



Dedicated to Excellence

Faculty of Commerce and Humanities

ASSIGNMENT PACK

HUMAN RESOURCES MANAGEMENT

Instructions

- Please attempt all questions for the Instructional Offering (subjects) in this assignment pack.
- Submission of your solutions is due on **the first day** of re-opening as guided by DHET.
- This assessment forms part of your Internal Continuous Assessment.
- We will inform you on the resumption of contact learning as guided by DHET.
- If you don't have the books you should call **011 403 3068 | 078 759 7179**.
- For any other information contact **011 403 3068 | 079 147 3741**.

STAY HOME, STAY SAFE.



BRAAMPARK CAMPUS

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Department of Commerce & Humanities

ASSIGNMENT 1

MANAGEMENT COMMUNICATION N4

Student Details

Full Name:

ID/Passport Number:

Program:

Marks & Comments

Question	Mark (Marker)	Moderator
1		
2		
3		
4		
5		
Total		
Practical (if applicable)		
% Mark		

Comment (s):

.....

.....

Marker Name & Signature

.....

Date.....

Moderator Name & Signature

.....

Date.....

QUESTION 1

Read the following scenario and answer the questions.

One day Maki arrived late for work. Before she could open her office, her manager who was standing outside his office, which is not very far from hers, looked at his watch and shook his head and said: 'Again! In my office, now!' 'I will explain, sir!' said Maki. While they were busy exchanging words, a telephone rings and the manager proceeds to answer the phone.

1.1 Identify the following elements of communication from the above scenario:

1.1.1 Sender

1.1.2 Message

1.1.3 Medium

1.1.4 Feedback

1.1.5 Receiver

1.1.6 Barrier (6 x 1) (6)

1.2 Give TWO examples of non-verbal communication from the scenario. (2 x 1) (2)

1.3 Differentiate between *verbal* and *non-verbal* communication and give ONE example of each. (3 x 2)(6)

1.4 State FOUR importance of effective communication. (4 x 1) (4)

1.5 Define the term *communication*. (5)

1.6 Various options are given as possible answers to the following questions.

Choose the answer and write only the letter (A–D) next to the question number (1.6.1–1.6.10) in the ANSWER BOOK.

1.6.1 Peter and Maki are discussing about the test they will write tomorrow. Which category of communication is represented by this statement?

A Mass communication

B Interpersonal communication

C Intrapersonal communication

D Extra personal communication

1.6.2 The SRC president is addressing students in the hall. They cannot hear him/her because of the noise from the lawn mower outside.

This is an example of ... barrier.

A semantic

B gatekeeping

C physical

D physiological

- 1.6.3 When a mother sees her baby whom she did not see for a long time, she smiles. Which type of communication is represented here?
- A Non-verbal
 - B Verbal
 - C Facial expression
 - D Written
- 1.6.4 Which ONE of the following options best represents the elements of communication?
- A Sender, message, channel, receiver, source
 - B Sender, message, receiver, feedback, listening
 - C Communicator, sender, message, channel, receiver
 - D Sender, message, channel, receiver, feedback
- 1.6.5 Maki is going to an interview tomorrow. She is thinking about what to wear for the interview. Which category of communication is represented here?
- A Interpersonal
 - B Intrapersonal
 - C Extra personal
 - D Mass
- 1.6.6 Postures and gestures are examples of which type of non-verbal communication?
- A Kinesics
 - B Haptics
 - C Proxemics
 - D Acoustic semiology
- 1.6.7 A politician is addressing an audience in a stadium. Which distance is maintained by the politician?
- A Intimate zone
 - B Personal zone
 - C Social zone
 - D Public zone
- 1.6.8 Which ONE of the following is NOT an example of indirect written communication?
- A Newspaper article
 - B Press release
 - C Personal letter
 - D Advertisement
- 1.6.9 Which ONE of the following is an example of direct oral communication?
- A News broadcast on radio
 - B Talking to a friend on the phone

- C Talking to a friend face-to-face
- D Using a two-way radio

1.6.10 Before the sender sends the message to the receiver, the sender has to the message.

- A interpret
- B decode
- C encode
- D translate

(10 x 1)(10)

1.7 State THREE advantages of effective listening. (3 x 1) (3)

1.8 Define the term *phatic communication* and give TWO examples. (2 x 2) (4)

[40]

QUESTION 2

BACKGROUND INFORMATION

You are a secretary of the SRC at your college. Read the text, 'Banks Soon to Issue Cards', written by Sibongakonke Shoba. ADDENDUM A (attached) has the adapted version of this text. Read it and answer questions against this background.

2.1: SUMMARY

Write the summary of this text. Supply the summary with your own heading. Number your sentences 1–12. **[20]**

2. 2: A LETTER OF COMPLAINT

Write a letter of complaint to the Director of Home Affairs.

