



# higher education & training

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

**N1270(E)(J12)H  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N6**

(4021236)

**12 June 2017 (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. ALL work you do not want to be marked must be clearly crossed out.

**INSTRUCTIONS AND INFORMATION**

1. SECTION A is COMPULSORY.
  2. Answer any FIVE of the six 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 question on a NEW page.
  6. 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 Which ONE of the following options does NOT form part of the roles of the secretary towards the manager?

- A Supervisor
- B Receptionist
- C Decision maker
- D Assistant

1.1.2 Task enrichment usually takes place in ... ways.

- A three
- B six
- C nine
- D four

1.1.3 The latest and most popular form of staying connected with others online:

- A Faxes
- B Social media
- C Blogs
- D Voice mails

1.1.4 ... natural persons form a close corporation.

- A One to fifty
- B One to seven
- C One to nine
- D One to ten

1.1.5 The most important thing to consider when designing forms for the company is the ... of the form.

- A purpose
- B application
- C pattern
- D colour

- 1.1.6 Management and staff try to settle disputes between them internally through ...
- A mediation.
  - B collective bargaining.
  - C arbitration.
  - D a third party.
- 1.1.7 ... is the most important step in the selection process.
- A Induction
  - B Probation
  - C Recruitment
  - D An interview
- 1.1.8 Which ONE of the following is NOT an example of behavioural factors?
- A Sensitivity
  - B Personality
  - C Loyalty
  - D Benefits
- 1.1.9 ... is ONE of the specific guidelines for office etiquette.
- A Loyalty
  - B Language
  - C Pride
  - D Attitude
- 1.1.10 To reduce the chances of permanent data loss, you need to know how to make ...
- A carbon copies.
  - B data links.
  - C backup copies.
  - D encryptions.
- 1.1.11 This does not form part of the personal details on the curriculum vitae:
- A Subjects
  - B Driver's licence
  - C Email address
  - D Identity number

1.1.12 Which ONE of the following is not a determinant of consumer behaviour?

- A Reference group
- B Learning ability
- C The family
- D Personality

1.1.13 This ensures that performance standards are adhered to in order to achieve business objectives.

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

1.1.14 Which ONE of the following is NOT an example of negative factors of motivation?

- A Salary increase
- B Lay-off
- C Retrenchment
- D Suspension

1.1.15 This term is used when the contract of employment is NOT terminated but merely suspended:

- A Dismissal
- B Lay-off
- C Retrenchment
- D Suspension

(15 × 2) (30)

1.2 Give ONE word or a term for each of the following description. Write only the word or term next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 A type of ownership where one person owns a business and runs it on his/her own

1.2.2 The ability to deal with and get along with other people

1.2.3 An internal computer network called a local area network

1.2.4 Standing up for one's own rights without treading on the rights of others

1.2.5 Lateral movements/changes in jobs that are not accompanied by a change in salary

1.2.6	The purpose of this type of insurance is to pay an allowance to unemployed people		
1.2.7	It provides people with an opportunity to interact and work with others		
1.2.8	A person appointed to lead subordinates		
1.2.9	Age, gender, income, occupation		
1.2.10	The integration of a range of electronic devices to serve the needs of the office		
		(10 × 2)	(20)
			<b>[50]</b>
	<b>TOTAL SECTION A:</b>		<b>50</b>

## SECTION B

Choose only FIVE of the six questions from this section.

### QUESTION 2

Supervisors ensure that job descriptions accurately record the primary responsibilities, qualifications and terms of each job role in their group. They ensure that employees have appropriate and realistic job goals.

2.1	Discuss the management functions of a supervisor, using the following headings:		
2.1.1	Activating	(4 × 2)	(8)
2.1.2	Control	(4 × 2)	(8)
2.1.3	Planning	(4 × 2)	(8)
2.2	Name SIX disadvantages of using email.		(6)
			<b>[30]</b>

**QUESTION 3**

Study the picture in FIGURE 1 and answer the questions.

**FIGURE 1**

- 3.1 As a management assistant you have been tasked with training junior staff on new products in your organisation.  
Design a training programme, clearly showing the SEVEN steps in the training process. (7 × 2) (14)
- 3.2 Define the following terms with reference to in-service training and development:
- 3.2.1 Trade
  - 3.2.2 Internship
  - 3.2.3 Work rotation
  - 3.2.4 Coaching
  - 3.2.5 The mentor/role model
- (5 × 3) (15)
- 3.3 Why is it important for a secretary to be a gate-keeper? (1)  
**[30]**

**QUESTION 4****FIGURE 2**

- 4.1 Use the picture in FIGURE 2 above to discuss TEN advantages of working as a team. (10 × 2) (20)
- 4.2 Define the following terms:
- 4.2.1 Psychological contract (4)
- 4.2.2 Service contract (2)
- 4.3 Name any FOUR items which should be included in a service contract. (4)
- [30]**

**QUESTION 5**

- 5.1 Explain in detail the influence that the management assistant can have towards satisfying the needs of the customer/consumer. (5 × 2) (10)
- 5.2 As a management assistant, there will be times where you will have to deal with complaints, instead of sending them through to your manager.
- Discuss EIGHT general guidelines for dealing with complainants, who sometimes may be difficult and aggressive. (8 × 2) (16)
- 5.3 Distinguish between the following terms:
- 5.3.1 Durable products
- 5.3.2 Non-durable products (2 × 2) (4)
- [30]**



**QUESTION 6**

- 6.1 Informal businesses in the informal sector should comply with the regulations of the local government.  
Give FIVE examples of this type of business. (5)
- 6.2 6.2.1 In your own words, explain the utility enterprise as a form of ownership. (5)
- 6.2.2 Give FOUR examples of this type of ownership in South Africa. (4)
- 6.3 Give EIGHT reasons why it is necessary for secretaries to scan the media. (8 × 2) (16)
- [30]**

**QUESTION 7**

- 7.1 Explain the difference between *promotion* and *transfer*. (2 × 2) (4)
- 7.2 Name FIVE ways in which a transfer can be done. (5 × 2) (10)
- 7.3 Discuss the following TWO factors that influence market segmentation.
- 7.3.1 Psychographic factors (3 × 2) (6)
- 7.3.2 Demographic factors (5 × 2) (10)
- [30]**

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