

# higher education & training

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

**N1150(E)(J4)H  
JUNE EXAMINATION**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N6**

**(4021236)**

**4 June 2014 (X-Paper)  
09:00–12:00**

**This question paper consists of 10 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. All work you do not want to be marked must be clearly crossed out.

**INSTRUCTIONS AND INFORMATION**

1. SECTION A is COMPULSORY.
2. Answer only 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. Start each question on a NEW page.
6. Use the table below as a guideline for marks and time allocation for each question.
7. Write neatly and legibly.

QUESTION	SECTION	MARKS	TIME
1	A: Multiple-choice Questions, Matching Items & True or False (COMPULSORY)	50	30 min.
Answer FIVE questions from SECTION B			
2	TWO direct questions	30	45 min.
3	TWO direct questions	30	45 min.
4	TWO direct questions	30	45 min.
5	Essay questions	30	45 min.
6	Essay questions	30	45 min.
7	Essay questions	30	45 min.
<b>GRAND TOTAL</b>		<b>200</b>	<b>120 min.</b>

**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 There are ... levels of management in the management function.

- A four
- B three
- C two
- D five

1.1.2 Retrenchment is when the economy of the country or the growth of the company ...

- A decreases.
- B depreciates.
- C steadily moves.
- D increases.

1.1.3 ... is the integration of a range of electronic devices into a total support system to serve the needs of the office.

- A Routine processing
- B Staff development
- C Office automation
- D Office development

1.1.4 An example of a fringe benefit is ...

- A service bonus.
- B education bursary.
- C staff gym.
- D pension benefit upon retirement.

1.1.5 The most similar type of ownership to the private company is ...

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

1.1.6 A process where a business introduces a new employee:

- A Recruitment
- B Selection
- C Probation
- D Induction

- 1.1.7 ... is the type of interview where there is no sets or key questions.
- A Open/unstructured interview
  - B Walk-in interview
  - C Panel interview
  - D Structured interview
- 1.1.8 ... accepts input data for processing, converting it if necessary into a form which the computer understands and operates on.
- A A processor
  - B Output device
  - C Storage device
  - D Input device
- 1.1.9 Which ONE of the following is NOT a human need?
- A Natural need
  - B Essential need
  - C Services/goods need
  - D Luxury need
- 1.1.10 A document that supplements the application form:
- A Background particulars
  - B Curriculum Vitae/CV
  - C Qualifications
  - D References
- 1.1.11 Employment of policies is ONE of the duties of ...
- A top management.
  - B employees.
  - C operating management.
  - D middle management.
- 1.1.12 ... is a process whereby a position is expanded horizontally by adding duties.
- A Job enlargement
  - B Task enrichment
  - C Job description
  - D Job analysis
- 1.1.13 ... is when management and staff try to settle dispute among themselves internally.
- A Mediation
  - B Arbitration
  - C Collective bargaining
  - D Neutral intermediate

1.1.14 Which ONE of the following is NOT a recruitment media?

- A Newspapers
- B Labour bureaus
- C Radio and TV
- D Recruitment agencies

1.1.15 Income and education are examples of ...

- A demographical factors.
- B geographical factors.
- C psychographic factors.
- D market segmentation.

(15 x 2) (30)

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

COLUMN A		COLUMN B
1.2.1	Problem-solving	A aims to improve performance and changes the attitude of workers
1.2.2	Teamwork	B is the most recent and popular method of communication by businesses
1.2.3	Positive criticism	C leads a person to self-insight and improvement by means of selected questions during conversations
1.2.4	Internet	D production where each product has its own characteristics
1.2.5	Consultations	E is giving advice and making decisions to resolve problems
		F provides people an opportunity to mix with each other

(5 x 2) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

- 1.3.1 A grievance procedure is when a worker reports any work-related problem to a manager.
- 1.3.2 A partnership as a form of ownership trades from home.
- 1.3.3 A management style should be inconsistent all the time.
- 1.3.4 The decision making process includes proper preparation and research.
- 1.3.5 Etiquette is the set of rules defining the correct conduct in a business.

