

**N1100(E)(N25)H
NOVEMBER EXAMINATION**

NATIONAL CERTIFICATE

OFFICE PRACTICE N6

(4021236)

**25 November 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 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 question on a NEW page.
 6. Write neatly and legibly.
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SECTION A

QUESTION 1

1.1 Various options are provided 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 Facilitating the procedures for specific activities is one of the following functions of management:

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

1.1.2 Ending or terminating the workers services as a result of different work related offences such as negligence, disloyalty, theft, misconduct, etc. is called ...

- A dismissal.
- B retrenchment.
- C retirement.
- D lay offs.

1.1.3 ... is also called guidance and takes place by appointing a senior person to help develop a workers potential.

- A Work rotation
- B Task instruction
- C Internship
- D Coaching

1.1.4 One of the content of an employment contract is ...

- A medical aid.
- B qualifications.
- C remuneration.
- D retirement.

1.1.5 One of its characteristics is that one to ten natural persons form this type of ownership:

- A Sole trader
- B Partnership
- C Close corporation
- D Public company

- 1.1.6 A process where vacancies are filled within the company is called ...
- A internal recruitment.
 - B selection.
 - C external recruitment.
 - D recruitment.
- 1.1.7 ... is the type of interview where an openly hostile attitude is taken towards the applicant by the panel.
- A Open/unstructured interview
 - B Stress interview
 - C Panel interview
 - D Structured interview
- 1.1.8 This is the type of a file containing reference data which is normally altered/updated infrequently and also transactions data which is built up over time.
- A Transaction file
 - B Master file
 - C A reference file
 - D Databases
- 1.1.9 Influencing the decision making process of the consumer is one of the ...
- A consumer behaviour.
 - B influences of satisfaction of needs.
 - C consumer as an individual.
 - D individual as a consumer.
- 1.1.10 A ... is the desire or craving for something (goods and services) that gives us physical, social or psychological satisfaction.
- A want
 - B need
 - C consumer
 - D individual
- 1.1.11 Determination of personnel policies is one of the following functions of management:
- A Planning
 - B Leading
 - C Controlling
 - D Organising

1.1.12 ... is the manner in which professionals behave.

- A Etiquette for professional people
- B Guidelines for office etiquette
- C Protocol
- D Business etiquette

1.1.13 ... is when a worker for some reason fails to arrive at work place.

- A Exhaustion
- B Burn out
- C Absence from work
- D Flexi time

1.1.14 Which of the following is NOT a life cycle of a product?

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

1.1.15 Class, lifestyle and personality is an example of :

- A Demographical factor
- B Geographical factors
- C Psychographic factors
- D Market segmentation

(15 × 2) (30)

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

COLUMN A		COLUMN B
1.2.1	A manager	A it is the entrusted way to hold important information secretly B the polite manner of doing something in any situation C the behavioral pattern of decision making individuals or groups of individuals directly involved in the identification, purchasing and usage of goods and services to satisfy their needs D various systems of sending data or messages electronically E the person who undertakes the responsibility of managing the enterprise
1.2.2	Electronic mail	
1.2.3	Confidentiality	
1.2.4	Consumer behaviour	
1.2.5	Protocol	

(5 × 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 Punishment is known as the external motivator and motivates a person for his hard work by means of salary increase.
- 1.3.2 Transmitting graphics is one of the advantages of electronic mail.
- 1.3.3 One of the characteristics of a public/open company is that a board of directors manages the company.
- 1.3.4 A grievance is a form of upward communication from worker to manager with regards to any work related problem unhappiness or other issues.
- 1.3.5 Marketing production is the process whereby the total market is identified and divided into subgroups or segments with similar needs.

(5 × 2)

(10)
[50]

TOTAL SECTION A: 50

SECTION B: Answer FIVE questions in this section.

