BUSINESS ADMINISTRATION: FUNDAMENTALS

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)

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.
SECTION A  (30 MARKS)

ANSWER ALL THE QUESTIONS

(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. Narrative writing refers to:
   (a) the writer telling a story that consists of a series of linked events.
   (b) the writer promoting a discussion on a controversial topic by presenting both sides of the argument.
   (c) the writer arguing for or against a topic.
   (d) the writer giving a description of a subject such as an object, person, scene or experience.

2. A group that believes 'it is pointless to have a general discussion without some form of resolution' is a group that will:
   (a) draw a conclusion.
   (b) be focused.
   (c) give constant feedback.
   (d) have a sense of ownership.

3. An acronym is:
   (a) a word formed from the first letters of other words.
   (b) a newly created word or phrase.
   (c) an informal word or phrase that is more common in casual conversation than in formal speech or writing.
   (d) informal language that is non-standard.

4. Font refers to:
   (a) a set of printing characters of the same typeface, style, weight and size.
   (b) bold, italic and underlining features.
   (c) the design of the letters.
   (d) All of the above.

5. A memorandum is:
   (a) a brief, informal document used to transmit messages within the organisation.
   (b) a non-verbal communicate with clients or customers.
   (c) signed by a senior person in the company.
   (d) All of the above.
6. A template is:
   (a) a special workbook that has formatting, data, and tools available to help you create a specific type of workbook, such as an invoice and an expense report.
   (b) the text that identifies the data you enter in a row or column to the right or below the label.
   (c) a numeric entry, such as a percentage, quantity or a monetary amount on which calculations can be performed.
   (d) a predefined formula that performs simple to complex calculations.

7. A web browser:
   (a) is a software application that you can use to locate and display web pages.
   (b) gives the page a title.
   (c) provides the code that tells the browser where to put the text and pictures.
   (d) is a system of Internet servers that support specially formatted documents.

8. Internal conflict is
   (a) conflict within the individual.
   (b) conflict among individuals.
   (c) conflict between organisations.
   (d) conflict between individuals from different organisations.

9. Graphic communication:
   (a) provides us with information at a glance, and is often a more effective way of communication than words.
   (b) is a general term that refers to the picture that complements a text.
   (c) is a shape or set of shapes and lines drawn, painted, or printed on paper, canvas, or some other flat surface, especially a shape that represents a recognisable form or object.
   (d) is a simple explanatory drawing showing the basic shape, layout, or workings of something.

10. A semantic barrier:
    (a) occurs when words are misunderstood.
    (b) is caused by a person's state of mind affecting the process of communication.
    (c) is a problem within the human body that prevents a message from being received, or which interrupts the communication process.
    (d) is noise that confuses a message or prevents it from being received.
(ii) **TRUE OR FALSE QUESTIONS**

Indicate whether the following statements are True or False. Motivate all your answers.

1. Register refers to the circumstances or environment in which a text is produced or read.

2. To negotiate means to talk or argue about an issue, to talk about something at length and in detail, especially as part of a formal exchange of opinion.

3. A summary is to rewrite something in your own words.

4. A function is a code statement that follows a command and tells the command specifically what to do.

5. 'Dogpile' prepares answers to common questions that you can ask in normal English.  

\[5 \times 2 = 10\]
(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. ambiguity</td>
<td>(a) a diagram that shows us graphically how we could think of a particular subject</td>
</tr>
<tr>
<td>2. a field code</td>
<td>(b) a new word or expression or an extended meaning of an existing word or phrase</td>
</tr>
<tr>
<td>3. a mind-map</td>
<td>(c) the pitch of the voice</td>
</tr>
<tr>
<td>4. volume</td>
<td>(d) a simple explanatory drawing showing the basic shape, layout, or workings of something</td>
</tr>
<tr>
<td>5. pace</td>
<td>(e) something that is not clear, or something that can be interpreted in more than one way</td>
</tr>
<tr>
<td>6. intonation</td>
<td>(f) the amount of sound we make.</td>
</tr>
<tr>
<td>7. a diagram or schema</td>
<td>(g) the text surrounding a word or passage, or the words, phrases, or passages that come before and after a particular word or passage in a speech or piece of writing, and that help to explain its meaning</td>
</tr>
<tr>
<td>8. context</td>
<td>(h) one of the largest databases and returns important, relevant hits quickly</td>
</tr>
<tr>
<td>9. a neologism</td>
<td>(i) the placeholder text that shows where the specified information from your data source will appear</td>
</tr>
<tr>
<td>10. google</td>
<td>(j) the speed in performance, the degree of urgency or sharpness with which we deliver an oral communication</td>
</tr>
</tbody>
</table>

