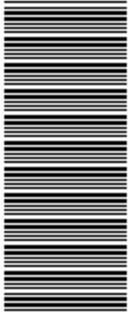


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# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**N1210(E)(J22)H  
JUNE EXAMINATION  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N5**

(4021225)

**22 June 2016 (X-Paper)  
09:00–12:00**

**This question paper consists of 10 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N5  
TIME: 3 HOURS  
MARKS: 200

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**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. Read ALL the questions carefully.
  2. SECTION A is COMPULSORY.
  3. Answer any FIVE questions in SECTION B.
  4. Number the answers according to the numbering system used in this question paper.
  5. Start each question on a NEW page in the ANSWER BOOK.
  6. Write neatly and legibly.
-

**SECTION A****QUESTION 1**

- 1.1 Choose a word/term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.1.1	A science that mixes the human anatomy, psychology, engineering and design to study the relationship between employees and their working environment	A to-do-list B modem C remittance register
1.1.2	Determining of aims and goals that have to be reached within a certain time	D visitor's register E ergonomics
1.1.3	This is correspondence written by the employer in his own handwriting	F hourly wage system G planning
1.1.4	Modulator demodulator	H piece wage system I first messenger
1.1.5	Cash can be deposited and it also offers a cashless payment mechanism to the account holder	J itinerary K current account
1.1.6	A document that contains all the destinations, arrival and departure dates and times, accommodation details and transport from the beginning to the end of a trip	L senior messenger M manuscript
1.1.7	The recording of the movement of people in and out the building	
1.1.8	They control and supervise the messengers and co-ordinate messenger tasks	
1.1.9	The employee is paid a fixed tariff per hour regardless of his/her performance	
1.1.10	A follow-up system that helps the secretary follow up on tasks that still need to be done	

(10 × 2) (20)

- 1.2 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

communication; hierarchy; Reuters; viruses; shares; market research;  
advertising; organigram; petty cash; security; stocks;  
industrial espionage; traveller's cheques

- 1.2.1 Malicious computer programs that destroy data or gain unauthorised access to computers.
- 1.2.2 Conveying of a message from the sender to the receiver in such a way that there is no misunderstanding.
- 1.2.3 The logical structure of an organisation represented in a diagram.
- 1.2.4 The responsibility of safe-keeping and guarding all aspects of a business.
- 1.2.5 Unauthorised people watching the activities of the firm secretly or spying with hostile motives.
- 1.2.6 A worldwide news agency delivering reliable and accurate news coverage 24 hours per day.
- 1.2.7 Represents proportional ownership of the enterprise.
- 1.2.8 The systematic accumulation, recording and interpretation of the market features.
- 1.2.9 Kept in an organisation to accommodate the payment of small amounts in the daily running of a business.
- 1.2.10 Can be bought in different currencies from banks and are theft-proof.

(10 × 1) (10)

- 1.3 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 Equipment that is used to control entrance.
- A Identification card  
B Security clearance  
C Metal detection device  
D Visa

1.3.2 The department responsible for dealing with staff.

- A Public relations
- B Marketing
- C Administration
- D Human resources

1.3.3 Measuring and evaluation of a task or project.

- A Planning
- B Controlling
- C Activating
- D Organising

1.3.4 ... use partitions as well as open landscaped areas.

- A Panoramic offices
- B Secluded offices
- C Open-plan offices
- D Cubicles

1.3.5 ... is to give certain authority, duties, tasks and responsibilities to others so that the work can be done more efficiently and meaningfully.

- A Dictation
- B Delegation
- C Organising
- D Activating

1.3.6 ... may be taken for urgent personal matters including illness of family members, funerals, etcetera.

- A Sick leave
- B Ordinary leave
- C Special leave
- D Study leave

1.3.7 Time management is the process of using available time in such a way that every hour/minute is used optimally.

Which ONE is NOT an example of time management?