You wanted to apply for a smart ID card at ABC Bank. You were turned away. You are not satisfied with the reason why you were turned away. State what you think should have been done to help you. Suggest what the director should do in order to solve your problem. In paragraph ONE, give the date, name of the bank, town and province where you went to apply. Paragraph TWO, provide ALL the necessary information. The last paragraph should be of goodwill.

Content : 12

Language : 8

Layout : 5

[30]

QUESTION: 3 MEMORANDUM

Write a memorandum to students at your college. Inform them that smart ID cards are taken at the home affairs kiosk at the bank. Give the name of the bank, place, time and days during which they can go two days per week. Tell them to take their green barcoded ID books with, give a reason. Your paragraph should not have bullets.

Content : 10

Language : 3

Layout : 2

[25]

QUESTION 4: FEEDBACK REPORT

You attended a presentation where the Department of Home Affairs told you about the smart ID cards. The facilitator, Felicity Moron, told you about three banks where they already have kiosks near your place. You were also given information about dates and times of going to the banks. You liked the facilitation because there were demonstrations and samples. You were given a finger lunch.

Write a feedback report to your principal, Mr JG Bogude, so that he should know what transpired. The presentation was for a day and it was meant for students. The hall was clean and neat. Use the following headings:

Content : 22

Layout : 3

Language : 5

4.1 Background

4.2 Purpose

4.3 Presentation

4.4 Venue and Refreshments

4.5 Conclusion

[30]

QUESTION 5

- 5.1 State the THREE elements of a person's self-image. (3)
- 5.2 Which of Maslow's needs is represented in each of the following situations?
 - 5.2.1 A manager praises the work done by an employee.
 - 5.2.2 Your company holds year-end functions every year in December.
 - 5.2.3 After giving an employee a challenging task, a manager said: 'Be all that you can be'.
 - 5.2.4 All temporary employees in your company are made permanent.
 - 5.2.5. A company pays its employees a living wage. (5 x 1)(5)
- 5.3 Why is it important for employees to avoid slang in the workplace? (2)
- 5.4 Explain how you can overcome intercultural barriers to communication in the workplace. (5x 2)(10)
- 5.5 Define the term *gatekeeping* and give TWO examples. (3 + 4) (7)
- 5.6 Vague expression or wording can cause misunderstanding in communication and should be avoided at all cost. Give THREE examples of a vague expression. (3 x 1)(3)

[30]

QUESTION 6

Read the following scenario and answer the questions.

Mr Rambau is the CEO and owner of JP Construction company. He has employed about 200 people. He has made his wife a General Manager in the company. The company has four departments which are headed by managers who report directly to her. In every department there is a supervisor. You work as a general worker in one of the departments. Draw an organisational pyramid of JP Construction company. **[5]**

6.1 Define the term *interview*. (5)

6.2 Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A–E) next to the question number (6.2.1–6.2.5) in the ANSWER BOOK.

	COLUMN A	COLUMN B	
6.2.1	Closed question	A	When did you pass your grade 12?
6.2.2	Open-ended question	B	If you were the supervisor in one of the departments, how would you deal with late coming?
6.2.3	Specific question	C	I think that women should be allowed to occupy managerial positions. Don't you?
6.2.4	Hypothetical question	D	According to your CV you worked for six months as a student temporary worker at the University of Limpopo. Is that correct?
6.2.5	Leading question	E	Can you briefly explain why you want to work for this company?

(5 x 1) (5)

6.3 Your younger sister is going to attend an interview tomorrow. What guidelines would you give her regarding punctuality? (4 x 1)(4)

6.4 Name THREE communication barriers that could ruin an interview. (3 x 1) (3)

6.5 The applicant has to introduce himself/herself at the beginning of the interview. Give THREE pieces of advice to an applicant when he/she is introducing himself/herself. (3 x 1)(3)

[20]

TOTAL MARKS 200

ADDEDUM A

BANKS SOON TO ISSUE ID CARDS

The Department of Home Affairs has partnered with major banks in a deal that will see citizens apply and collect their smart ID cards at the nearest branch.

This was announced by Home Affairs Minister, Malusi Gigaba, yesterday. He said the deal was part of the department's plan to expand its footprint and make it accessible to all citizens.

Gigaba and the Minister of Public Services and Administration, Collins Chabane, were briefing the media in parliament to 'expand' on issues raised by President Jacob Zuma in his state of the nation address.

Gigaba said First National Bank and Standard Bank have signed a memorandum of understanding with his department to start piloting the project from April. Talks with Nedbank were at an advanced stage, while Absa had not made a commitment.

The department will set up kiosks in branches that will accept applications and issue the smart ID cards. 'A person will be able to go to their banks, and go to a Home Affairs kiosk within the bank and submit all their applications,' said Gigaba.

