NOVEMBER 2013 EXAMINATION

DATE: 12 NOVEMBER 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 WILL NEED A NON-PROGRAMMABLE CALCULATOR, PENCIL AND RULER FOR THIS EXAM.
(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. The role of the conciliator is:
   (a) it protects freedom of association and establishes rules about the registration of unions and employers' associations.
   (b) there are times when it may intervene directly in the labour relationship.
   (c) it provides guidelines on the conduct of labour relations and suggests improvements.
   (d) it establishes conciliation, mediation and arbitration services.

2. Which one of the following is The Occupational Health and Safety Act?
   (a) Act 85 of 1993
   (b) Act 66 of 1995
   (c) Act 55 of 1998
   (d) Act 130 of 1994

3. A mandatory announcement refers to:
   (a) management taking decisions without consulting the staff.
   (b) changes in the type of items that may be purchased.
   (c) any communication from senior management about the company policies and procedures or general office procedures.
   (d) any communication from junior management about the company policies.

4. The term 'service' refers to:
   (a) something delivered.
   (b) assistance or benefit given to someone.
   (c) being productive, with minimum waste or effort.
   (d) being unproductive, with maximum waste or effort.

5. Economic objectives deal with:
   (a) the aims of the union to improve the economic conditions of the members.
   (b) the union's role in ensuring that workers keep their jobs and are protected from dismissal by their employer.
   (c) the union's involvement in determining health, pension and death benefits for their workers.
   (d) the union's protection of its members in terms of determining their conditions of employment, such as working hours, maternity leave, holiday leave and sick leave.
6. Socio-political objectives refer to the:
   (a) objectives of the union to support and empower members in their personal development.
   (b) union’s role in ensuring that workers keep their jobs and are protected from dismissal by their employer.
   (c) objectives of the union to encourage and promote the interests of socialist principles in a country, and to oppose those who do not support a socialist system.
   (d) union’s protection of its members in terms of determining their conditions of employment, such as working hours, maternity leave, holiday leave and sick leave.

7. Which one of the following formulas is used to calculate speed?
   (a) \( s = \frac{d}{t} \)
   (b) \( t = \frac{d}{s} \)
   (c) \( v = \frac{d}{t} \)
   (d) \( t = \frac{s}{d} \).

8. Traditional work groups:
   (a) are groups of employees who are responsible for a whole work process or a segment of work that delivers a product or service to an internal or external customer.
   (b) manage and execute major production activities.
   (c) typically address problems over a fixed period, normally of less than one year.
   (d) perform core production activities and other groups are responsible for support activities, such as receiving, quality control, and maintenance.

9. Subject-related agreements:
   (a) refer to the challenges of global competition and the pressures of social investment.
   (b) refer to issues of a non-financial nature.
   (c) focus on the financial implications of employer agreements.
   (d) None of the above.

10. A bargaining council:
    (a) will enter into a closed shop agreement with the employer whereby all the employees are compelled to become members of the union.
    (b) allows for freedom of association, which means that no one is forced to join a trade union.
    (c) is a body comprising trade union representatives who bargain on behalf of the employees and the employer, who may be represented by an employers’ association.
    (d) All of the above [10]
(ii) **TRUE OR FALSE QUESTIONS**

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

1. Pocket envelopes have their opening and flap on the short side of the envelope.

2. Stock control is the process of keeping a check on the stock levels, purchase orders, issue procedures, costs and selling price of an identified range of materials.

3. The induction process excludes 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.

4. A workplace violence audit is a check of issues that relate to domestic violence cases reported.

5. Semi-autonomous work groups are workers managing and executing minor production activities. [5 × 2 = 10]
### (iii) MATCHING-STATEMENT QUESTIONS

