JUNE 2013 EXAMINATION

DATE: 11 JUNE 2013
TIME: 14H00 – 16H00
TOTAL: 100 MARKS
DURATION: 2 HOURS
PASS MARK: 40%

(BUSINESS ADMINISTRATION: OFFICE PRACTICE)

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF:
(i) 10 MULTIPLE-CHOICE QUESTIONS (10 MARKS)
(ii) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(iii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)
ANSWER ALL THE QUESTIONS

SECTION B: CONSISTS OF 3 SHORT QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION C: CONSISTS OF 3 LONG ANSWER QUESTIONS
ANSWER ALL THE QUESTIONS (40 MARKS)

SECTION D: CONSISTS OF 3 INTERPRETATIVE QUESTIONS
ANSWER ANY ONE OF THE QUESTIONS (20 MARKS)

INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.

NOTE: YOU MAY USE A NON-PROGRAMMABLE CALCULATOR, A RULER AND A PENCIL.
(i) **MULTIPLE-CHOICE QUESTIONS**

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. Which of the following words describe *quality standard*?
   
   (a) promptly  
   (b) neatly  
   (c) politely  
   (d) All of the above.

2. Which of the following are examples of good listening skills?
   
   (a) to concentrate on what is being said to you  
   (b) to stop talking  
   (c) to listen with an open mind  
   (d) All of the above.

3. Which of the following are examples of teamwork?
   
   (a) contributing stationery  
   (b) reaching a quorum  
   (c) reaching consensus  
   (d) All of the above.

4. Which of the following are matters that are addressed by legislation through the Occupational Health and Safety Act 85 of 1993?
   
   (a) The workplace should be safe for all staff and customers.  
   (b) A list of employees who can administer first aid.  
   (c) The process for reporting suspicious behaviour or items.  
   (d) All of the above.

5. The procedure for referring enquiries to experienced staff is:
   
   (a) to see the bank manager.  
   (b) to apply for a new service.  
   (c) to change address or other details.  
   (d) to find out exactly what the client needs.
6. Visas are obtained from the embassy or consulate of the country to where the person is travelling. The staff at the embassy or consulate will give you details of:

(a) who is in charge.
(b) the cost.
(c) who will authorise the visa.
(d) None of the above.

7. In ranking scales, the researcher requires the respondent to compare two or more issues and to choose between them. In which of the following ranking scales do you need to ask the respondent to select the best answer or the one that they prefer?

(a) the paired-comparison scale
(b) the sequence-ranking scale
(c) the link-ranking scale
(d) None of the above.

8. Which of the following factors should be taken into account before the induction process can take place?

(a) The employees should be aware that the induction programme will be taking place.
(b) The employees should be encouraged to display their staff identification number.
(c) If an employee has not been assigned a locker, try to ensure that one is allocated and paid for by the organisation.
(d) None of the above.

9. Routine maintenance includes:

(a) dusting.
(b) refilling.
(c) disposing of toner waste
(d) All of the above.

10. Which one of the following is a characteristics of good minutes?

(a) the use of black ink
(b) the use of English
(c) clear and easy to understand
(d) None of the above.

(ii) TRUE OR FALSE QUESTIONS

Indicate whether the following statements are true or false. Motivate all your answers.

1. The imprest system refers to the way linen should be ironed in an establishment.

2. Payments received from customers in cheque or cash form are kept in your petty cash float.
3. In a grievance procedure the employee should be informed of their right to a representative.

4. The acronym LISTEN stands for: look, include value, suspend judgement, test your understanding, exclude your emotions and notes, noises and non-verbals.

5. The re-order level refers to the level of supplies still available. [5 × 2 = 10]

(iii) MATCHING-STATEMENT QUESTIONS

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. voucher</td>
<td>(a) a list of matters that need to be considered, discussed, decided or acted upon</td>
</tr>
<tr>
<td>2. reconciliation</td>
<td>(b) all arrangements made to familiarise new employees with the organisation, safety rules, general conditions of employment and the work of the section or department in which they are employed</td>
</tr>
<tr>
<td>3. increase alignment</td>
<td>(c) the aims of unions to improve the economic conditions of their members</td>
</tr>
<tr>
<td>4. notice</td>
<td>(d) a question that a member asks the chairperson when he or she wants to draw the chair’s attention to an irregularity</td>
</tr>
<tr>
<td>5. agenda</td>
<td>(e) an announcement to the members of a meeting that a meeting will take place on a certain date</td>
</tr>
<tr>
<td>6. induction process</td>
<td>(f) the union's involvement in determining health, pension and death benefits for their workers</td>
</tr>
<tr>
<td>7. economic objectives</td>
<td>(g) a document proving the correctness of an item in accounts</td>
</tr>
<tr>
<td>8. point of order</td>
<td>(h) the aims of unions to improve the economic conditions of their members</td>
</tr>
<tr>
<td>9. key performance area</td>
<td>(i) when management and employees are in agreement with the direction and goals of the organisation</td>
</tr>
<tr>
<td>10. social welfare objectives</td>
<td>(j) job functions, role and responsibilities of the employee</td>
</tr>
</tbody>
</table>

[10] [30]
SECTION B: SHORT QUESTIONS  
(10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

When your employee does not conform to agreed standards and requirements, you will have to take certain remedial action. Remedial action is not punishment and is therefore not intended to punish or humiliate the employee. It is action that will help to correct the employee's errors and should always be constructive, building up the person rather than breaking him or her down.