'They will take their biometric photograph, automated finger prints and electronic signature and that is compiled into an electronic package and deposited at Home Affairs.'

'They will be able to do their payments at the bank for the smart card. It will then be deposited to the government printing works for the printing of that smart ID card at the bank where they applied.' The department has 403 offices countrywide. Gigaba said 140 of them were dedicated smart ID card offices.

But the process to issue smart cards to citizens has to be smooth. A number of citizens have complained about being turned away from Home Affairs offices as officials claimed the network which is used to capture smart card data was always down.

Gigaba acknowledges the problem, saying they were working with the service provider to fix it.

'A client comes to apply at a Home Affairs office and finds that the systems are down. They don't know that there is a supplier of the network who is responsible for the system being down. They take issue with the department itself. We can't stand and hang our hands in the air and blame the network suppliers, said Gigaba. We have placed before our service providers the absolute need for uninterrupted network supply.'



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Department of Commerce and Humanities

ASSIGNMENT 1

ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N4

Student Details

Full Name:

ID/Passport Number:

Program:

Marks & Comments

Question	Mark (Marker)	Moderator
1		
2		
3		
4		
5		
Total		
Practical <i>(if applicable)</i>		
% Mark		

Comment (s):

.....

.....

Marker Name & Signature

.....

Date.....

Moderator Name & Signature

.....

Date.....

QUESTION 1

CELEBRATING AFRICA'S YOUNGEST ENTREPRENEURS

Born in the rural areas of Mbale, Uganda, Andrew Mupuya moved to Kampala on a half bursary to study at advanced level. It later became a hurdle to cater for his needs while at school after his parents became unemployed. In 2008 at the age of 16, Andrew saw a market opportunity of creating paper bags. As a Ugandan government leaned toward a ban on the use of polythene plastic bags, Andrew decided to venture into an environmentally friendly project of paper bags production.

With no initial capital, Andrew cleaned the environment by collecting used plastic bottles and selling them to a plastic-recycling plant. After he had raised his initial seed capital of 36 000 Ugandan shillings, He soon started making paper pages on a small scale while still in high school.

In 2010 Andrew registered his company, Youth entrepreneurial link investments (YELI). YELI is now the first registered local paper-bag and envelop producing company in Uganda. His business has grown to employ 22 people, the eldest of which is 53. YELI's customer base includes local hospitals, retail shops, road side sellers, super markets and major local flour manufacturing companies like Maganjo grain miller and Akamai foods. YELI was the winner of a 2,6 million-Ugandan shelling ILO business plan competition. From his earnings, Andrew is able to pay for his bachelor's degree in commerce at Makerere University, pay salaries for his staff and support his family in Mbale by opening a distribution outlet of bags and envelops for his mother to sell. In addition to managing his growing enterprise, Andrew has found time in training over 500 individuals, mostly young people, on how to make paper bags through which 16 other projects have been set up. His personal goal is to employ 60 people by 2015 and set up a paper bag-making plan to achieve the vision of a cleaner Africa.

Andrew has now diversified his line to include gift bags. He is the recipient of the 2012 FERD Award for Social Entrepreneur of the year. He has been recognized by Tony Elemelu for the Tony Elemelu price in business awards in 2014. In 2012 he won first place of the Anzisha price Awards, the competition that recognize and celebrates African entrepreneurs under the age of 22 years who are using business to solve their community problem.

- 1.1 Identify and discuss two merits of entrepreneurship with reference on the information on the case study. (12)
- 1.2 Why did Andrew Mapuya start this business? Give two reasons. (4)
- 1.3 Complete a SWOT analysis for YELI. Give two elements in each category. (16)
- 1.4 Identify statements from the case study which supports the following quantities of an entrepreneur:
 - 1.4.1 Energy
 - 1.4.2 Organizing (8)
- 1.5 Write each of the following acronyms in full:

- 1.5.1 SMME
- 1.5.2 SARS
- 1.5.3 VAT (6)
- 1.6 Which creativity method did Andrew use to generate business ideas?
Substantiate the answer (4)
- [50]**

QUESTION 2

- 2.1 You are planning to open a business in your local area
- Select a product/services that you want to use as a business idea. You may use the product/services of your business plan that you completed this semester (2)
- 2.2 Write an executive summary of your business plan. Use the business idea you have chosen in QUESTION 2.1 (8)
- 2.3 Compile a questionnaire to ascertain whether or not people would buy your specific product. Your questionnaire must include the name of the business, two open and ended questions, two open close ended questions and clear instruction on what the respondents must do. (14)
- 2.4 Name two factors of the external business environment that may pose opportunities and threats to the operations and performance of your business. Explain how these factors may influence your business. (6)
- 2.5 List FIVE source documents that a small business owner must keep. (10)
- 2.6 Draw a mind map for an entrepreneur who wants to open a clothing store (10)

QUESTION 3

Palesa owns a small business that sells jewellery. She displays her jewellery designs at craft fairs, church bazaars and flea markets. One of the local boutique owners have agreed to display her work for a fee.