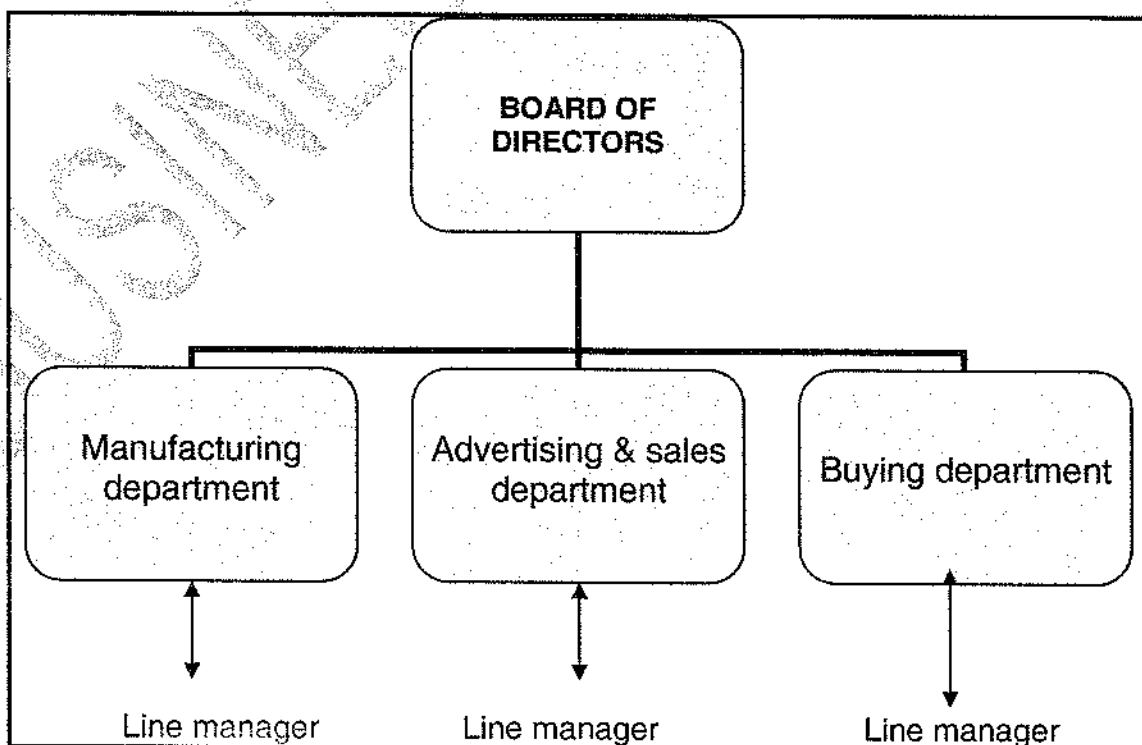
(5 x 2)

(10)  
[50]**TOTAL SECTION A:****50****SECTION B**

Answer only FIVE questions from this section.

**QUESTION 2**

2.1 Study the diagram below and answer the questions.



2.1.1 What level of management does the board of directors represent?

2.1.2 What level of management do the various departments represent?

2.1.3 What level of management do line managers represent?

(3 x 2)

(6)

2.2 Briefly explain any FOUR management task.

(4 x 2)

