

SECTION A

QUESTION 1

- 1.1 A director who resigns from his/her position in the company because of insider trading is displaying ...
- A synergy.
 - B accountability.
 - C indemnification.
 - D vertical integration.
- 1.2 The appearance of petrol station attendants, the signage used on the garage premises and the website of the business on the internet forms part of the ... policy of marketing.
- A product
 - B promotion
 - C distribution
 - D physical evidence
- 1.3 The ... Act provides guidelines to ensure that the contract of employment signed by both parties, is valid.
- A Basic Conditions of Employment
 - B Employment Equity
 - C Compensation for Injuries and Diseases
 - D Skills Development
- 1.4 When a garage owner can prove that the business will sustain a financial loss in the event of a fire, the ... principle will apply.
- A insurable interest
 - B diversification
 - C regulatory discipline
 - D positive leverage
- 1.5 A possible outcome of dysfunctional conflict could be ...
- A an increase in productivity.
 - B that a wider range of ideas are considered by the conflicting parties.
 - C management clarifying worker misconceptions.
 - D higher levels of stress and anxiety for the workers.

- 1.6 Which of the following activities are necessary in order to perform manpower planning?
- A Recruitment, induction and selection
 - B Job analysis, job description and job specification
 - C Cost plus benefits, cost to company and commission package
 - D Training, discipline and CSI
- 1.7 A challenge that a petrol station could face from the micro environment could be ...
- A an increase in the number of petrol stations in the CBD of Cape Town.
 - B a change in the VAT rate.
 - C dissatisfaction by petrol attendants with the way performance appraisals are done.
 - D electricity replacing petrol as an alternative fuel for vehicles.
- 1.8 Which of the following is an advantage for employees engaging in a protected strike?
- A Employees have the security of knowing that they cannot be dismissed.
 - B Employers cannot get a court interdict to stop the employees from striking.
 - C Employers may not seek damages for loss of productivity from employees.
 - D All of the above.
- 1.9 A shareholder that invests in BP shares ...
- A will receive interest as a return on the investment.
 - B pays a capital gains tax when shares are bought.
 - C could have capital growth and good dividends over the long-term.
 - D will earn a high return on the investment as they are risk free in the short-term.
- 1.10 Top level management is responsible for ...
- A the long-term strategic business plan, including the vision, mission, objectives and strategies for the overall business.
 - B tactical plans, which involve the acquisition of resources needed by the departments they control.
 - C planning work schedules and programs on a daily basis.
 - D None of the above.

QUESTION 2

COLUMN A		COLUMN B
2.1	A tool used by the financial manager to evaluate an organisation's liquidity position.	A Recruitment B Brand stretching
2.2	The use of an established brand to introduce products in unrelated markets.	C Conciliation D Trade Union
2.3	Gives advice and represents members on conditions of service and grievances during negotiations as well as other labour-relations issues.	E Forward integration F BBBEE G Acid-test ratio
2.4	Fundamental law of South Africa and no other law or contract may supersede it.	H Conflict of interest I Backward integration
2.5	To attract job applicants with the necessary skills and motivation to cover manpower shortages.	J Constitution K Contractual capacity
2.6	When a third party makes a recommendation on how a dispute should be settled, but the recommendation is not binding.	L Solvency M Resource-Based Approach N Selection
2.7	A person who serves on the Board of Directors is approached by a competitor to be part of their Board of Directors.	O Mediation P Brand recovery
2.8	A problem-solving technique used by a business to find out which tangible and intangible items are of strategic importance to the business.	Q Corruption
2.9	A person over the age of 18 in South Africa can sign binding agreements.	
2.10	A business buys one of its suppliers in order to eliminate the power of the supplier in the process.	

QUESTION 3

Choose the correct term in brackets that will make the statement **TRUE**.
Write only the **correct word/term** in the space provided after each question.

- 3.1 A manager that follows an (**autocratic / laissez-faire**) leadership style believes that he/she should not interfere in the process of carrying out a task.
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- 3.2 (**Excess / Security**) is the rand amount of the loss or claim specified in the policy that is to be paid by the insured when a claim is submitted.
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- 3.3 The process where the business looks at its own methodologies to perform a task and then compares it to methods used elsewhere is referred to as (**benchmarking / job tolerances**).
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- 3.4 When a garage franchisee creates a favourable work environment for his/her workers so that they don't resign from the job, he/she aims to (**induct / retain**) the workers.
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- 3.5 The (**COFESA / GRI**) is an independent institution that develops an acceptable guideline on sustainable reporting.
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[10]

50 marks



[Source: <<http://www.engen.co.za/motorists/our-network/1-stops>>]