- 3.1 Give palesa's business a creative name and explain why you have chosen the name. (6)
- 3.2 What are the legal requirements for this type of business? (6)
- 3.3 Complete a marketing-mix analysis for Palesa's business.
- Write the explanations under each of the following headings
- 3.3.1 Product and packaging

3.3.2 Advertising and sales promotion

3.3.3 Distribution channels

3.3.4 Pricing techniques (24)

3.4 Create a flier that Palesa could give to her potential customers. (10)

3.5 Calculate the selling price if the bracelet cost R180 to manufacture and the mark up percentage is 25% (4)

QUESTION 4

4.1 Nomvo is a young entrepreneur who owns a cosmetic shop called Glow. She believes in offering quality products and services that will give customers value for money.

4.1.1 Nomvo wants to know how the customers feel about her products and services

Create an after-sale evaluation for her business.

The evaluation form must include FOUR appropriate questions for her type of business. (12)

4.1.2 Which security measures should she implement to prevent shoplifting? (5)

4.2 Use the following information to draw up the estimated cash-flow statement for the next three months on the answer sheet (attached). At the end of January 2017, we had a favorable bank balance of R8000.

MONTH	ESTIMATED SALES	ESTIMATED PURCHASES
January	R8000	R4500
February	R5000	R3000
March	R6000	R4000
April	R7500	R5000

OTHER INFORMATION

1. The average expenses per month are:

Wages	R1500
Rental	R1200
Telephone	R550
Electricity	R180
Fuel	R500

2. We bought a computer in January. We paid R2000 deposit and monthly payments there-after are R650 for the next two years.

3. 30% of all sales are on credit. Debtors usually pay 30 days later.

4. 20% of all purchases are on credit. We usually pay 30 days later
5. In March we will sell an old van for R15000 cash.
6. In March we will buy an office desk. The deposit will be R1500 and the monthly installments thereafter will be R450 for the next two years. (33)

[50]

GRAND TOTAL: 200

QUESTION 4.2: ESTIMATED CASH- FLOW STATEMENT

MONTH	FEBRUARY	MARCH	APRIL
CASH RECIEPT			
Bank balance at the beginning of month			
Cash sales			
Credit sales			
Other income			
TOTAL CASH AVAILABLE			
CASH PAYMENTS			
Monthly expenses			
Cash purchase			
Credit purchase			
Other payments			
TOTAL CASH PAYMENTS			
Bank balance at the end of the month			



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Department of Commerce and Humanities

ASSIGNMENT 1

COMPUTER PRACTICE N4

Student Details

Full Name:

ID/Passport Number:

Program:

Marks & Comments

Question	Mark (Marker)	Moderator
1		
2		
3		
4		
5		
Total		
Practical <i>(if applicable)</i>		
% Mark		

Comment (s):

.....

.....

Marker Name & Signature

Moderator Name & Signature

.....

.....

Date.....

Date.....

SECTION A: THEORY

Answer QUESTIONS 1 and 2 on the attached ANSWER SHEET.

QUESTION 1:

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10).

- 1.1. The path name of Documents is C:\Users\Users\Documents.
- 1.2. The following signs may not be used in file names: < > : * ? " .
- 1.3. \$ # & @ may be used in file names.
- 1.4. Attributes such as read-only and hidden are assigned mainly to protect Files/Folders from being deleted.
- 1.5. Files can be saved in folders and subfolders.
- 1.6. Folders cannot be restored from the recycle bin.
- 1.7. A new diskette must not be formatted before it can be used.
- 1.8. The file extension must be changed when you rename a file.
- 1.9. WinZip is a popular tool for compressing files.
- 1.10. A hard disk is a magnetic device that is used as secondary memory.

(10x1) [10]

QUESTION 2:

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (2.1–2.10).

- 2.1. 'Save' means that information is written from the memory onto a ... where it is stored for later use.
- 2.2. The letter size determines the ... of the letter.
- 2.3. The ... is a special icon that contains files and folders that were previously deleted from the hard disk.
- 2.4. ... is used to display a directory list of all the files/folders.
- 2.5. The ... is the permanent memory of the computer.
- 2.6. A ... is a computer program that has been designed to cause harm to a computer.
- 2.7. The ... command removes all the data from a disk and prepares the disk for use.
- 2.8. File properties display information about a file such as
- 2.9. The ... shows the status of an open window.
- 2.10. ... is the setting used by the program if the user does not specify a setting.