Name the two types of remedial action.  

QUESTION 2

In South Africa, the state has developed legislation to encourage industry to comply with employment equity and skills development in the workplace. What are the two important factors emphasised by the employment equity legislation?  

QUESTION 3

(a)  i. Many skills are needed for good communication, but in order to become a truly effective communicator, two additional skills are needed. Name one of these skills.  

ii. When customers come to our business, they have certain expectations that must be met in order to satisfy their needs. Identify the two categories of expectations.  

(b) Name three different types of paper a business can use.  

[2]  
[2]  
[1]  
[2]  
[6]  
[10]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) List five factors that affect teams. (5)

(b) Identify five things you can do to become a better listener. (5) [10]

QUESTION 2

List ten tips for identifying a suspicious looking package. [10]

QUESTION 3

(a) i. According to J Tredoux la Grange in his book, Labour Relations in South Africa, trade unions have certain aims and objectives. Name five objectives of trade unions. (5)

ii. Before a company can purchase a service contract for office equipment, provisions in the contract must be carefully assessed. Identify five of these provisions. (5)

(b) The first step to creating accurate minutes of a meeting is to set up the meeting environment in a way that will assist you in your task as minute-taker.

Briefly explain ten things you as minute-taker should take into account before and during a meeting. (10) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) Give the correct term for each of the following:

i. the SI unit to measure distance
ii. the SI unit to measure mass
iii. the SI unit for volume
iv. a straight line from the centre to the circumference of a circle or sphere
v. the distance around a circle
vi. a container used to measure liquids
vii. a device used to measure temperature
viii. an instrument that indicates the distance you have travelled
ix. when one part of a shape or pattern is a reflection of another part
x. a straight line passing from side to side through the centre of a circle or sphere

(b) Using the information below, calculate the mean and median for each of the learners' four test results:

<table>
<thead>
<tr>
<th>Name of Learner</th>
<th>Test 1</th>
<th>Test 2</th>
<th>Test 3</th>
<th>Test 4</th>
<th>Mean</th>
<th>Median</th>
</tr>
</thead>
<tbody>
<tr>
<td>Piet Otto</td>
<td>93%</td>
<td>78%</td>
<td>56%</td>
<td>76%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shamiela Latoya</td>
<td>82%</td>
<td>67%</td>
<td>48%</td>
<td>66%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shannice Petersen</td>
<td>74%</td>
<td>63%</td>
<td>54%</td>
<td>64%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Andile Mngunyana</td>
<td>87%</td>
<td>63%</td>
<td>54%</td>
<td>68%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trevor Gudazi</td>
<td>91%</td>
<td>73%</td>
<td>54%</td>
<td>73%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

OR

QUESTION 2

You are preparing for an interview with Mr Nelson Mandela. This is a once in a lifetime opportunity for your magazine.

(a) Identify any five guidelines to follow when interviewing face-to-face.  

(b) Formulate at least five questions you would like to ask Mr Mandela.
QUESTION 3

(a) Identify the following facial expressions:

i. 

ii. 

iii. 

iv. 

v. 

(5)
(b) Give the formula for volume for each of the following:

i. 

\[ \text{Volume of a cube} = a^3 \]

(2)

ii. 

\[ \text{Volume of a cylinder} = \pi r^2 h \]

(3)

c) Plot the following data on a line graph:

<table>
<thead>
<tr>
<th>Candidate name</th>
<th>Votes received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacob Zuma</td>
<td>2 983</td>
</tr>
<tr>
<td>Kgalema Motlanthe</td>
<td>991</td>
</tr>
<tr>
<td>Cyril Ramaphosa</td>
<td>3 018</td>
</tr>
<tr>
<td>Mathews Phosa</td>
<td>470</td>
</tr>
<tr>
<td>Tokyo Sexwale</td>
<td>463</td>
</tr>
<tr>
<td>Gwede Mantashe</td>
<td>3 058</td>
</tr>
<tr>
<td>Fikile Mbalula</td>
<td>901</td>
</tr>
<tr>
<td>Baleka Mbete</td>
<td>3 010</td>
</tr>
<tr>
<td>Thandi Modise</td>
<td>939</td>
</tr>
<tr>
<td>Zweli Mkhize</td>
<td>2 988</td>
</tr>
<tr>
<td>Paul Mashitile</td>
<td>961</td>
</tr>
</tbody>
</table>

(10) [20]

Section A: 30 marks
Section B: 10 marks
Section C: 40 marks
Section D: 20 marks
TOTAL: 100 MARKS