



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

OFFICE PRACTICE N6

(4021236)

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09:00–12:00

This question paper consists of 9 pages.

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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. Start each section on a new page.
 6. Use only a black or blue pen.
 7. 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 expansion of a secretary's job description by adding various duties to the list of responsibilities:

- A Job enhancement 
- B Job enlargement
- C Job promotion
- D Job improvement

1.1.2 The management function that involves assigning authority and responsibility to all members of staff:

- A Leading
- B Controlling
- C Planning
- D Organising


1.1.3 Which one of the following is not a physical property of paper?

- A Weight
- B Length 
- C Grain
- D Size


1.1.4 A/An ... form is used by employers to obtain required information about an applicant for a job or placement.

- A office
- B Z86
- C leave
- D application

1.1.5 The programs and other operating information used by computers:

- A Hardware 
- B Malware
- C Software
- D Virus

1.1.6 ... is the total package of all payments made in exchange for services delivered.

- A Salary
- B Remuneration
- C Wage
- D Incentive 


1.1.7 A marketing technique that businesses use to do a SWOT analysis of competitors to position the business:

- A Product promotion
- B Product positioning
- C Packaging
- D Branding

1.1.8 The process where the most suitable candidate is chosen from the rest of the applicants:

- A Selection
- B Interview
- C Delegation
- D Induction


1.1.9 The insurance taken out by an enterprise to compensate employees for injuries sustained whilst on duty:

- A Medical insurance 
- B Unemployment insurance
- C Casualty insurance
- D Mortgage insurance


1.1.10 When a staff member at any level and in any job is exposed to extreme stress over a long period:

- A Flexitime
- B Exhaustion
- C Burnout
- D Absenteeism

1.1.11 One of the advantages of working as a team:

- A It boosts the morale 
- B It increases anxiety
- C It improves low self-esteem
- D It is time-wasting

1.1.12 Type of business ownership consisting of entrepreneurs who create their own opportunities to generate income:

- A Private company 
- B Public company
- C Informal business
- D Sole proprietor


1.1.13 Messages distributed by electronics from one computer user to one or more recipients via a network:

- A Facebook
- B Twitter
- C Posting 
- D Email

1.1.14 The action or process whereby a newly appointed employee is introduced to the new working environment:




- A Start-off
- B Induction
- C Transfer
- D Interview

1.1.15 Unwelcome sexual advances and other verbal or physical conduct that tend to create a hostile or offensive work environment:

- A Exploit 
- B Physical abuse
- C Sexual harassment
- D Abduction

(15 × 2) (30)

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

COLUMN A		COLUMN B	
1.2.1	Restaurant at a workplace which provides meals for employees and others at a reasonable price	A	public company
		B	gossip 
1.2.2	Enables employees to afford housing, transport, clothes and equipment	C	binary system
		D	criticism
1.2.3	The state, provincial government or local government have a share in administering this type of a business	E	assertive
		F	conceptual skill
		G	clique
1.2.4	Name of this type of business ending with 'Limited'	H	cafeteria
1.2.5	Casual conversation or reports about other employees involving details which are not confirmed	I	utility enterprise
		J	subsidy
1.2.6	Small group of people at a workplace who do not want other people to join them 	K	soft skill
1.2.7	Relational skill that shows the ability to deal with and get along with other people		
1.2.8	Sign of being bold, confident and showing determination		
1.2.9	Pulses of ones and zeroes for transferring information digitally		
1.2.10	Negative or positive expression of disapproval of someone or something 		


(10 × 2)

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


SECTION B

Answer any FIVE questions in this section.