- A Telephone calls
- B Grouping similar tasks
- C Starting the day with a different task
- D Preparing in advance

1.3.8 The ... must be completed to ensure proper control of payments received by the organisation through mail.

- A remittance register
- B deposit slip
- C cash control sheet
- D claim form

1.3.9 This is the account holder.

- A Payee
- B Domicile
- C Drawer
- D Drawee

1.3.10 A ... gives the cardholder the right to buy goods and services on credit up to an agreed limit.

- A debit card
- B credit card
- C cheque card
- D garage card

(10 × 2) (20)  
[50]

**TOTAL SECTION A: 50**

## SECTION B

Answer FIVE of the six questions in this section.

### QUESTION 2

2.1 Good teamwork in a company starts with a shared understanding of the importance of the goals of the company.

Briefly discuss FIVE benefits of teamwork and co-operation in a business.

(5 × 2) (10)

2.2 The management assistant will meet different visitors, each one as an individual.

Give SIX guidelines to follow when you are receiving visitors in your office.

(6 × 1) (6)

2.3 State SIX factors to keep in mind when buying furniture for an office.

(6 × 1) (6)

- 2.4 Safekeeping and guarding of all aspects of a business is one of the most important tasks of management.

Give FOUR ways in which management can ensure the security and safety of documents and articles to be delivered.

(4 × 2)

(8)  
[30]

### QUESTION 3

- 3.1 Planning your office layout carefully can help you maximise your available space and increase productivity.



- 3.1.1 Briefly discuss each of the following aspects in connection with safety and comfort in the working environment:

- (a) Regulations
- (b) Hygiene
- (c) First aid
- (d) Fire
- (e) Construction safety

(5 × 2) (10)

- 3.1.2 State FIVE advantages of the open-plan office layout as shown in the picture above (left).

(5 × 1) (5)

- 3.1.3 Unsafe conditions refer to conditions created by the layout of the office, which may create an unsafe situation as shown in the picture above (right).

Name THREE unsafe conditions that can occur in this office.

(3 × 1) (3)

- 3.2 Different aids can be used for time management. When time is managed effectively, there will be time available for each task, every day. Planning and time management work best when plans are reviewed regularly.

Briefly discuss FOUR planning mechanisms or aids. (4 × 3) (12)  
[30]

#### QUESTION 4

- 4.1 Study the case study below and answer the questions.

NOTE: Show ALL calculations for QUESTIONS 4.1.1–4.1.8.

William Nkosi is an employee gardener at Clean-Up Garden Services. He is paid a fixed hourly wage of R30,00 per hour, regardless of his performance. When he works longer than the legal or contractually agreed hours of 40 hours per week, he is entitled to overtime remuneration of R45,00 per hour.

For the week ending 9 January 2015, William worked 44 hours.

All employees belong to the Work Less Pension fund and must contribute 20% of their gross wage to this fund.

Income tax is calculated at 10% of taxable income and his medical aid contribution is R50,00 per week.

At the end of each week, all employees' wages are paid directly into their bank accounts.

- 4.1.1 Calculate the amount for normal hours worked. (2)
- 4.1.2 Calculate the amount for overtime hours worked by William Nkosi. (2)
- 4.1.3 Calculate his gross wage. (2)
- 4.1.4 Calculate the pension fund contribution. (2)
- 4.1.5 Calculate the taxable income amount. (2)
- 4.1.6 Calculate the amount that must be paid to SARS for income tax. (2)
- 4.1.7 Calculate the total deductions. (4)
- 4.1.8 Calculate the net wage of William Nkosi for the week ended 9 January 2015. (2)



4.2 Define the following terms:

4.2.1 A stale cheque

4.2.2 Crossing of a cheque

4.2.3 Petty cash

4.2.4 Internal claim

(4 × 2) (8)