(10x1) [10]

SECTION B: WORD PROCESSING

Use Microsoft Word program to answer the following questions on the computer.

QUESTION 3A:

1. Key in the text as indicated below. Use Courier New 12 pt.
2. Insert the header QUESTION 3A in capital letters left-aligned and FULL NAME & ID NUMBER right-aligned.
3. Use a left- and right-hand margin of 1"/2.54 cm.
4. Text must be left-aligned and in single-line spacing except where indicated otherwise.
5. Save the document as SPRING and print it out.

Ready, steady ... Spring

‡

Spring is the season that every gardener looks forward to with joy and expectation. It is the time when Mother Nature performs at her best. It produces breathtaking sights all around us in a continuously changing spectacle of bloom and new growth.

‡

Spring is a season of flowers as most of the plants in the garden burst forth into full bloom. Most of these plants have to be planted out as seedlings or young plants in the preceding autumn in order to ensure a magnificent spring display.

‡

Make a note in your diary as a reminder for the next autumn planting season.

‡

For some unknown reason September is always regarded as the beginning of the new rose season. To grow roses successfully you need to check regularly for any abnormality on the leaves and flowers. So be on the lookout and nip it in the bud as soon as possible.

(7)

QUESTION 3B:

1. Retrieve the document SPRING and change QUESTION 3A in the header to QUESTION 3B.
2. Edit the document as indicated in the text and according to the instructions below.
3. Change the left-hand margin to 1.5"/3.81 cm.
4. Insert the footer Feathered Friends: Attract them to your garden left-align in capital letters, bold and 12 pt.
5. Text must be left-aligned and in single-line spacing except where indicated otherwise.
6. Find and replace the word 'season' with SEASON in capital letters, bold and double underline.
7. Insert a page number bottom, right.

8. Save the document as SPRING2 and print it out.

QUESTION 3B: CONTINUED

Ready, steady ... Spring *uc, bold, italics, underline, centre*

Spring is the season that every gardener looks forward to with joy and expectation. It is the time when Mother Nature performs at her best. [It produces breathtaking sights all around us in a continuously changing spectacle of bloom and new growth.

Spring is a season of flowers as most of the plants in the garden burst forth into full bloom. Most of these plants have to be planted out as seedlings or young plants in the preceding autumn in order to ensure a magnificent spring display. ¶

← *run on*
Make a note in your diary as a reminder for the next autumn planting season.

{ For some unknown reason September is always regarded as the beginning of the new rose season. To grow roses successfully you need to check regularly for any abnormality on the leaves and flowers. So be on the lookout and nip it in the bud as soon as possible.

Change line spacing to double, indent the paragraph left and right at 0.5"/1.27 cm

(28)

[35]

QUESTION 4:

1. Edit the document as indicated in the text and according to the instructions below.
2. Insert the footer your FULL NAME & ID NUMBER left-aligned and QUESTION 4 right-aligned in capital letters.
3. Use the hyphenation function for the document.
4. Use a left- and right-hand margin 1"/2.54 cm.
5. Change paragraphs to TWO columns as indicated.
6. Find and replace the word 'lawn' to italics and double underline.
7. Insert page numbers top, center of every page.
8. Centre the content of page TWO vertically.
9. Save the document as SPRING TREATMENT and print it out.

[50]

QUESTION 4: CONTINUED

Give your lawn a spring treatment.

uc, bold, italics, right-align



Insert a double border (width 3 pt) around the paragraph.

** Copy paragraph with border to the end of the document as indicated.*

This is your guide to turn that wintery patch of dry grass you call a lawn into a thick, green carpet – soft, lush and ready for a summer-living!

shade, 25 %



A lawn consist of thousands of little baby plants growing in close proximity and just like babies they are always thirsty, hungry and demanding of special attention.

Column 2

Note: This treatment is not recommended for tuft-forming grasses. It should only be applied to runner-type lawns like kikuyu.

Column 1



This is how you do it: *uc, bold, italics*



Candidate:

- *Arrange in numerical order.*
- *Replace numbers with any bullet of your choice.*
- *Leave 2 letter spaces after bullets and indent.*

1. Take your lawnmower and weed-eater to a reputable agent for a proper service. ‡
3. Mow the lawn quite short to scarify. (Note the exceptions as mentioned above.)



2. Use a sharp-toothed steel rake and rake the whole lawn vigorously across and down to remove the old dead mat.



4. Take a hollow tine or ordinary garden fork and drive it into the turf every 20–30 cm, working the prongs down as far as they can go and wriggling it about. ‡
6. Your next step is to feed the lawn and there are many products, both chemical and organic, to choose from.