Match the statements in Column A to the terms in Column B. 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. the imprest system</td>
<td>(a) key performance area</td>
</tr>
<tr>
<td>2. a platen</td>
<td>(b) authorisation</td>
</tr>
<tr>
<td>3. a set of rules and regulations that can regulate the conduct of</td>
<td>(c) research</td>
</tr>
<tr>
<td>meetings in a particular organisation</td>
<td></td>
</tr>
<tr>
<td>4. an item that will unite or bring people together, for example an</td>
<td>(d) empathy</td>
</tr>
<tr>
<td>item that the meeting participants may have in common</td>
<td></td>
</tr>
<tr>
<td>5. describes the job functions, role and responsibilities of the</td>
<td>(e) efficient</td>
</tr>
<tr>
<td>employee</td>
<td></td>
</tr>
<tr>
<td>6. the power given to certain staff in an organisation to perform</td>
<td>(f) respondent</td>
</tr>
<tr>
<td>certain duties</td>
<td></td>
</tr>
<tr>
<td>7. a systematic and methodical process of enquiry and investigation</td>
<td>(g) replenish petty cash when it gets too</td>
</tr>
<tr>
<td>aimed at increasing knowledge about a specific issue</td>
<td>low</td>
</tr>
<tr>
<td>8. the ability to understand the thoughts and feelings of another</td>
<td>(h) glass surface</td>
</tr>
<tr>
<td>person with real compassion</td>
<td></td>
</tr>
<tr>
<td>9. being productive, with minimum waste or effort</td>
<td>(i) constitution</td>
</tr>
<tr>
<td>10. a person who responds to questions that you, as a researcher, ask</td>
<td>(j) unifying</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS  
(10 MARKS)  

ANSWER ALL THE QUESTIONS

QUESTION 1
Define the term 'itinerary'. [2]

QUESTION 2
An organisation can use various monitoring and evaluation tools to measure the effectiveness of the induction process. Name two of these tools. [2]

QUESTION 3
(a) i. Identify the device allowing a cardholder to access a secure area when his or her card is in close proximity to the card reader. (1)
ii. Briefly explain the term 'symmetry'. (2)
(b) There are three types of collective agreements. Name the three. (3) [6]

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

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) According to Recardo, Wade, Mention and Jolly, there are seven kinds of teams, each with different structures and purposes. Name five. (5)

(b) Identify the procedures to follow when booking an appointment, when receiving enquiries via fax or e-mail. (5) [10]

QUESTION 2

Give ten guidelines to follow when writing reports. [10]

QUESTION 3

(a) i. When dealing with the maintenance of the housekeeping and reception areas, you have to ensure that your staff complies with the organisation's policy and procedures and that they meet the expected standards. This process requires seven steps. Name any five. (5)

ii. Name the five types of minutes used to record events in meetings. (5)

(b) Give five benefits of an effective and efficient petty cash system. (10) [20]

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

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) The daily salaries of six employees at McDonalds are R140, R220, R90, R180, R140, and R200.
   i. calculate the mean (4)
   ii. calculate the median (4)
   iii. identify the mode (2)

(b) Andy and Maggie will be moving into their new home next week. Calculate the area of each of the rooms in the diagram below. The measurements are in meters:
   i. the master bedroom (2)
   ii. the living room (2)
   iii. the dining room (2)
   iv. the bathroom (2)
   v. the kitchen (2) [20]
QUESTION 2

A survey of students' favourite after-school activities was conducted at a school. The table below shows the results of this survey. Calculate the percentages and draw a pie chart of the survey.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play Sports</td>
<td>45</td>
</tr>
<tr>
<td>Talk on Phone</td>
<td>53</td>
</tr>
<tr>
<td>Visit With Friends</td>
<td>99</td>
</tr>
<tr>
<td>Earn Money</td>
<td>44</td>
</tr>
<tr>
<td>Chat Online</td>
<td>66</td>
</tr>
<tr>
<td>School Clubs</td>
<td>22</td>
</tr>
<tr>
<td>Watch TV</td>
<td>37</td>
</tr>
</tbody>
</table>

OR

QUESTION 3

(a)  i. Introducing new staff members to an organisation is part of the induction process. Explain how this will benefit both the new employees, as well as the existing staff. (5)

ii. Identify five rules / guidelines with regard to the maintenance of equipment in the workplace. (5)

(b) Create a questionnaire to measure customer satisfaction. Your survey should focus on point of sales, products, cleanliness and accessibility. (10) [20]

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