

**General Studies**  
**Office Practice**  
**LEVEL (N6)**  
**TASK 3 (Internal Exam)**

**Date**  
24 April 2020

**Duration**  
3hrs

**Total marks**

200

**Instructions**

- 1 Answer ALL the questions.
- 2 Read ALL the questions carefully.
- 3 Number the answers according to the numbering system used in this question paper.
- 4 Write neatly and legibly.
- 5 Keep questions and sub-sections of questions together.
- 6 A non-programmable pocket calculator may be used.

## SECTION A

## MODULE 1-7

### QUESTION 1

- 1.1 Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (1.1.1-1.1.15) in the ANSWER BOOK.
- 1.1.1 ....contains more information about the applicant than the application form does.
- 1.1.2 ...a person assisting in the flow of communication and access to information in the office on behalf of an organization or the manager.
- 1.1.3 ....refers to giving employees more control and decision-making power to manage their tasks and solve their own work problems.
- 1.1.4 ...the process whereby Human Resource makes a new employee feel at home in the business.
- 1.1.5 ...an unwelcome and unwanted message sent over the internet to larger number of users.
- 1.1.6 ...the science that explores ways in which a safe, comfortable and productive workspace can be created.
- 1.1.7 ...the type of remuneration that is more than just the money that an employee is paid.
- 1.1.8 ...a dispute resolution body established in terms of the Labour Relations Act to solve the challenges between the employer and the employee.
- 1.1.9 ...the design and production of a container or a wrapping to store or protect a product.
- 1.1.10 ...it is a form of communication, either written or oral, that attempts to sell a product or service
- 1.1.11 ...the total design of the corporate identity.
- 1.1.12 ...these goods are available at most outlets close to the consumer and the consumer has a knowledge of their prices.
- 1.1.13 ...employees are taken away and taught skills.
- 1.1.14 ...a written contract between the employer and the employee.
- 1.1.15 ...a structure according to which only one person gives orders and this person is the senior member of the staff.

(15×2) (30)

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

COLUMN A	COLUMN B
1.2.1 A unique mark associated with a product item or range of products.	A Flexi-time
1.3.2 The most important step in the selection process	B Labour unions
	C Packaging
	D Email
1.2.3 When employees need to balance their professional responsibilities with their personal lives and family commitments	E Physical layout
	F Branding
1.2.4 Pulses of ones and zeros for transferring information digitally	G Binary
	H Retrenchment
1.2.5 They help in implementing government regulations governing the employer	I Motivation
1.2.6 Informal discussion in a workplace that can easily turn into hurtful teasing and lies	J Dismissal
	K Burnout
1.2.7 One of the motivational management styles which motivates junior staff	L Consultation
1.2.8 It involves ending or terminating worker's services	M Interview
1.2.9 The most recent and popular method of communication used by businesses	N Gossip
1.2.10 It determines if an enterprise is easily accessible for consumers	

(10 x2)

(20)

[50]

**TOTAL SECTION A:**

**50**

## SECTION B

Answer any FIVE questions.

### QUESTION 2 MODULE 3-4

Good office etiquette is easily achieved by showing common courtesy as a matter of course.

One of the biggest mistakes a new professional can make is to be aware of the various rules and etiquette

- |     |   |         |             |
|-----|---|---------|-------------|
| 2.1 | Briefly discuss EIGHT specific guidelines for office etiquette.   | (8 × 2) | (16)        |
| 2.2 | It is normal and natural for the product to go through a cycle.<br><br>Describe FOUR cycles of a product. | (4 × 2) | (8)         |
| 2.3 | Mention THREE factors which can influence market segmentation and give ONE example of each.               | (3 × 2) | (6)         |
|     |   |         | <b>[30]</b> |

### QUESTION 3 MODULE 4-6

- |       |   |         |             |
|-------|---|---------|-------------|
| 3.1   | Management must do everything in its power to minimize the effects of retrenchments on employees.<br><br>Name and discuss THREE causes of retrenchment. | (3 × 2) | (6)         |
| 3.2   | Outline SIX guidelines for liaising courteously with a client.  | (6 × 2) | (12)        |
| 3.3   | Differentiate between the following concepts:   |         |             |
| 3.3.1 | Dismissal and retrenchment  | (2 × 2) | (4)         |
| 3.3.2 | Layoff and retirement of staff  | (2 × 2) | (4)         |
| 3.3.3 | Essential needs and luxury needs  | (2 × 2) | (4)         |
|       |   |         | <b>[30]</b> |

### QUESTION 4 MODULE 4-6

- |     |  |         |     |
|-----|--|---------|-----|
| 4.1 | There are different ways in which dispute or dissatisfaction at work can be settled.<br><br>Briefly explain three of these ways. | (3 × 3) | (9) |
| 4.2 | Discuss FOUR factors which can influence the distribution of products.   | (4 × 2) | (8) |

- 4.3 Use the following headings to show the difference between a close corporation and the informal sector.
- 4.3.1 TWO founding procedures (2 × 2) (4)
- 4.3.2 THREE characteristics (3 × 2) (6)
- 4.4 Give a detailed explanation of the term consumer behavior. (3)
- [30]**

**QUESTION 5**      **MODULE 3-5**

- 5.1 Employees perform their tasks effectively if they receive training.
- 5.1.1 Discuss SEVEN steps to follow in the training process. (7 × 2) (14)
- 5.1.2 It is an organisational choice to train staff either at the workplace or away from the workplace. (6)
- List SIX techniques which can be used when training staff away from the workplace.
- 5.1.3 Mention TEN guidelines that men could follow to deal with or avoid sexual harassment at the workplace. (10)

**[30]**

**QUESTION 6**      **MODULE 1-5**

- 6.1 Job hunting can be strenuous at times. When applicants are invited for an interview, they should familiarise themselves with the various types of interviews
- Discuss SIX types of interviews. (6 × 2) (12)
- 6.2 Name SEVEN advantages or benefits of working as a team. (7 × 2) (14)
- 6.3 Distinguish between task orientated and people orientated. (2 × 2) (4)
- [30]**

**QUESTION 7**      **MODULE 1-5**

Study the picture below and answer the questions.



- 7.1 Outline FIVE ways in which you would compare and show the (5 × 4) (20)  
differences between electronic filing and traditional filing.
- 7.2 Explain each of the following concepts.
- 7.2.1 Work rotation
- 7.2.2 Internship
- 7.2.3 Coaching
- 7.2.4 Junior boards
- 7.2.5 Trade (5 × 2) (10)  
[30]

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

