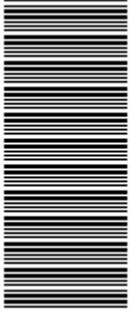


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N1220(E)(J6)H
JUNE EXAMINATION
NATIONAL CERTIFICATE
OFFICE PRACTICE N6**

(4021236)

**6 June 2016 (X-Paper)
9:00–12:00**

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 of questions will be marked. All work you do not want to be marked must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions in SECTION A.
 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**QUESTION 1**

1.1 Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

- 1.1.1 ... allow employees to avoid peak times, control sleeping patterns and attend to other personal matters.
- 1.1.2 ... refers to one of the symptoms of burnout from the physiological need according to Maslow's hierarchy of needs.
- 1.1.3 The ... is a person seeking prestige and attention in the office.
- 1.1.4 ... is the dismissal of a worker when the company does not grow or make profit.
- 1.1.5 ... is when a person changes or moves from one job to another for a better salary or working conditions.
- 1.1.6 ... entails the acquiring of skills, technical knowledge and development of physical abilities.
- 1.1.7 ... entails introducing a new worker to the new work environment.
- 1.1.8 ... is a period that employees receive remuneration for even though they are absent from work.
- 1.1.9 Tests and ... are used to judge the abilities of the applicant.
- 1.1.10 A ... supplements the application form.
- 1.1.11 ... entails all activities involved in finding a suitable candidate for the job.
- 1.1.12 Human resource planning goes hand-in-hand with ... provisioning.
- 1.1.13 ... is controlled, non-personal, outward communication concerning goods and services and directed at a specific target market to remind and/or persuade consumers to buy the product or service.
- 1.1.14 ... is the type of company where there is no share capital home.
- 1.1.15 ... is when people talk badly about the organisation.

(15 × 2) (30)

1.2 Give a term with a similar meaning for each of the following office practice terms:

- 1.2.1 Utilise
- 1.2.2 Remarks
- 1.2.3 Adhere
- 1.2.4 Issue
- 1.2.5 Consumer
- 1.2.6 Work
- 1.2.7 Motivate
- 1.2.8 Capital
- 1.2.9 Company
- 1.2.10 Management assistant

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

Study FIGURE 1 below and answer the questions.



FIGURE 1

- 2.1 Identify the type of ownership in FIGURE 1. (2)
- 2.2 Give ONE example of the type of ownership in QUESTION 2.1. (2)
- 2.3 Give TWO founding procedures of the type of ownership in QUESTION 2.1. (4)
- 2.4 Define the type of ownership in QUESTION 2.1. (4)
- 2.5 Discuss the characteristics of the type of ownership in QUESTION 2.1. (10)
- 2.6 In your opinion, does the type of ownership in QUESTION 2.1 require a management assistant? Motivate your answer. (4)
- 2.7 Give TWO examples of businesses in your area with the type of ownership identified in QUESTION 2.1. (4)
- [30]**

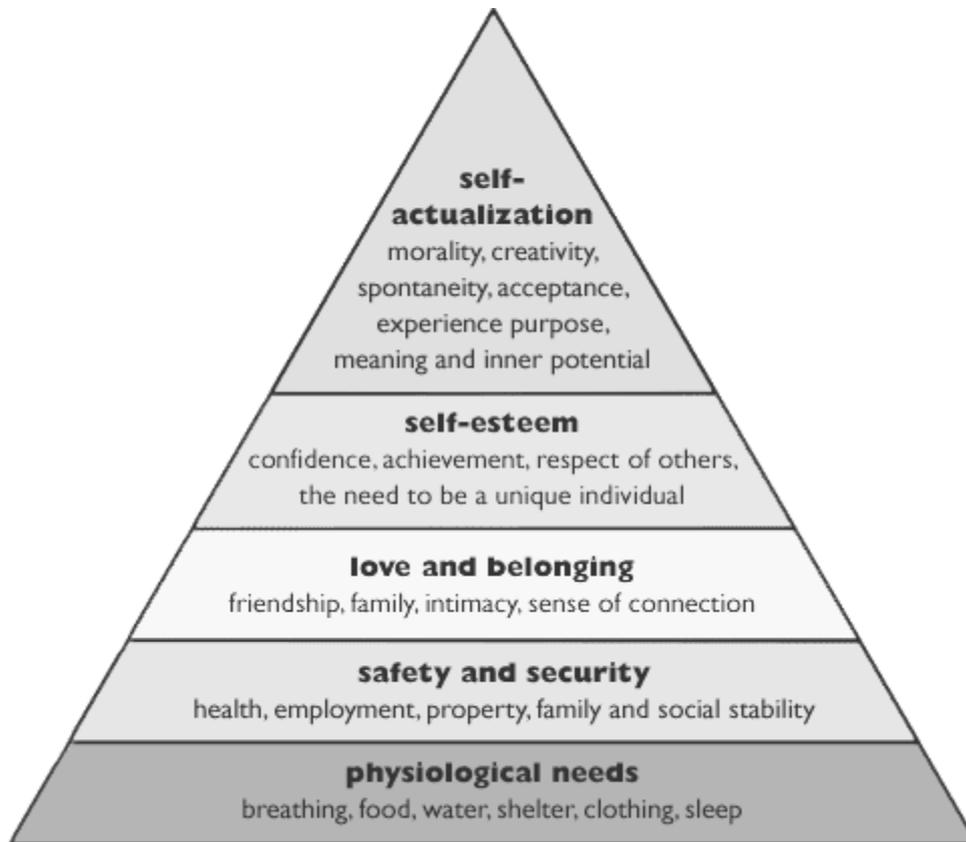
QUESTION 3

In the 21st century most businesses prefer to save space and use the open plan designed offices for its employees as an alternative.

