

**N1100(E)(N27)H  
NOVEMBER EXAMINATION**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N6**

**(4021236)**

**27 November 2015 (X-Paper)  
9:00–12:00**

**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 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.
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## SECTION A

### QUESTION 1

1.1 Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

- 1.1.1 ... grant employees the opportunity to acquire and master skills and techniques.
- 1.1.2 ... is one of the symptoms of burnout.
- 1.1.3 ... is a method commonly used to discourage workers from being absent from work.
- 1.1.4 ... consists of needs at the highest level where people discover themselves and their full potential.
- 1.1.5 ... involves ending or terminating a worker's services.
- 1.1.6 An ... is another name for a third party in a dispute-setting procedure.
- 1.1.7 A ... is the practical work-related type of test given to employees to solve in a simulated environment.
- 1.1.8 The ... does tactical planning and exercises control over other employees in an organisation.
- 1.1.9 The ... acts as a manager in the absence of the manager.
- 1.1.10 The most commonly used method of communication today is ... .
- 1.1.11 ... is another word for working together for a common goal in an organisation.
- 1.1.12 A ... is the proper way of welcoming customers and suppliers in the organisation.
- 1.1.13 ... consumers on a regular basis is one of the ways of influencing them to make a buying decision.
- 1.1.14 ... is the type of company that can operate from home.
- 1.1.15 ... is when vacancies are filled internally.

(15 x 2) (30)

1.2 Give the opposite meaning of the following Office Practice terms:

1.2.1 Employed

1.2.2 Success

1.2.3 Teamwork

1.2.4 Assertive

1.2.5 Democratic management style

1.2.6 Normal working time

1.2.7 Direct remuneration

1.2.8 Contract appointment

1.2.9 Advantages

1.2.10 Communication

(10 x 2) (20)  
**[50]**

**TOTAL SECTION A: 50**

## SECTION B

Answer any FIVE questions in SECTION B.

### QUESTION 2

Study the picture in FIGURE 1 and answer the questions.



**FIGURE 1**

- 2.1 Name the type of ownership in FIGURE 1. (2)
  - 2.2 Give ONE example of the type of ownership named in QUESTION 2.1. (2)
  - 2.3 Give TWO founding procedures for the type of ownership named in QUESTION 2.1. (4)
  - 2.4 Give TWO ways in which informal sector entrepreneurs advertise their business. (4)
  - 2.5 Discuss the characteristics of the informal sector as a type of ownership. (10)
  - 2.6 In your opinion, does this type of ownership require a management assistant? Motivate your answer. (4)
  - 2.7 Give TWO examples of informal business sectors in your area. (4)
- [30]**

### QUESTION 3

It is common in the workplace that colleagues gossip among each other about work-related issues or issues relating to the top management. On the other hand, the supervisor and management can criticise the work subordinates have done. In some instances criticism is received from customers and even from our colleagues.

- 3.1 Tabulate FIVE advantages and FIVE disadvantages of criticism at the workplace. (5 x 4) (20)
- 3.2 Outline FIVE reasons why it is crucial for a management assistant to maintain confidentiality at the work place. (5 x 2) (10)
- [30]**

### QUESTION 4

Study the image in FIGURE 2 below and answer the questions.



**FIGURE 2**

- 4.1 Define the term *sexual harassment*. (2)
- 4.2 In your opinion, does sexual harassment happen to women only? Motivate your answer. (2 x 2) (4)
- 4.3 Give 12 guidelines for women and men on how to avoid sexual harassment at their workplace. (12 x 2) (24)
- [30]**

**QUESTION 5**

Kgothatso is a final-year student at the University of Pretoria. She has started sending out job application forms together with her curriculum vitae (CV) in search of employment.

- 5.1 Discuss the FIVE advantages and FIVE disadvantages of an application form. (10 x 2) (20)
- 5.2 List TEN subheadings that should appear in Kgothatso's CV under background particulars. (10 x 1) (10)
- [30]**

**QUESTION 6**

The job description or responsibilities of management assistants/secretaries is taken seriously, also in overseas countries.

Discuss the job description of a management assistant as described internationally. **[30]**

**QUESTION 7**

As a management assistant, you will be required now and again to organise functions at executive level. Courtesy is the art of meeting and handling people with kindness without hurting them.

- 7.1 Discuss the guidelines on how to show courtesy when liaising with clients. (11 x 2) (22)
- 7.2 Name FOUR types of needs and give ONE example of each. (4 x 2) (8)
- [30]**

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