5. Water immediately and thoroughly after feeding.



--- page break ---

wonderful *stet*

An organic top dressing is a quick way to smooth out lawn and encourage new growth. Always use a quality product from a reputable supplier. It will contain organic materials that will improve drainage as well as water holding capacity. [Apply a not thicker than 3 cm layer to a fairly dried-off lawn. Level it out by means of a flat board tied to the end of your rake. Start watering again as soon as the blades start showing.

NP

in full



Top tips for spring in a nutshell *uc, bold, italics, centre*



Candidate:

- *Sort left column with corresponding data alphabetically.*
- *Set a left tab stop at 4"/10.16 cm and insert text.*
- *Change line spacing to 1.5.*

Remove any weeds. *bold, underline*

Always use compost when planting. *bold, underline*

Apply snail bait. *bold, underline*

Feed all shrubs. *bold, underline*

Increase the rate of watering. *bold, underline*

Start pruning evergreens regularly. *bold, underline*

4"/10.16 cm

| Clover, dandelion

| Wonder 2:3:2 (14)

| Insecticides

| Pretty Pink

| Water thoroughly

| Damaged branch removal



** Copy*

SECTION C: SPREADSHEET

Use Microsoft Excel program to answer the following questions on the computer.

QUESTION 5:

QUESTION 5A:

1. Create the spreadsheet below.
2. Insert the footer your FULL NAME & ID NUMBER against the left-hand margin and QUESTION 5A right-aligned in capital letters.
3. Display figures as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Do NOT make use of the 'Fit-to-one-Page' option.
5. Save the spreadsheet as GARDEN.
6. Print the spreadsheet in portrait orientation.

	A	B	C	D	E
1	SPRING CONCERT				
2	PROVINCE	ARRIVAL OF	DEPARTURE	DAYS	GUESTS
3		GUESTS	OF GUESTS		
4	Gauteng/Rooihuiskraal	15/11/2015	30/12/2015	47	20
5	Western Cape/Clanwilliam	26/11/2015	30/12/2015	36	30
6	Kwazulu-Natal/Tala Valley	01/12/2015	30/12/2015	30	40
7	Mpumalanga/Nelspruit	09/12/2015	30/12/2015	21	23
8	Eastern Cape/Port Elizabeth	23/12/2015	30/12/2015	8	30

(10)

QUESTION 5B:

1. Retrieve the spreadsheet GARDEN.
2. Change QUESTION 5A in the footer to QUESTION 5B.
3. Insert the header Passionate about spring in capital letters, bold, italics and center.
4. Make all the changes as indicated on the spreadsheet and according to the instructions below.
5. Change the paper orientation to landscape.
6. Insert rows, columns and text as indicated on the spreadsheet.
7. Insert formulae where the letters of the alphabet appear to do the following calculations:
 - A. AMOUNT = GUESTS multiplied by DAYS multiplied by LUNCH (use absolute cell address)
 - B. VAT 14% = 14% of AMOUNT (use absolute cell address)
 - C. TOTAL AMOUNT = The sum of AMOUNT and VAT 14%
 - D. TOTAL = TOTAL of each column

E. HIGHEST TOTAL AMOUNT

F. AVERAGE of GUESTS

8. Copy the formulae to the other cells as indicated on the spreadsheet.
9. Display AMOUNT, VAT 14%, TOTAL AMOUNT and HIGHEST as currency with TWO decimals.
10. Display TOTAL of DAYS and GUESTS as well as AVERAGE as integer.
11. Insert horizontal and vertical lines using a method with which you are familiar.
12. Adjust the column width to fit the spreadsheet on ONE page. Do NOT make use of the 'Fit-to-one-Page' option.
13. Save the spreadsheet as GARDEN1 and print it out.

SPRING CONCERT *bold, italics, uc*

BOOKINGS *bold, italics, uc*

LUNCH *bold, italics, uc* 190 column C

PROVINCE	ARRIVAL OF GUESTS	DEPARTURE OF GUESTS	DAYS	GUESTS	AMOUNT	VAT 14 %	TOTAL AMOUNT
Gauteng/Rooihuiskraal	15/11/2015	30/12/2015	47	20	A	B	C
Western Cape/Clanwilliam	26/11/2015	30/12/2015	36	30	↓	↓	↓
Kwazulu-Natal/Tala Valley	01/12/2015	30/12/2015	30	40	↓	↓	↓
Mpumalanga/Nelspruit	09/12/2015	30/12/2015	21	23	↓	↓	↓
Eastern Cape/Port Elizabeth	23/12/2015	30/12/2015	8	30	↓	↓	↓
TOTAL <i>uc, bold</i>	D						E
HIGHEST <i>uc, bold</i>							F
AVERAGE <i>uc, bold</i>							

delete columns

(24)

QUESTION 5 C:

1. Retrieve the spreadsheet GARDEN1.
2. Change QUESTION 5B in the footer to QUESTION 5C
3. Display the formulae. Adjust the column width to display the whole formulae. Landscape orientation must be used (do not make use of the 'Fit-to-one-Page' option). You will be penalized if the printout is not legible.
4. Save the spreadsheet as GARDEN2.
5. Print the spreadsheet with row and column headings.