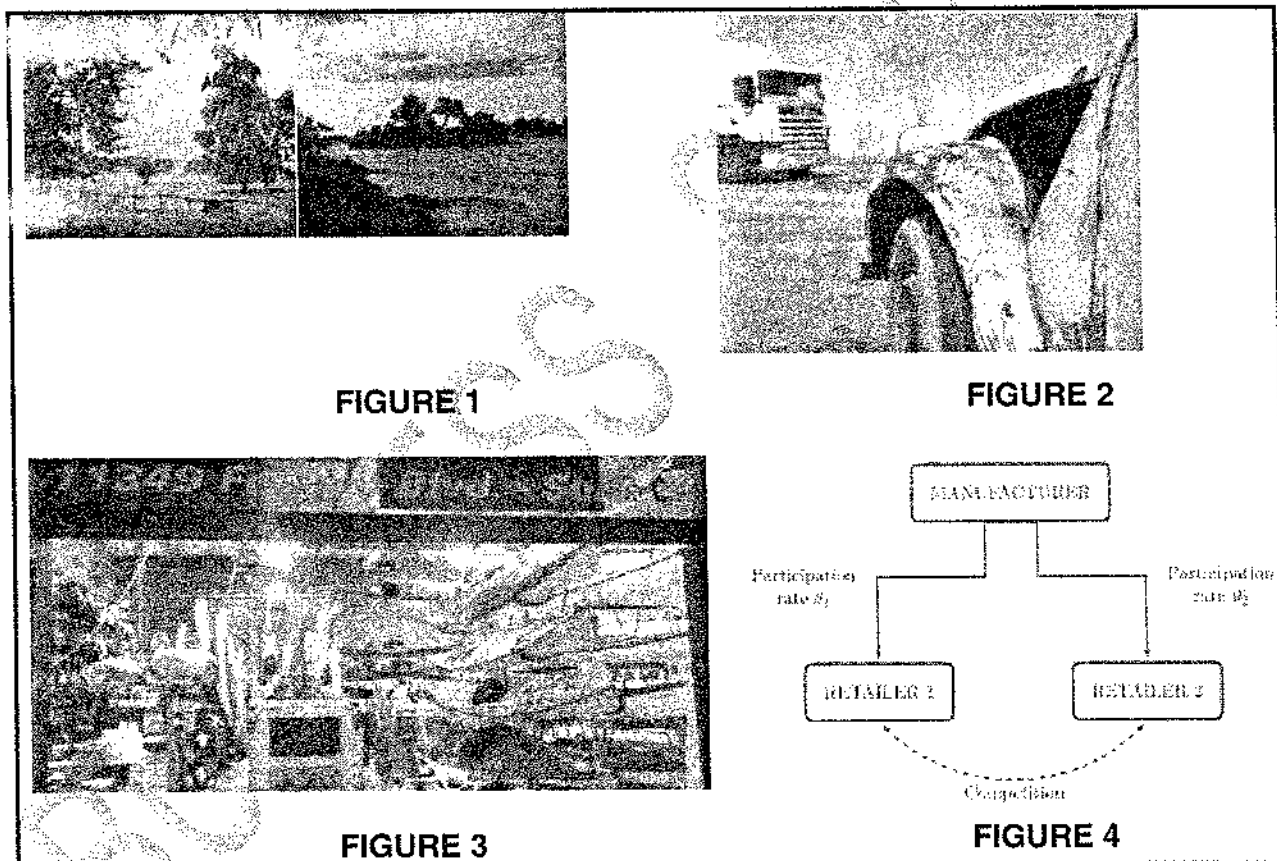
(8)

2.3 Businesses should produce goods and services for consumers. This can only be possible through distribution.

Identify the distribution factors that are depicted in the FIGURES 1, 2, 3 and 4 below.

(4 x 2)

(8)



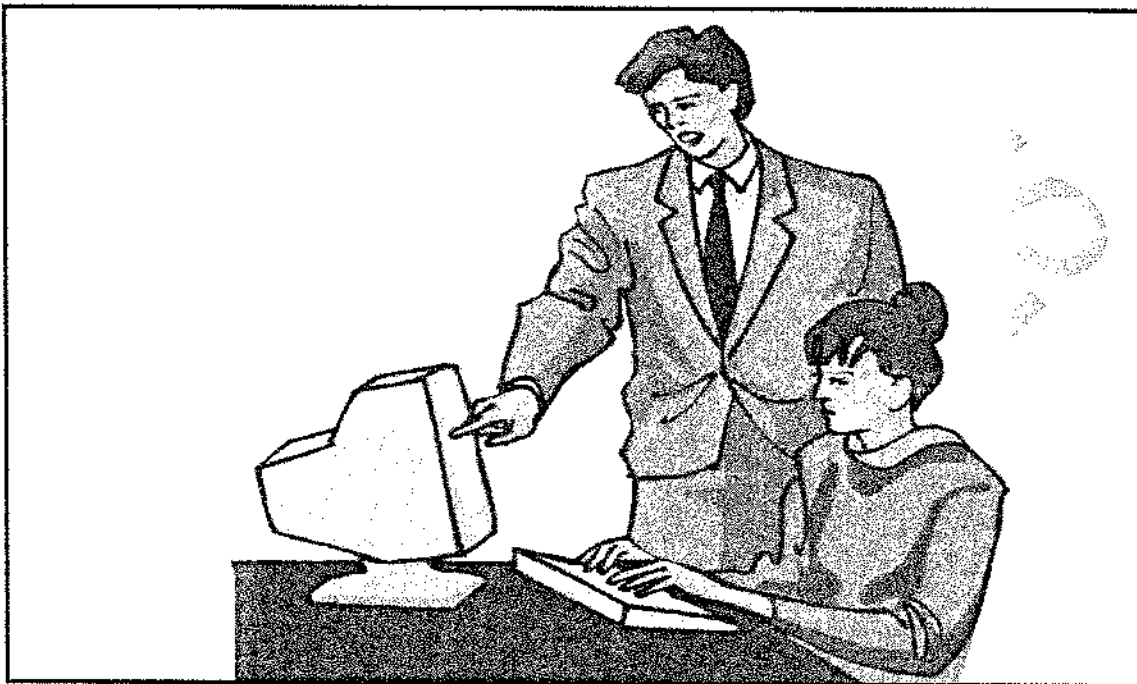
2.4 Explain how the factors in QUESTION 2.3 can influence the distribution of goods/services in a business.