4.3 State FOUR duties of a messenger within a business.

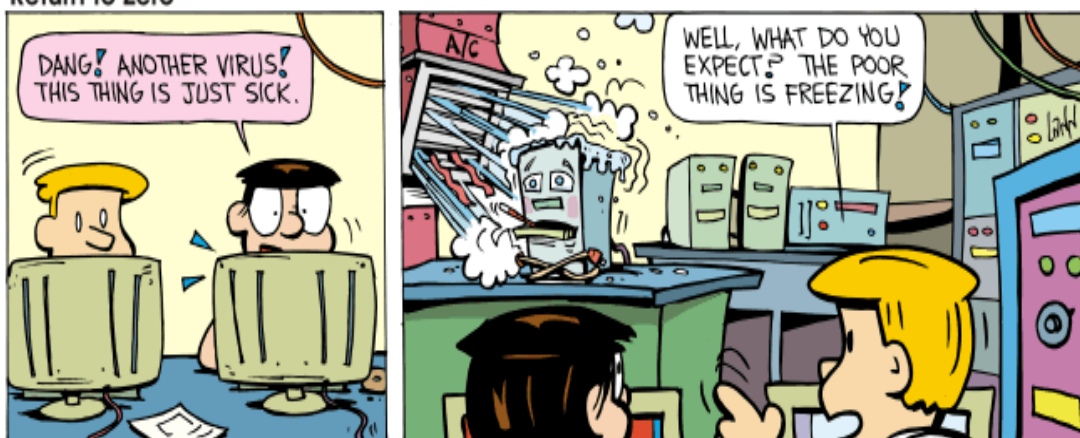
(4 × 1) (4)

[30]

## QUESTION 5

5.1 A computer virus is a program developed by a computer hacker who enjoys wreaking havoc in computer systems. This program infects other programs, causing them to malfunction or to fail completely.

Return to Zero



State EIGHT measures that can be taken to protect your computer against viruses.

(8 × 1) (8)

5.2 State FIVE guidelines for keeping the manager's diary that can be used by the management assistant.

(5 × 2) (10)

5.3 How must the management assistant handle difficult situations in the absence of the manager?

(4 × 2) (8)

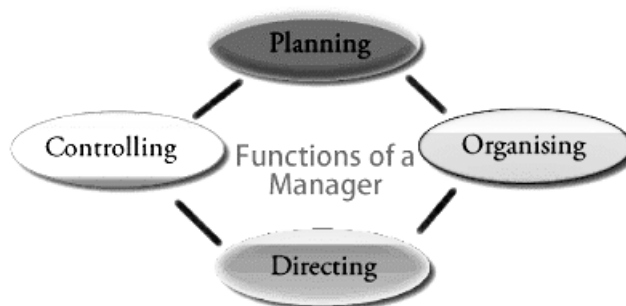
5.4 Describe the term *electronic mail*.

(4)

[30]

**QUESTION 6**

- 6.1 Briefly discuss the FOUR management functions as shown in the diagram below.



- (4 × 3) (12)
- 6.2 Give FIVE reasons why tasks are delegated to other people. (5 × 1) (5)
- 6.3 Staff development must take place continuously.  
Discuss THREE aspects that must be included in the training programme. (3 × 2) (6)
- 6.4 6.4.1 Define the term *dictate*. (1)
- 6.4.2 Briefly describe THREE ways of dictating. (3 × 2) (6)
- [30]**

**QUESTION 7**

- 7.1 State clearly the difference between *insurance* and *assurance*. (2 × 2) (4)
- 7.2 7.2.1 Define the term *insurance contract*. (5)
- 7.2.2 Name FIVE different insurance products. (5 × 1) (5)
- 7.3 7.3.1 What is the main function of the Johannesburg Stock Exchange? (2)
- 7.3.2 Give TWO reasons why people buy and sell stocks and shares. (2 × 2) (4)
- 7.4 Discuss FIVE factors to be considered when selecting a transport system. (5 × 2) (10)
- [30]**

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**