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>]