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

ANSWER ALL THE QUESTIONS

QUESTION 1
What is the meaning of 'form', in written text? [2]

QUESTION 2
A motion is one of the procedures connected with meetings. Explain what a motion is. [2]

QUESTION 3
(a) Fill in the missing words below:
   i. A _____ is a geographical diagram that visually represents all or part of the earth's surface, showing geographical features, urban areas, roads, and other details. (1)
   ii. A^+ is an example of _____ and H₂O is an example of ____. (2)

(b) Name three ways in which you can show your client you are giving them your full attention? (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) The Icons in the My Computer window appear as Icons by default. Depending on your preferences, you can use the View menu or the Views button to change the appearance of the icons.

This does not apply to all DOS

Name the five different ways of displaying Icons. (5)

(b) Name five different print preview options. (5) [10]

QUESTION 2

Kruger and Van Schalkwyk, in their book Classroom Management, propose a simple view of managing conflict that is likely to lead to a win-win situation.

List five of the steps involved in their conflict management process. [5 × 2 = 10]

QUESTION 3

(a) i. Explain the steps needed to modify page set-up options. (5)

ii. To keep your audience's attention you must ask yourself some questions about your audience. List the questions you should ask. (5)

(b) It is possible to change the date and time on your computer.

Explain in full the steps involved in changing the date and time. (5 × 2 = 10) [20]

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

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) Identify the marked components on the Excel diagram below. Write only the number and your answer.

1.  2.  3.  4.  5.

(b) Name the steps to create a letter by using the Letter Wizard.

OR
QUESTION 2

Choose one of the topics below to write a reflective essay:

- 'This is how I remember the 1994 elections.'
- Give your views on corruption in South Africa and how it affects our economy.

[20]

OR

QUESTION 3

(a) What will you use the following Programs for?

i. Word
   (1)

ii. Excel
    (1)

iii. PowerPoint
     (1)

iv. Access
   (1)

v. Internet
  (1)

(b) To be an effective manager, you need to know how to communicate with subordinates. You need to congratulate staff if they do well and reprimand them if their performance is not up to scratch. You have to communicate with subordinates in one-on-one situations and in groups.

Your friend, newly appointed as a manager, asks for some advice on communicating with staff. Summarise five main points for him to consider. (5)

(c) Write a summary in approximately 50 words of the newspaper article below.

A former North West ANC councillor has claimed he was being hounded out of his job after joining the Economic Freedom Fighters (EFF).

'I have received a letter from the municipal manager informing me that I am suspended from my job at the municipality,' said Abner Matlhoko, section manager for the civic centre and community halls at the Rustenburg municipality.

Matlhoko accused municipal manager Maletse Mako of personally phoning trade union Samwu's representative to inform him of his intention to suspend him (Matlhoko).

He said today his suspension was triggered by the hiring of a hall in Paardekraal which would have been used for an EFF meeting last Saturday.

Matlhoko was an ANC councillor under proportional representation and member of the mayoral committee.

He said: 'The only reason for my suspension is that I have dared to leave the ANC and cross over to the EFF. This is the only cause for my suspension by the municipal manager.'
When EFF members arrived at the hall, they found it full of ANC supporters.

The reason given for this was that the municipality had booked the hall to launch Women's Month. This was not true, he said.

The EFF gathering, scheduled to be addressed by former ANC Youth League spokesman Floyd Shivambu, took place outside the hall.

When approached for comment, municipal spokesman Thapelo Matebesi asked for the questions to be e-mailed to him.

He had yet to respond about four hours later.

- Sapa

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