(12)

[46]

QUESTION 6

QUESTION 6A:

1. Create the spreadsheet below.
2. Insert the header QUESTION 6A in capital letters left-aligned and NAME & ID NUMBER right-aligned.
3. Display figures as indicated in the text.

- Adjust the column widths to fit the spreadsheet on ONE page. Do NOT make use of the 'Fit-to-one-Page option'.
- Save the spreadsheet as GARDEN CENTRE.
- Print the spreadsheet in portrait orientation.

PLANT PARADISE GARDEN CENTRE				
Item	Stock	Selling	Total	% of total amount
Clivia miniata	20	3147.99		
Kurume azaleas	5	2115.99		
Gladioli bulbs	12	4118.99		
Hadeco bulbs	18	3129.99		
Pansies	15	1189.00		
Violas	33	2145.00		
Impatiens walleriana	20	2136.99		

(10)

QUESTION 6B:

- Retrieve the spreadsheet GARDEN CENTRE.
- Change QUESTION 6A in the header to QUESTION 6B.
- Make all the changes as indicated on the spreadsheet and according to the instructions below.
- Insert columns, row and text as indicated on the spreadsheet.
- Insert horizontal and vertical lines using the method with which you are familiar.
- Sort the items with corresponding figures alphabetically.
- Insert formulae where letters of the alphabet appear to do the following calculations. All answers must be in bold.
 - TOTAL = STOCK ON HAND plus STOCK DELIVERED multiplied by SELLING PRICE.
 - VAT 14% = 14% of TOTAL (use absolute cell address).
 - TOTAL AMOUNT = TOTAL plus VAT 14%.
 - TOTAL = TOTAL of each column.
 - % OF TOTAL AMOUNT = TOTAL AMOUNT of each ITEM as a % of the TOTAL AMOUNT (use absolute cell address).
- Copy the formulae to the other cells as indicated on the spreadsheet.
- Display SELLING PRICE, TOTAL, VAT 14% and TOTAL AMOUNT as currency with TWO decimals.
- Display STOCK DELIVERED as integer.

11. Display % OF TOTAL AMOUNT as % with no decimals.
12. Adjust the column width to fit the spreadsheet on ONE page. Use landscape orientation, but do NOT use the 'Fit-to-one-Page' option.
13. Save the spreadsheet as GARDEN CENTRE1 and print it out.

PLANT PARADISE GARDEN CENTRE *bold, centre*
~~open row~~
~~Price list: 2015~~ *bold*
~~open row~~

Item	Stock on hand	Selling price	Stock delivered	Total	VAT 14%	Total amount	% of total amount
delete open row							
Clivia miniata	20	3147.99	25	A	B	C	E
Kurume azaleas	5	2115.99	30				
Gladioli bulbs	12	4118.99	8				
Hadeco bulbs	18	3129.99	22				
Pansies	15	1189.00	10				
Violas	33	2145.00	5				
Impatiens walleriana	20	2136.99	15				
	D						

uc, centre, bold

(24)

QUESTION 6C:

1. Retrieve the spreadsheet GARDEN CENTRE1.
2. Create a LINE GRAPH to compare the TOTAL with the TOTAL AMOUNT of all the items.
3. Insert the following chart titles:
 GARDEN CENTRE: PRICE LIST 2015
 FULL NAME & ID NUMBER QUESTION 6C
4. Provide suitable titles for the X- and Y-axis.
5. Do not display the legend.
6. Save the graph as GARDEN CENTRE2.
7. Print the graph as a new sheet.

(10)

[44]

TOTAL SECTION C: 85
GRAND TOTAL: 200

**COMPUTER PRACTICE N4
ANSWER SHEET
(ASSIGNMENT)**

FULL NAME: _____

ID NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--

SECTION A

QUESTION 1

1.1	
1.2	
1.3	
1.4	
1.5	
1.6	
1.7	
1.8	
1.9	
1.10	

QUESTION 2

2.1	
2.2	
2.3	
2.4	
2.5	
2.6	
2.7	
2.8	
2.9	
2.10	



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Department of Commerce and Humanities

ASSIGNMENT 1

PERSONNEL MANAGEMENT N4

Student Details

Full Name:

ID/Passport Number:

Program:

Marks & Comments

Question	Mark (Marker)	Moderator
1		
2		
3		
4		
5		
Total		
Practical (if applicable)		
% Mark		

Comment (s):

.....

.....