QUESTION 2

2.1 Employees are always evaluated systematically to examine how well they perform in their jobs. 

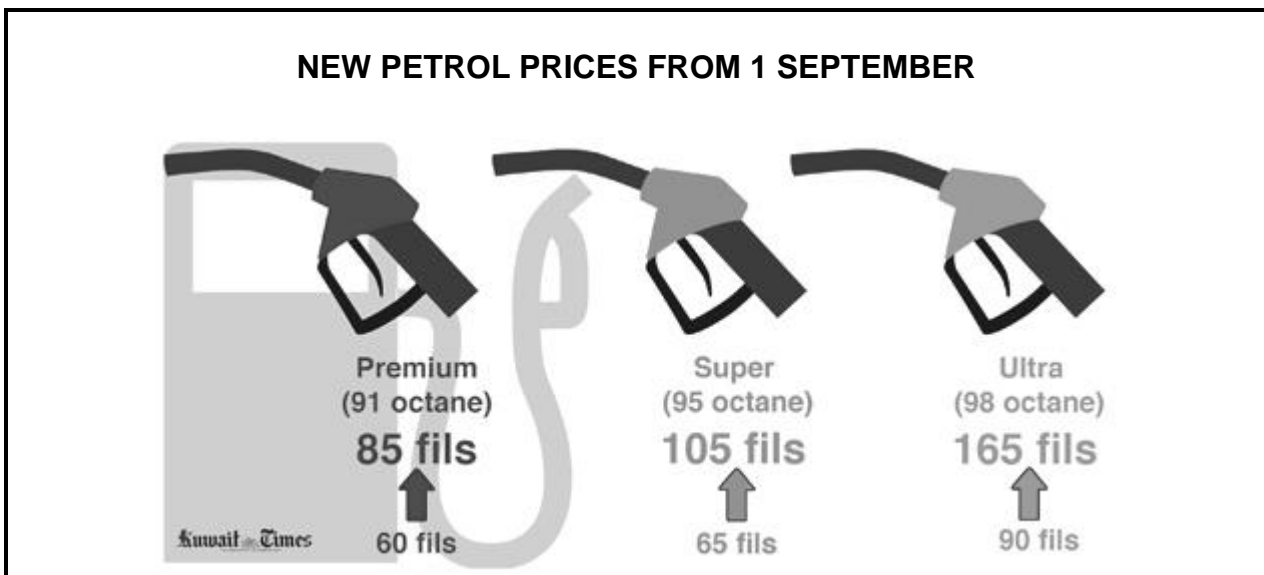
2.1.1 List FIVE general objectives of performance evaluation. (5 × 2) (10)


2.1.2 Discuss at least THREE methods of performance evaluation.  (3 × 2) (6)

2.2 Name SEVEN steps that must be followed during the training process. (7 × 2) (14) **[30]**

QUESTION 3

Study the picture below and answer the questions.



3.1 Rises in the fuel price increase the cost of doing business and companies have few options but to pass these costs on to consumers. 

3.1.1 Discuss NINE factors that influence the price a consumer is willing to pay. (9 × 2) (18)

- 3.1.2 Differentiate between convenience, shopping and speciality goods by writing only the answer next to the letter (a–i) in the ANSWER BOOK.

CONVENIENCE GOODS	SHOPPING GOODS	SPECIALITY GOODS
(a)	(d)	(g)
(b)	(e)	(h)
(c) e.g.	(f) e.g.	(i) e.g.



(9)


- 3.2 Define the concept of *price*.

(3)

[30]

QUESTION 4

- 4.1 A management assistant can influence the satisfaction of needs and consumer behaviour in different ways.

- 4.1.1 State FIVE ways in which a management assistant can influence the satisfaction of needs.  (5 × 2) (10)

- 4.1.2 Give FOUR examples of demographical factors. (4)

- 4.2 State EIGHT important points to consider when doing work for more than one manager. (8 × 2) (16)

[30]

QUESTION 5

- 5.1 List and explain SEVEN visual elements that make up the corporate identity of an organisation. (7 × 2) (14)


- 5.2 Explain THREE important steps to take when settling a dispute. (3 × 2) (6)

- 5.3 List SIX points to consider during the process of self-motivation.  (6)



- 5.4 What does *task orientation* entail? (4)

[30]

QUESTION 6

- 6.1 While over half of all women in the workplace report experiencing some form of sexual harassment, the issue of the sexual harassment of men is getting more media attention. 
- Give SIX guidelines for men who are experiencing sexual harassment at their workplace. (6 × 2) (12)
- 6.2 Briefly explain NINE factors that a management assistant should consider for the good design and layout of an office. (9 × 2) (18)
- [30]**

QUESTION 7

- 7.1 The main responsibility of a management assistant is to act in the role of the manager in his/her absence.
- List FIVE other main activities of a management assistant as part of the secretary's role. (5 × 2) (10)
- 7.2 Differentiate between *assertiveness* and *aggressiveness* under each of the following headings:
- 7.2.1 Standing up for yourself 
- 7.2.2 Privileges
- 7.2.3 Accountability
- 7.2.4 Choice
- 7.2.5 Equality
- 7.2.6 Self-esteem (6 × 2) (12)
- 7.3 Give TWO advantages and TWO disadvantages of the *participative management style*.  (4 × 2) (8)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200