- 3.1 Tabulate FIVE advantages and FIVE disadvantages of an open plan designed office at the workplace. (10 × 2) (20)
- 3.2 Outline FIVE ways that a management assistant must conduct himself/herself at the workplace with particular reference to conduct at the dinner table. (5 × 2) (10)
- [30]**

QUESTION 4

Study FIGURE 2 below and answer the questions.

**FIGURE 2**

- 4.1 Identify the picture in FIGURE 2. (2)
- 4.2 In your own opinion why are needs important? (2)
- 4.3 Motivate your answer in QUESTION 4.2. (2)
- 4.4 Discuss the aspects of FIGURE 2 in detail. (24)
- [30]**

QUESTION 5

Study FIGURE 3 below and answer the questions.



FIGURE 3

- 5.1 Discuss the EIGHT requirements of a supervisor as a manager. (16)
 - 5.2 Outline SEVEN reasons why transfers take place in the workplace. (14)
- [30]**

QUESTION 6

Study FIGURE 4 below and answer the questions.

THE TRAINING CYCLE

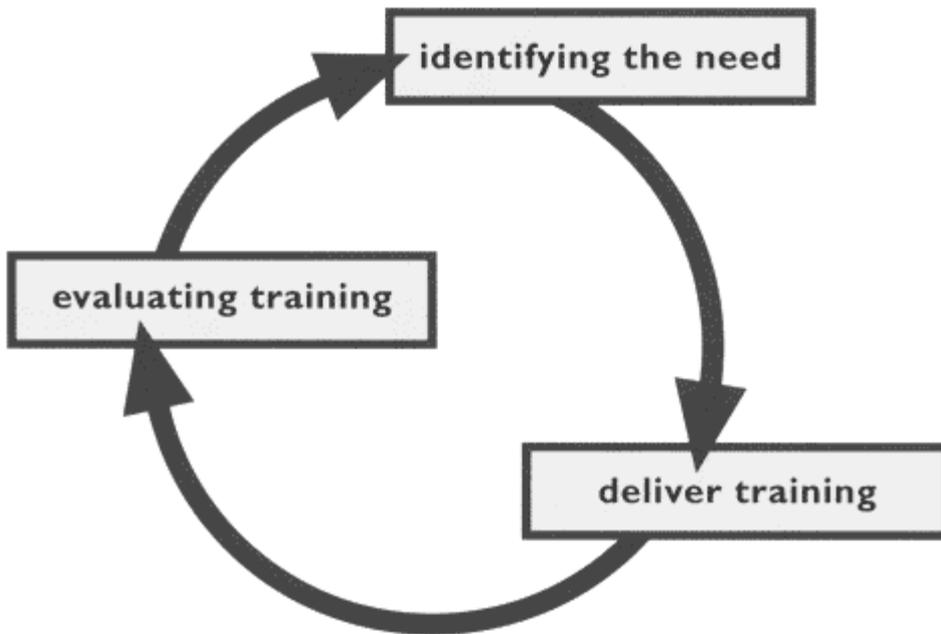
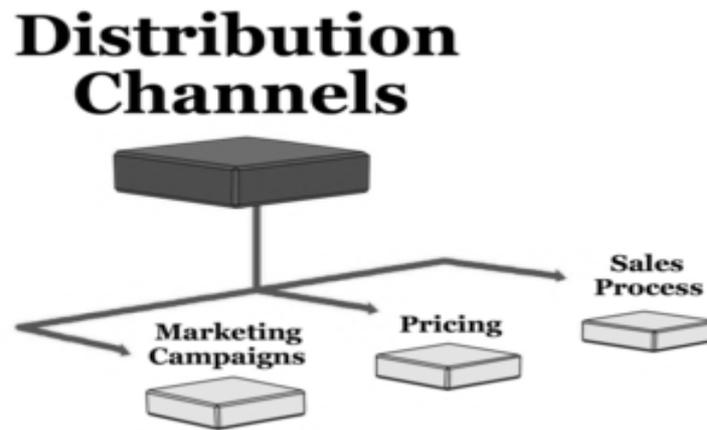


FIGURE 4

- 6.1 Why is it important to train employees at the workplace? (2)
 - 6.2 Discuss how management conduct training and development after identifying possible candidates for promotion. (20)
 - 6.3 Name FOUR compulsory employee benefits and services. (8)
- [30]**

QUESTION 7

Study FIGURE 5 below and answer the questions.

**FIGURE 5**

- | | | | |
|-------|---|---------|-------------|
| 7.1 | Discuss the factors that influence distribution. | (3 × 4) | (12) |
| 7.2 | Explain the THREE phases in the lifecycle of a product. | (3 × 3) | (9) |
| 7.3 | Define the following terms: | | |
| 7.3.1 | Distribution | | |
| 7.3.2 | Advertising | | |
| 7.3.3 | Packaging | (3 × 3) | (9) |
| | | | [30] |

TOTAL SECTION B: 150
GRAND TOTAL: 200