



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

OFFICE PRACTICE N6

(4021236)

20 November 2019 (X-Paper)

09:00–12:00

This question paper consists of 9 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 will be marked. Clearly cross out ALL work you do NOT want to be marked.


INSTRUCTIONS AND INFORMATION

1. SECTION A is COMPULSORY.
 2. Answer 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**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 ONE of the symptoms of exhaustion, which affect someone's attitude, confidence and thought.

- A Natural symptoms 
- B Behavioural symptoms
- C Psychological symptoms
- D Physical symptoms


1.1.2 The rating scale of evaluation where characteristics, behaviour and performance are established.

- A Judgement-based rating scale
- B Behaviour-based rating scale
- C Traditional rating scale
- D Objective-based rating scale


1.1.3 During this phase, the product/service becomes more familiar to consumers and unit sales increases.






- A Maturity phase 
- B Growth phase
- C Introduction phase
- D Declining phase

1.1.4 The process whereby a new employee in the company normally meets a personnel officer and is taken further from there.


- A Employment procedure
- B Start-off
- C Induction 
- D Transfer

1.1.5 Unwanted, unwelcome or inappropriate sexual comments or suggestions at a workplace.

- A Physical abuse 
- B Nepotism
- C Sexual harassment
- D Exploitation

- 1.1.6 ONE to FIFTY people can start this type of business.
- A Utility enterprise 
 - B Close corporation
 - C Sole proprietorship
 - D Private company
- 1.1.7 The process whereby a position is horizontally broadened by adding new duties.
- A Job description
 - B Job enrichment
 - C Job enhancement
 - D Job analysis 
- 1.1.8 The type of communication where the supervisor communicates with his/her colleagues and peers on the same level.
- A Downward communication
 - B Horizontal communication
 - C Diagonal communication
 - D Upward communication
- 1.1.9 Something that encourages an employee to work harder.
- A Perks 
 - B Remuneration
 - C Car allowance
 - D Incentive
- 1.1.10 A printed piece of paper that provides space for entering information that is to be conveyed to others.
- A Office form 
 - B Carbon copy
 - C z83 form
 - D Carbonless paper
- 1.1.11 It is NOT ONE of the steps in the training process.
- A Determining the training needs
 - B Identifying the training group
 - C Orientation of personnel
 - D Training away from work
- 1.1.12 There are NO set or key questions in this type of interview.
- A Walk-in interview 
 - B Structured interview
 - C Panel interview
 - D Open/unstructured interview


1.1.13 A file containing records that relate to individual transactions that are made day to day.

- A Master file 
- B Transaction file
- C Reference file
- D Flip file

1.1.14 ONE of the examples of in-service training and development.



- A Coaching
- B Role play
- C In-basket
- D Syndicate training

1.1.15 A structure in which people are ranked according to their position and their level of authority.

- A Level of management
- B Hierarchy 
- C Chart
- D Line structure


(15 × 2) (30)

1.2 Choose an item/a word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–I) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Catchy phrase that explains what the company stands for	A	etiquette
1.2.2	Class, lifestyle and personality	B	demographic factors
1.2.3	It includes training experience, physical skills and personality traits 	C	slogan
1.2.4	Correct conduct in a company or organisation to render a service to increase productivity	D	job description
1.2.5	Worker does practical work under the supervision of a mentor	E	logo
		F	job specification
		G	internship
		H	learnership 
		I	psychological factors


(5 × 2) (10)

1.3 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 This person's role is to protect her/his boss from unwanted intrusion. 

1.3.2 The process whereby the total market is identified and divided into subgroups or segments with similar needs.

1.3.3 A written agreement between the employee and the employer.

1.3.4 Refers to money or a salary/wage. 

1.3.5 Emotional exhaustion, a decline in personal performance.

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

Answer any FIVE questions from this section.

QUESTION 2


Read the extract below and answer the questions.

According to the recruitment companies, six out of ten CVs fail to meet the basic standard and are turned down without being read fully. As a consequence, thousands of candidates are excluding themselves from attractive job opportunities.

[Source: www.eoieuskadi.net]


2.1 2.1.1 Discuss SEVEN key sections that complete the standardised and marketable CV.  (7 × 2) (14)

2.1.2 Outline SIX documents that the HR department should place in each applicant's file. (6)

2.2 Electronic mail (email) is a popular type of electronic medium that digitally sends messages and CVs. 

Mention FIVE advantages of using electronic mail. (5 × 2) (10)
[30]



QUESTION 3

- 3.1 Absenteeism does not only mean not being at work. It can also mean arriving late, leaving work early, or extended tea breaks or lunch breaks.
 - 3.1.1 Discuss SEVEN reasons that might be causes of absenteeism in the workplace.  (7 × 2) (14)
 - 3.1.2 Elaborate on SEVEN factors that can assist in reducing or decreasing the rate of absenteeism at work. (7 × 2) (14)
- 3.2 Explain what *line organisation structure* means. (2) **[30]**



QUESTION 4

Study the picture below and answer the questions.



