

**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 2**

**NOVEMBER 2011**

**(3061002)**

**26 October (X-Paper)  
09:00 – 12:00**

**This question paper consists of 12 pages.**

<p><b>TIME: 3 HOURS</b> <b>MARKS: 150</b></p>
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## **INSTRUCTIONS AND INFORMATION**

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.
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**SECTION A****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 – 1.1.10) in the ANSWER BOOK.

1.1.1 ... refers to a list of activities that need to be completed within a specific time.

- A Task list
- B Roster
- C Timetable
- D Plan

1.1.2 Statutory law refers to the ...

- A Constitution.
- B Common Law.
- C Basic conditions of Employment Act.
- D Code of conduct.

1.1.3 Desertion refers to an employee ...

- A being absent from work for three days or more.
- B arriving late at work.
- C pretending to be sick
- D attending to private business during working hours.

1.1.4 A business can spread the business risk by...

- A centralising activities.
- B decentralising activities.
- C departmentalisation.
- D diversifying.

1.1.5 The work schedule must not show a record of ...

- A daily schedules.
- B weekly schedules.
- C monthly schedules.
- D weekend schedules.

1.1.6 An employee can be evaluated by his/her supervisor by means of a ...

- A skills inventory.
- B skills audit.
- C SWOT analysis.
- D performance appraisal.

- 1.1.7 ... is an outward expression of your inward feelings.
- A Gesture
  - B Posture
  - C Body language
  - D A and B
- 1.1.8 The core business of Pick n Pay is handled by their ... department.
- A administration
  - B sales
  - C IT
  - D security
- 1.1.9 Additional functions that need to take place to help a company achieve its goals are referred to as ... functions.
- A valuable
  - B core
  - C crucial
  - D support
- 1.1.10 The Human Resource Department of a business does not deal with the ...
- A recruitment of workers.
  - B recording all data regarding the business and its workers.
  - C all business payments including those of the workers.
  - D repairing all computers including those that store employee data.
- (10 × 1) (10)
- 1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write either 'true' or 'false' next to the question number (1.2.1 – 1.2.10) in the ANSWER BOOK.
- 1.2.1 Personal health is important in the workplace because healthy employees are more productive and feel better about themselves.
- 1.2.2 It is always important that internal clients are informed of the aspects of the work schedule that affect them.
- 1.2.3 Poor health is not an example of time wastage.
- 1.2.4 A work schedule can be adjusted when necessary to allow for unexpected interruptions.
- 1.2.5 A tall organisational structure has many departments.
- 1.2.6 The longer the chain of command, the wider the span of control.

- 1.2.7 Providing financial services is a core business of Toyota.
- 1.2.8 An employee who wears tight miniskirts cannot regard comments about her legs as sexual harassment in the work place.
- 1.2.9 First impressions are important in a business environment as they always set a tone of what is to be expected when dealing with the business.
- 1.2.10 The administrative department is responsible for the acquisition of long-term funds. (10 × 1) (10)

- 1.3 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A – M) next to the question number (1.3.1 – 1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.3.1	Specified ways of doing a variety of tasks	A dress code
1.3.2	Activities belonging to each management function are grouped together	B to greet or meet someone
1.3.3	The appropriate type of clothes for the type of work environment in which one works	C functional organisational structure
1.3.4	A set of rules used to determine behaviour in a given setting	D extinguishers, hoses and alarms
1.3.5	The importance of handshakes in the business	E security risks
1.3.6	Something that might expose the employees to some level of security threat	F systems and processes
1.3.7	Items which must be available in the work environment in case of a fire emergency	G code of conduct
1.3.8	They shape and guide behaviour in the workplace	H potential hazards
1.3.9	Has the ability to pose danger to people in the workplace	I personal hygiene
1.3.10	Involves keeping one's body clean and healthy	J values
		K support functions
		L code of ethics
		M efficiency

(10 × 2)

(20)  
[40]**TOTAL SECTION A: 40**

## SECTION B

### QUESTION 2

2.1 Read the scenario below and answer the questions that follow.

#### ATTITUDE IN THE WORKPLACE

The workplace has changed dramatically. Companies are either 'downsizing', 'rightsizing', 'merging' or 'being acquired'. Thousands of people who thought their lives were secure through retirement are now suddenly vulnerable. Some will become unemployed, and those who remain will wonder when their turns will come.

These are the kind of circumstances that can defeat you ... if you let circumstance dictate your life. That's what happens to a lot of people. For others, the circumstance becomes an opportunity for getting where they want to go.

One of the challenges facing management and co-workers today is dealing with difficult people – those who have negative attitudes. It is important to note that a person with a negative attitude has the same power to influence others as a person with a positive attitude. The difference appears in the results.