QUESTION 2

2.1 Identify the type of the ownership on the following statements:

2.1.1 Limited capital is needed to start a business.

2.1.2 The business is normally service oriented.

2.1.3 One to ten people can form this type of ownership.

2.1.4 A board of directors manages the business.

2.1.5 The maximum number of members is by law restricted to 20. (5 × 2) (10)

2.2 Read the scenario below and answer the questions.

John is a N6 management Assistant student from Northlink College. There are 2 000 students enrolled in the College. John works part time in the tuck shop during break times. John is allowed to purchase food and cold drinks at cost price. Every once in a while, John buys some food for his friends, using his staff discount. The owner of the tuck-shop was very angry when she realised what John was doing. She decided to fire him.

2.2.1 Do you think John's conduct was professional? Motivate your answer. (3)

2.2.2 What does it mean to be fired? (1)

2.2.3 According to John's contract of employment, either the employer or the employee can give 24 hours' notice.

Which other particulars must appear in a contract of employment? (4 × 2) (8)

2.3 Explain the following terms used in business:

2.3.1 Marketing

2.3.2 Trademark

2.3.3 Distribution

2.3.4 Purchasing (8)
[30]

QUESTION 3

3.1 Discuss the guidelines for office etiquette using the following Headings:

- 3.1.1 Introductions
- 3.1.2 Greetings
- 3.1.3 Personal Affairs
- 3.1.4 Names and Titles
- 3.1.5 Loyalty
- 3.1.6 Secrecy
- 3.1.7 Helpfulness and Thoughtfulness
- 3.1.8 Getting along with others

(8 × 3) (24)

Read the case study below and answer the related question(s).

An employee is a supervisor if he has the power and authority to do the following actions amongst others:

Give instructions and/or orders to subordinates.

Be held responsible for the work and actions of other employees.

If an employee cannot do the above, legally he or she is probably not a supervisor, but in some other category, such as lead hand.

A supervisor is first and foremost an overseer whose main responsibility is to ensure that a group of subordinates get out the assigned amount of production, when they are supposed to do it and within acceptable levels of quality, costs and safety.

A supervisor is responsible for the productivity and actions of a small group of employees. The supervisor has several manager-like roles, responsibilities, and powers. Two of the key differences between a supervisor and a manager are (1) the supervisor does not typically have 'hire and fire' authority, and (2) the supervisor does not have *budget* authority.

As a member of management, a supervisor's main job is more concerned with orchestrating and controlling work rather than performing it directly.

(Adapted from the Ontario Ministry of Labour)

3.2 Name THREE features of a successful supervisor.

(3 × 2) (6)
[30]

QUESTION 4

Study the picture below and answer the related questions.



- 4.1 What does the picture above depict? (2)
- 4.2 Name FIVE types recruitment media used as a form of personnel provisioning. Motivate your answer with an example. (5 × 2) (10)
- 4.3 Which ONE do you think is the best recruitment? Motivate your answer. (4)
- 4.4 Give SEVEN headings of a curriculum vitae. Give an example next to each heading. (7 × 2) (14)
- [30]**

QUESTION 5



- 5.1 Looking at the picture above, advice the male in the picture to avoid being harassed by women particularly in the office. (15 × 2) **[30]**

QUESTION 6

- 6.1 Nowadays businesses use open plan design as an initiative to save space. This type of design has its own advantages and disadvantages.

Discuss the advantages and disadvantages of open plan design. Use the table below and redraw it in your ANSWER BOOK.

Advantages	(4 × 2) (8)	Disadvantages	(3 × 2) (6)	(14)
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- 6.2 All consumer products and services go through a life cycle as new products come into the markets.

List FOUR phases that exist in the life cycle of a product or service.

(4 × 2) (8)

- 6.3 Give FOUR examples of primary needs as needs motivator. (4 × 2) (8)

[30]

QUESTION 7

- 7.1 Discuss SIX steps in preparation of an employee for a promotion with particular reference to training and development. (6 × 2) (12)

- 7.2 Although businesses use open plan design to save space; the design of the office has to look attractive.

Discuss NINE factors to be taken into account for the good design of the office space. (9 × 2) (18)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200