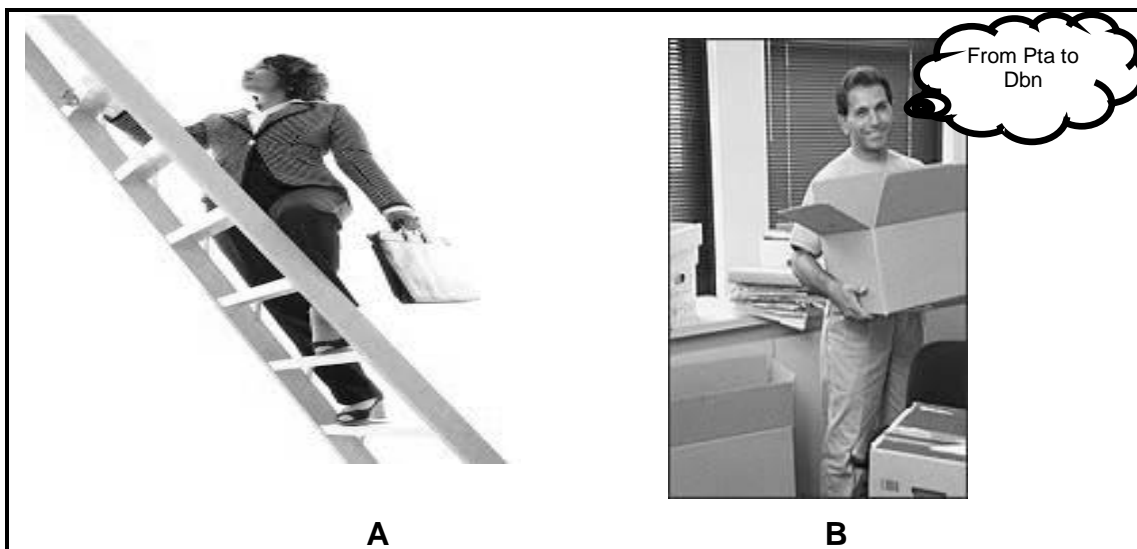
- 4.1 Based on the picture above, do you think it is necessary for the secretary to scan the media daily?  Outline EIGHT reasons why secretaries should scan the media. (8 × 2) (16)
- 4.2 Mention FOUR roles of secretaries in relation to their managers, and give TWO examples of each role.  (4 × 3) (12)
- 4.3 Why must social media platforms also be scanned these days? (2) **[30]**


QUESTION 5

- 5.1 Ancient people had different needs to satisfy compared to the complex number of needs of highly developed communication today.
 - 5.1.1 Mention FIVE different classifications of needs, and provide an example of each.  (5 × 2) (10)
 - 5.1.2 The process of satisfying needs can also be influenced by a number of aspects.
 - Discuss FIVE things that management assistants can do to influence the satisfaction of the consumer’s needs. (5 × 2) (10)
 - 5.2 External recruitment takes place when the company seeks the most suitable person for the job from outside the company. 
 - List SEVEN sources of external recruitment. (7)
 - 5.3 Define the term *unfair labour practice* and provide a reasonable example. (3)
- [30]**

QUESTION 6

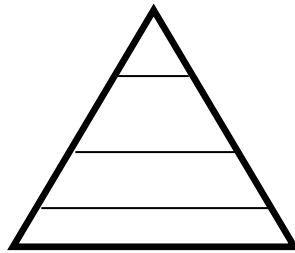
6.1 Study the picture below and answer the questions.




- 6.1.1 Which picture (A or B) depicts transfer?  (2)
 - 6.1.2 What is the difference between *transfer* and *promotion*? (2 + 2) (4)
 - 6.1.3 Identify EIGHT reasons why employees may be transferred. (8 × 2) (16)
 - 6.2 Explain in detail FOUR disadvantages of application forms. (4 × 2) (8)
- [30]**

QUESTION 7


7.1



7.1.1 Use the above pyramid/structure to discuss briefly the four levels of management and their duties.  (4 × 2) (8)

7.1.2 Differentiate between *vertical* and *horizontal* approaches to management. (2 × 2) (4)

7.2 In each and every company the employees expect the secretarial supervisor on all the levels to be able to plan, organise, activate and control.

Briefly explain what each of the above functions of management entails.  (4 × 2) (8)

7.3 Explain each of the following concepts.

7.3.1 Hacker

7.3.2 Paperless office

7.3.3 Virus 

7.3.4 Video conferencing

7.3.5 Ergonomics (5 × 2) (10)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200