The difference between winners and losers is often attitude.

(Adapted from Attitude in the Workplace – Keith Harrwell, viewed on [www.successmagazine.com](http://www.successmagazine.com), 18/7/2011)

- |       |   |         |     |
|-------|---|---------|-----|
| 2.1.1 | Explain the term <i>attitude</i> .  | (2 × 1) | (2) |
| 2.1.2 | List any TWO examples of a positive attitude.                                 | (2 × 1) | (2) |
| 2.1.3 | List any TWO examples of a negative attitude.                                 | (2 × 1) | (2) |
| 2.1.4 | What do you think is meant by the <i>rightsizing</i> of an enterprise?        |         | (1) |
| 2.1.5 | What do you think is meant by the <i>downsizing</i> of an enterprise?         |         | (1) |
| 2.1.6 | Discuss THREE ways in which one can handle difficult people in the workplace. | (3 × 2) | (6) |

2.2 Read the scenario below and answer the questions that follow.

### SICK LEAVE ABUSE

Sick leave is a necessary benefit for all employees. If an employer didn't offer sick leave, health problems and the spread of illness would be accelerated. Despite the pressure for perfect attendance to improve customer service and efficiency, employees need equitable sick leave programmes for security and overall high performance. Yet, some organisations suffer from sick leave abuse. A 'pattern of abuse' violates the attendance policy of an enterprise.

- 2.2.1 List THREE ways in which the absence/attendance policy can be abused. (3 × 1) (3)
- 2.2.2 State TWO crucial documents that the employee needs to submit after being absent from work owing to illness. (2 × 1) (2)
- 2.2.3 Which Act regulates the sick leave of a permanent employee? (1)
- 2.2.4 *If an employee violates the attendance policy on a regular basis, he/she can be sent for 'counseling'.* Briefly explain what is meant by this. (2)
- 2.2.5 List any other TWO unforeseen circumstances in the workplace and suggest a solution or a plan of action for each one. (2 × 2) (4)

2.3 Read the following scenario and answer the questions that follow.

### THE WORKPLACE: ETHICS MELTING POT...OR EQUALIZER

The average workplace is a pretty diverse place. You'll find people from every kind of background working together. A culturally or ethically diverse workforce is viewed as a good thing. As far as most companies go, ethical diversity is not the kind of diversity they have in mind. The workplace has all sorts of rules, standards, policies, procedures and codes of conduct that spell out plainly and simply what are good or bad ethics. 'It's my way or the highway.'

(Adapted from The Workplace: Ethics melting pot...or equalizer, viewed on [www.globoethicsuniversity.com](http://www.globoethicsuniversity.com), 18/7/2011)

- 2.3.1 Define the term *ethics*. (2)
- 2.3.2 A friend asked you to copy four DVDs for him. You are uncertain whether it will be ethical to do something like this. List the THREE questions that you must ask yourself to determine whether it will be ethical or unethical, analyse the three questions and come to a conclusion. (3 × 2) (6)
- 2.3.3 What is meant by *cultural diversity*? (2)



- 2.3.4 Is it fair for an enterprise consisting of an ethnically/culturally diverse workforce to say 'it's my way or the highway'? Motivate your answer. (1 + 2) (3)
- 2.3.5 Define what is meant by a *code of conduct* (1)
- [40]**

### QUESTION 3

- 3.1 Read the following scenario and answer the questions that follow.

**WHAT IS CONSTRUCTION SITE SAFETY?**

Construction site safety is a form of occupational safety that relates directly to job conditions and procedures put in place at a construction site. There are several areas of consideration that go into a comprehensive construction site safety programme, ranging from the use of protective gear to making use of equipment that meets industry standards for safety in design. Along with keeping untrained personnel off the site, construction site safety also calls for equipping workers with the resources necessary to avoid injury. In addition to clothing, equipment must also meet safety standards. Employee training is another important component of construction site safety. While construction site standards may vary somewhat from one jurisdiction to another, the ultimate goal is to protect individuals working at the site and those who may pass nearby the site, and to allow the project to be completed without injury to anyone.