(8)

[30]

**QUESTION 3**

Study the picture below and answer the questions.



- 3.1 Discuss the role of the manager towards the secretary. (4 x 2) (8)
- 3.2 Discuss the role of a secretary/management assistant towards the manager. (4 x 2) (8)
- 3.3 Define the following Office Practice terms:
- 3.3.1 Training (2)
  - 3.3.2 Development (2)
  - 3.3.3 Assertiveness (3)
  - 3.3.4 Aggressiveness (3)
  - 3.3.5 Etiquette (2)
  - 3.3.6 Office etiquette (2)
- [30]**



**QUESTION 4**

Vusi is in N6 studying Agriculture at Capricorn FET College. He wants to pursue farming after completion of his studies as it is a scarce skill. Moreover, he wants to make more money so that his farming business can give more bursaries to students wishing to study agriculture. He did research over the internet on the two types of companies namely, companies with shared capital and companies with no shared capital.

- 4.1 Distinguish between companies *with shared capital* and companies *with no shared capital* and give ONE example of each. (4 x 2) (8)
- 4.2 Which type of company do you think is suitable for Vusi? Motivate your answer. (2 x 2) (4)
- 4.3 Discuss, in details, the founding procedures and characteristics of the type of company you identified in QUESTION 4.2 (9 x 2) (18)
- [30]**

**QUESTION 5**

An example of a Selection Policy:

- Attract and retain high calibre employees who are suitably qualified to
- Perform the inherent requirements of the job;
- Facilitate effective and efficient recruitment and selection;
- Align recruitment and selection practices with all legal and ethical requirements;
- Ensure that recruitment and selection decisions take objective criteria into account and that procedures are fair;
- Promote equal opportunity in the workplace by eliminating unfair
- Discrimination; and Facilitate the equitable representation of Africans, Indians, Coloureds,
- Women and people with disabilities ('designated groups') in all
- Occupational categories and levels in the workforce through promoting
- The objectives of the Municipality employment equity Policy.

- 5.1 Discuss SIX aspects/questions a policy should address during the selection process. (6 x 2) (12)
- 5.2 Give a short description of the following terms:
- 5.2.1 Management
  - 5.2.2 Manager
  - 5.2.3 Managerial success
  - 5.2.4 Burnout
  - 5.2.5 Selection
  - 5.2.6 Protocol
- (6 x 3) (18)
- [30]**

**QUESTION 6**

At the workplace, hard work and dedication is taken into cognisance through task enrichment. Most supervisors add more responsibilities and authority to the employee's day-to-day roles.

- 6.1 Briefly discuss SIX ways in which task enrichment takes place at the work (6 x 2) (12)
- 6.2 Musa and Lucky are two employees from Thuthuka Enterprises. Musa is the supervisor and Lucky is the administration assistant. They normally don't get along well as Lucky will sometimes insult him in front of other junior colleagues. At one point, Musa couldn't hold his anger and ended up physically assaulting Lucky.
- 6.2.1 Discuss the THREE procedures in which employees at Thuthuka Enterprise can settle a dispute. (4 x 3) (16)
- 6.2.2 Advise Lucky on the best procedure to choose when resolving the dispute between him and Musa. (2)
- [30]

**QUESTION 7**

- 7.1 Discuss in-service training and development at the workplace using the following headings:
- 7.1.1 Coaching (2)
- 7.1.2 Work rotation (3)
- 7.1.3 Junior boards /councils (3)
- 7.1.4 Task instruction (3)
- 7.1.5 Trade (3)
- 7.1.6 Internship (3)
- 7.1.7 The mentor/role model (3)
- 7.2 Discuss the demographical factors that influence market segmentation. (5 x 2) (10)
- [30]

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