Marker Name & Signature

.....

Moderator Name & Signature

.....

Date.....

Date.....

INSTRUCTIONS

Answer all questions

Write legibly in the spaces provided

QUESTION 1 (20 Marks)

Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Choose the answer and write only the word/term next to the question number (1.1–1.10) in the spaces provided. Each word/term may only be used ONCE.

policy; division of labour; departmentalization; planning; unity of command;
HR audit; span of control; organisational change; co-ordination; job analysis; job satisfaction; work study; work measurement.

- 1.1 A structure of leadership where the number of subordinates reporting to one manager can visually be shown.
- 1.2 Combining tasks in a logical and efficient way.
- 1.3 The total work load into tasks that are logically and comfortably performed by an individual or a group.
- 1.4 A broad guideline of an enterprise, which guides the managers and the workers in making decisions.
- 1.5 The management task that ensures that each department and each work team in an organisation work together to achieve the primary objectives.
- 1.6 The first step in the management process.
- 1.7 It refers to the supply side of the HR planning equation.
- 1.8 The systematic process used to collect information about a specific job in order to explore the activities required to effectively perform that job.
- 1.9 It's the general attitude that people have about their jobs.
- 1.10 The overall term referring to the scientific observation and analysis of all processes in the workplace involving people, material, methods, equipment and machinery.

(10 x 2) **[20]**

1.1		1.6	
1.2		1.7	
1.3		1.8	
1.4		1.9	
1.5		1.10	

QUESTION 2 (20 Marks)

Choose an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (2.1.1–2.1.10) in the spaces provided.

COLUMN A	COLUMN B
2.1.1 Ratio of output to input	A skills inventory
2.1.2 One of the widely used methods of gathering information	B observation
2.1.3 Has the aim of improving organisational effectiveness by changing attitudes, perceptions, behaviours and expectations.	C incumbent's diary
2.1.4 During this process the incumbent will be asked direct, planned questions	D job analysis
2.1.5 A detailed collection of job information	E work study
2.1.6 A system where individuals are rewarded for their own work	F structured interview
2.1.7 Incumbents analyse their own jobs through this method	G Organisational development
2.1.8 Improvements are aimed at improving the service or product	H productivity
2.1.9 Information is gathered by watching the actual behaviour of employees at work	I questionnaire
2.1.10 It includes up-to-date information about the qualifications of currently employed individuals in the enterprise	J compensation management
	K work measurement

1.1		1.6	
1.2		1.7	
1.3		1.8	
1.4		1.9	
1.5		1.10	

(10 x 2) [20]

QUESTION 3 (40 Marks)

3.1 State EIGHT requirements for successful planning.

(8 x 1) **[8]**

3.2 Discuss FIVE important aspects or criteria of organisational policy on human resources development.

(5 x 2) **[10]**

3.3 Name FIVE basic steps which should take place in designing the structure for an organisation.

(5 x 2) **[10]**

3.4 Describe SIX organisational development techniques.

(6 x 2) **[12]**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

QUESTION 4 (40 Marks)

4.1 Discuss SIX objectives of the human resources department. (12)

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

4.2 State FOUR internal factors influencing human resources planning. (8)

4.3 Name FIVE objectives of work measurement. (10)

4.4 Describe FIVE contents of the skills inventory. (10)

QUESTION 5 (40 Marks)

Capitec, a leading financial institution, has identified improved customer service as a key strategy for survival in an increasingly competitive market. Capitec is undertaking various change initiatives aimed at building a customer-centric organisation such as implementing leading edge call-centre technology, introducing internet banking and reengineering business processes to increase efficiency and focus on the customer.

- 5.1 Which steps need to be incorporated by Capitec into their change programme?
(6 x 2) (12)

- 5.2 Discuss a number of possible causes why employees of Capitec could resist change.
(5 x 2) **[10]**

[illegible]

Describe THREE advantages of delegation. (3 x 2) **[6]**

[illegible]

QUESTION 6 (40 Marks)

Kabela is appointed as the marketing manager with two sales representatives reporting to him, by Garnier, a leading manufacturer of hair and skin care products. During the induction programme he was informed that the staff composition of this company is as follows:

- A branch manager
- Two departmental managers: one responsible for the hair care products department and one for skincare products department.
- Two supervisors - One per department supervises 10 workers
- Human resources manager and two human resource officers

6.1 Draw an organisational structure for Garnier.

(16)

6.2 Is this organisational structure a line or a line-and-staff structure? Substantiate the answer. (2 x 2) **[4]**

6.3 State FIVE advantages and FIVE disadvantages of Garnier's organisational structure. (5 x 2 x 2) **[20]**

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for handwriting practice or general note-taking. There are no margins, text, or other markings on the page.**TOTAL MARKS: 200**