(Adapted from What is construction site safety, [www.wisegeek.com](http://www.wisegeek.com), viewed on 18/7/2011)

- 3.1.1 Name THREE types of protective clothing that can be worn on the construction site. (3 × 1) (3)
- 3.1.2 Which Act mainly regulates health and safety in the workplace? (1)
- 3.1.3 State THREE potential hazards on a construction site. (3 × 1) (3)
- 3.1.4 Give FIVE responsibilities of employers to ensure a safe working environment for their workers while working on the construction site. (5 × 1) (5)
- 3.2 Name the FOUR types of fire extinguishers and give a brief description of each type. (4 × 2) (8)
- [20]**

**QUESTION 4**

4.1 Name the core business activity/activities of the business undertakings depicted by the following:

4.1.1



4.1.2



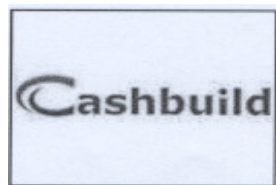
4.1.3



4.1.4

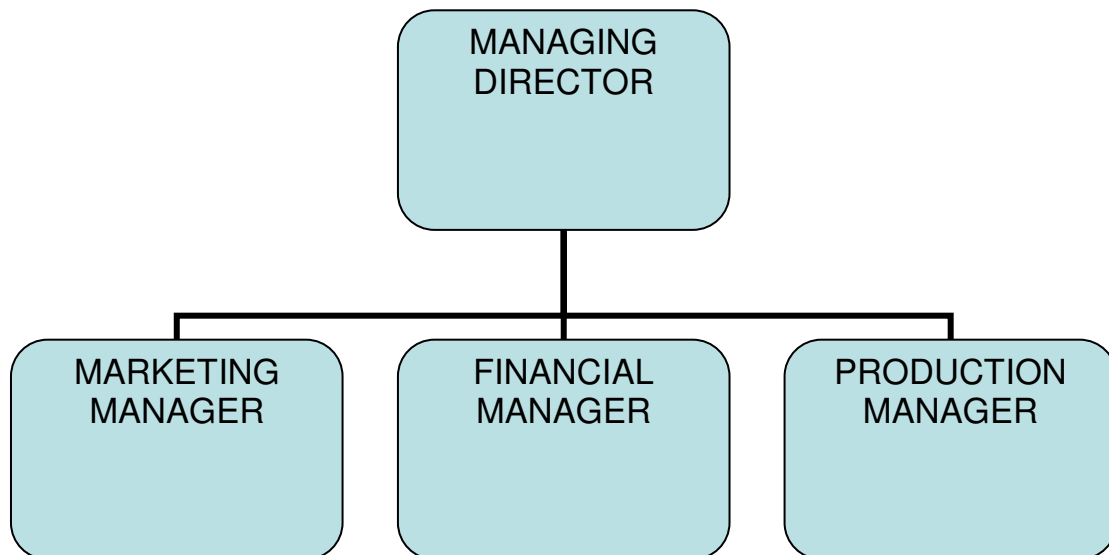


4.1.5



(5 × 2) (10)

4.2



4.2.1 Identify the type of organisational structure shown. (1)

4.2.2 Name and briefly define any other kind of organizational structure. (2 × 2) (4)

4.2.3 Give a brief explanation of the roles played by each department represented in the above organisational diagram. (3 × 2) (6)

4.3 By making use of the above organisational structure, explain the following concepts:

4.3.1 span of control (2)

4.3.2 chain of command (2)

4.3.3 delegation (2)

4.4 List THREE ways in which the marketing department can convey information to potential customers. (3 × 1) (3)

**[30]**

**QUESTION 5**

Joyce Morolo is responsible for organising the arrival of guests from another country who are interested in doing business with the company for which she works. She is required to plan everything for these guests, from accommodation to their visits to other local branches.

- 5.1 Use the following information to draw up a duty roster to help her ensure that all activities can be completed on time.

Tasks/Activities:

- Make accommodation arrangements with Holiday Inn Johannesburg.
- Transport guests to the various branches.
- Make the electronic payment for the accommodation.
- Organise corporate gifts for the guests.
- Prepare refreshments for the guests' arrival.
- Welcome the guests on their arrival.

Employees:

J Msimanga – General Assistant  
 J. Muller - Driver  
 T. Chukudu – Joyce's personal assistant  
 M. Bosch - CEO  
 S. Mudau - Marketing Officer  
 N. Manamela – Caterer  
 Y. Tsipa – Financial officer  
 S Mkhonto – IT manager

Use the following format to draft your work roster.

TASK/ACTIVITY	NAME OF EMPLOYEE

(6 × 1) (6)

- 5.2 Joyce will be the first person to meet the guests. It is very important for her to be on the alert for any non-verbal communication that they may show. Briefly discuss THREE forms of non-verbal communication. (3 × 2) (6)
- 5.3 Name the TWO types of diaries that Joyce can use as self-management tools. (2 × 2) (4)
- 5.4 Explain to Joyce the purpose of keeping the two types of diaries mentioned in QUESTION 5.3 above. (2 × 2) (4)

**[20]**

**TOTAL SECTION B: 110**  
**GRAND TOTAL: 150**