidelines for men/guidelines for women) is to be businesslike and show disapproval by not smiling.
- 1.1.15 Employment of policies is one of the duties of (top management/-middle management).

(15 × 2) (30)

- 1.2 Complete the paragraph below on the role of a secretary/management assistant using the words supplied. Write only the answer next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

career; continuous; secretary/management assistant; environment; dynamic; skills; handle; office; economical; perform
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In the current (1.2.1) ... environment with technological, (1.2.2) ... and social changes it is very important for a (1.2.3) ... to adapt to an ever changing business (1.2.4) ... . Today's secretaries/management assistants must be (1.2.5) ... in their approach to improve their own (1.2.6) ... to learn more about their own business environment and (1.2.7) ... new methods to successfully (1.2.8) ... their responsibilities and general duties. (1.2.9) ... progress and developments will stimulate the secretary/management assistant to remain a student for the rest of her/his (1.2.10) ... .

(10 × 2)

(20)  
[50]

**TOTAL SECTION A:**

**50**

**SECTION B**

Answer any FIVE questions in this section.

**QUESTION 2**

Look at the picture, read the case study below and answer the related questions.



Team SA did not perform as expected in the London Olympics 2012. They brought home six medals in total. On the other hand, Team SA paralympians brought home more medals than their counterparts. This shows that there was team spirit in the paralympians. However, Caster Semenya, Chad Le Clos, Oscar Pistorius, the men's rowing team among others, made South Africans proud.

- 2.1 Suggest NINE important points to Team SA Olympians to remember as a team in preparation for the 2016 Olympics in Brazil. (9 × 2) (18)

The easiest and quickest method Olympians could use whilst in London to communicate with their fans and family was via Internet (different social networks) and email.

- 2.2 Mention any SIX advantages of using internet/email/social networks. (6 × 2) (12)  
[30]

**QUESTION 3**

A Team must be assertive rather than being aggressive in order to achieve its goals and objectives.

- 3.1 Discuss the difference between assertive people and aggressive people using the following headings:

Standing up for yourself	Privileges	Account-ability	Choices	Equality	Self Esteem
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(6 × 4) (24)

- 3.2 Give the supervisor of Team SA Olympians THREE basic pieces of advice to be a successful supervisor in order to prepare for the 2016 Brazil Olympics.

(3 × 2) (6)

**[30]**

**QUESTION 4**

The South African soccer team, Banyana Banyana, were knocked out in the early stages of the London Olympics. Their manager (coach) has various activities in mind to prepare them for the 2016 Brazil Olympics. As the secretary/management assistant to the coach, ...

- 4.1 advise the coach/manager to use SIX methods of training away from home.

(6 × 3) (18)

- 4.2 discuss the factors that influence market segmentation, using the following headings:

4.2.1 Psychographic factors

(3 × 2) (6)

4.2.2 Behaviouristic factors

(3 × 2) (6)

**[30]**

**QUESTION 5**

The coach/manager of the team and the Olympians are professionals by virtue of being athletes.

Discuss 15 etiquette rules for professional people.

(15 × 2) **[30]**

**QUESTION 6**

6.1 Each individual has different needs to satisfy in his/her life. In the business environment, it is essential to satisfy the needs of your clientele.

Discuss FIVE ways to influence the satisfaction of consumer needs. (5 × 2) (10)

Most companies use testing and evaluation to determine skills or whether a person will fit in the current job. A typical example is the computer speed test, or a driver will be given a car to drive as a test and evaluation process.

6.2 Mention FIVE requirements of evaluation instruments, (tests and questionnaires). (5 × 2) (10)

6.3 Discuss the characteristics of a partnership as a type of ownership. (5 × 2) (10)  
**[30]**

**QUESTION 7**

As a management assistant/secretary one of your duties is to liaise with clients at executive level. Handling them says a lot about the reputation of your organisation. Therefore courtesy is the art of meeting their affairs with priority and kindness without hurting or offending them.

7.1 What are the ELEVEN guidelines to show courtesy when liaising with clients? (11 × 2) (22)

In the 21st century, open-plan design offices are commonly used by most organisations. There are different reasons why organisations prefer this type of office design.

7.2 Discuss FOUR advantages of an open-plan design office. (4 × 2) (8)  
**[30]**

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