



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE NQF LEVEL 3

(3061003)

**8 December 2020 (Y-paper)
13:00–16:00**

This question paper consists of 9 pages.

403Q1N2008

<p>TIME: 3 HOURS MARKS: 150</p>

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. Start each section on a new page.
 5. Use only a black or blue pen.
 6. Write neatly and legibly.
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SECTION A**QUESTION 1**

Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

- 1.1 This type of business is involved in promoting religion, charity and other cultural or social activities.
- A Trust
 - B Close Corporation
 - C Private Company
 - D Non-profit organisation
- 1.2 In this filing system, files are simply placed on top of one another.
- A Lateral filing
 - B Horizontal filing
 - C Rotary index
 - D Tubular filing
- 1.3 The process by which wages, hours, etc. are negotiated for all employees.
- A Arbitration
 - B Mediation
 - C Collective bargaining
 - D Negotiation
- 1.4 The training and information given to you before starting your new job.
- A Orientation
 - B Exit interview
 - C Panel interview
 - D Marketing
- 1.5 When expressing ideas/opinions strongly and firmly, you are being ...
- A aggressive
 - B assertive
 - C passive-aggressive
 - D compliant
- 1.6 An organisation that makes sure that its members are treated fairly is a ...
- A Trade union
 - B Sports club
 - C Social club
 - D Recruitment agency

- 1.7 The ... department is responsible for the buying or acquiring of goods and services needed by your business.
- A finance
 - B security
 - C production
 - D procurement
- 1.8 A business generally utilises the services of a ... when borrowing money.
- A broker
 - B trader
 - C financier
 - D supplier
- 1.9 When the services of an employee are no longer required through no fault of his/her own:
- A Fired
 - B Retrenched
 - C Recruited
 - D Promoted
- 1.10 A feeling that a person would like to satisfy but it is not life threatening.
- A Need
 - B Rivalry
 - C Treat
 - D Want

(10 × 1) [10]

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.5) in the ANSWER BOOK.

- 2.1 Work procedures are the daily tasks that must be performed in the workplace.
- 2.2 Trends define the direction of an expected change.
- 2.3 Management and the employees are examples of external stakeholders in the business.
- 2.4 A brochure is a magazine or book containing information and illustrations about products/services of a business.
- 2.5 A guarantee is a formal agreement to replace a faulty product within a specified period.

(5 × 1) [5]

QUESTION 3

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	The process of setting a price for a product, including discounts	A	dynamics
3.2	Arranged alphabetically – helps the reader find information quickly <input type="checkbox"/>	B	industry
3.3	Conflict that occurs between two or more employees	C	content analysis
3.4	Standards of appropriate behaviour and moral principles	D	retail
3.5	Segment of the economy concerned with the production of goods	E	intrapersonal conflict
3.6	Conflict that occurs within yourself	F	index
3.7	The activity of selling or trading products	G	private company
3.8	Research method of studying documents and methods of communication	H	ethics <input type="checkbox"/>
3.9	The way in which people react and behave towards each other in particular situations	I	pricing
3.10	The owners cannot be held personally responsible for the debts of the business <input type="checkbox"/>	J	interpersonal conflict
		K	public company

(10 × 1)

[10]**QUESTION 4**

Complete the following sentence by writing only the missing word or words next to the question number (4.1–4.5) in the ANSWER BOOK.

- 4.1 ... conflict is helpful and productive conflict.
- 4.2 A general rise in prices of goods or services each year is called ...
- 4.3 An ... is an official whose job it is to investigate complaints from the public.
- 4.4 ...analysis helps the manager to understand the organisations current competitive position in the market.

- 4.5 An ... programme is the process of helping new employees to get to know the organisation. (5 × 1) [5]
- TOTAL SECTION A: 30**

SECTION B

QUESTION 5

Read the passage below and answer the questions.

THE IMPORTANCE OF STAKEHOLDERS

Engaging stakeholders is a necessary but sometimes challenging process for an organization to undertake and effectively manage on a regular basis. Feedback obtained through the stakeholder engagement process is vital for a balanced and transparent sustainability report.

It demonstrates to readers that an organization is tuned into stakeholder concerns — or areas of opportunity — and is taking active measures to address their input. However, some organizations are still not putting enough emphasis on either the process of engaging stakeholders or disclosing details of the process in their sustainability reports.

This leads to conflict between stakeholders which may lead to some form of opposition. Any conflict can cross the line and become dysfunctional/destructive conflict.

[Source: <https://www.greenbiz.com/article/5-keys-successful-stakeholder-engagement>]

- 5.1 Based on the above scenario, explain what you understand by the following terms:
- 5.1.1 Stakeholder
- 5.1.2 Engaging (2 × 2) (4)
- 5.2 Name TWO types of stakeholders. (2)
- 5.3 Why are interactions between stakeholders and the organisation important? (2 × 2) (4)
- 5.4 State ONE of the responsibilities that a registered company have toward the government. (1)
- 5.5 Differentiate between *constructive* and *destructive* conflict. (2 × 2) (4)

5.6 Identify whether the following are CONSTRUCTIVE or DESTRUCTIVE conflict. Write only 'Constructive' or 'Destructive' next to the question number (5.6.1–5.6.9) in the ANSWER BOOK.

- 5.6.1 Deals with problems openly.
- 5.6.2 Looks for short term solutions.
- 5.6.3 Allows issues to be discussed.
- 5.6.4 Situation tends to recur.
- 5.6.5 Helps both parties to reach their goals.
- 5.6.6 Blame others to make yourself look good.
- 5.6.7 Does not focus on behaviour but people's personalities.
- 5.6.8 Focuses on facts.
- 5.6.9 Focuses only on people's needs. (9 × 1) (9)
- 5.7 Explain any TWO aspects that can lead to organisational conflict. (2 × 2) (4)

[28]

QUESTION 6

6.1 Read the passage below and answer the questions.

FILING

In any organisation, it is very important to keep all information, documents received, etc. safely. It means that a large quantity of paper needs to be stored regularly. To be able to trace these documents with minimum delay it needs to be filed. A good filing system needs to be developed to retrieve them again.

- 6.1.1 What is *filing*? (2)
- 6.1.2 Why should filing be done regularly? (3 × 2) (6)

- 6.2 Choose the correct filing system from the list below to use in the different situations stated below. Write only the word or words next to the question number (6.2.1–6.2.6) in the ANSWER BOOK.

computerised filing; tubular filing; horizontal filing; microfilm; lateral filing; vertical filing

- 6.2.1 Joy needs to file a large technical drawing.
- 6.2.2 Ms J. Joe, the HR assistant, would like to limit the access to some of her files and to protect them with a password.
- 6.2.3 Sishle wants to keep all his documents together to file away at a later stage.
- 6.2.4 Yolande, a photographer, would like to put all her photos stored in stories to print it at a later stage.
- 6.2.5 Ms T. Zambo, a receptionist, would like to file customers information alphabetically as this makes it easier to retrieve.
- 6.2.6 Thelma, the admin clerk, would like to suspend folders from a rack permanently. The folder should be arranged alphabetically, numerically and alphanumerically. (6 × 2) (12)
- 6.3 Describe the rotary index system (4 × 2) (8)
- 6.4 Qualitative research is an unstructured exploratory research based on a small sample size that provides insight and understanding of the research problem.
- 6.4.1 List FOUR ways in which to collect qualitative data. (4)
- 6.4.2 What does the term *an open-ended question* mean? (2 × 2) (4)
- [36]**

QUESTION 7

- 7.1 A competitor is defined as an organisation in the same industry which offers similar products or services.
- 7.1.1 Name and explain the TWO types of competitors. (2 × 4) (8)
- 7.1.2 What does the term *competitive advantage* mean? (2)

- 7.2 Identify one competitor for the following products:
- 7.2.1 Energade
- 7.2.2 Simba chips
- 7.2.3 Tastic rice
- 7.2.4 Nike tekkies
- 7.2.5 Cadbury chocolate
- 7.2.6 Samsung cellphone (6 × 1) (6)
- 7.3 The best way to find out whether a business will be successful is to conduct a SWOT analysis.
- 7.3.1 List the FOUR aspects this type of analysis looks at. (4)
- 7.3.2 Do a SWOT analysis on Ocean Basket. (4 × 2) (8)
- 7.4 Define the word *supplier*. (2)
- [30]**

QUESTION 8

- 8.1 An induction programme is essential because it's the first step in familiarising staff with the new business surroundings. A good induction program benefits both the organisation and the new staff member.
- 8.1.1 List SIX items an effective induction program should contain. (6)
- 8.1.2 Give FOUR reasons why it's important to ensure that a new staff member understands his/her work responsibilities. (4 × 2) (8)
- 8.1.3 Name the THREE steps that will be followed in an induction program. (3)
- 8.1.4 Which department in the company is responsible for the implementation of an induction program for new staff? (1)
- 8.2 Name FOUR employment policies that a new employee should be aware of. (4)
- 8.3 How will companies benefit from having policies and procedures in place? (2 × 2) (4)
- [26]**

TOTAL SECTION B: 120
GRAND TOTAL: 150