

**ENN1504
REN1504**

May/June 2010

PRACTISING WORKPLACE ENGLISH (ENGLISH 104)

Duration 2 Hours

100 Marks

EXAMINERS ·
FIRST
SECOND

MR JD PROCTOR
MR CS NDLANGAMANDLA

MS LM MASEHELA

This examination question paper consists of 6 pages

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INSTRUCTIONS

- 1 ANSWER ALL FOUR QUESTIONS
- 2 READ THE INSTRUCTIONS CAREFULLY TO ENSURE THAT YOU MEET THE REQUIREMENTS OF EACH QUESTION
- 3 ATTEND TO BOTH CONTENT AND ENGLISH LANGUAGE IN YOUR ANSWERS

[TURN OVER]

QUESTION 1 CORRESPONDENCE**1.1 Letter writing**

You work as a marketing manager for a financial services provider such as a bank or insurance company. Write a letter in response to an enquiry from a valuable client in which you provide information on the financial benefits available in an educational policy that covers the tertiary education fees and other study expenses of a child, and the premium payable on this policy.

You may make up the relevant details.

Your letter, including addresses, should be not more than one page in length.

(20)

1.2 Email

The letter will be sent as an attachment to a short covering email message. Write this message in not more than 10 lines. Email layout and addresses are not required.

(5)

[25]**QUESTION 2 MEETINGS****2.1 Notice and agenda**

You work for a large corporate organization that has been affected by the global recession affecting both rich and poor countries of the world. The impact of the recession on the organization will be discussed by management and important stakeholders at the next board meeting. This will be the second meeting of the year.

Draft the notice of this meeting, and provide an agenda that indicates various aspects of the problem. You may refer to attached documents without actually attaching them.

Your answer should be not more 1-1½ pages in length.

(10)

2.2 Short questions

2.2.1 How would you formulate the following date in the text of a business document?

The sixteenth of June in twenty-ten.

(2)

2.2.2 Briefly (in two sentences) describe how minutes are presented in each of the two main formats included in the study guide.

(4)

[TURN OVER]

2 2 3 What purposes do meetings serve? State two purposes

(4)

2 2 4 There are certain things that a chairperson should not do in the course of a meeting
Mention two of these

(4)

2 2 5 What does the word **Proxy** mean?

(1)

[25]

QUESTION 3 WRITING SKILLS

Read the short article below critically, and then improve on it by revising, editing and proofreading it

This means that you should rewrite the text to improve the **structure** (paragraphing), **writing style** and check your writing for language mistakes

Remember to improve both the title and the text

Coming to work when the employees are sick

Sick employees coming to work place human resource capital on a severe risk as there is a big potential for the spread of infection to some other colleagues. Sick employees are not likely to be productive and could be even counter-productive. Organisations and the management thereof are responsible for their productivity and results. As we all know that it is an acknowledged fact that workers are a essential component of each and every organisation. Employees are the asset to an organization and need to be developed and protected as is the case with other resource

In the long term it is then actually more beneficiary for an organization to have a flexible and compensated sick leave benefit. Such benefits are suppose to discourage people from getting to work whilst they are sick and prevent those other costly effects of illness in the workplace

But, the only thing that must be done, the employees who are just pretending to be off sick, they must be caught and send for hearing

[25]

[TURN OVER]

QUESTION 4 REPORT WRITING

In recent years many organizations have discontinued the practice of awarding salary increments to all employees for each year of service irrespective of the quality of work done, and have introduced rewards based on individual performance

Annual increments recognize that, on the whole, years of service represent valuable experience, while performance incentives reward valuable contributions to the organization irrespective of time constraints. Both annual increments and performance incentives are awarded in addition to normal salary increases

The following is part of a short report on the impact of such a change

Instructions

Read the report carefully, and write only the **Conclusions** and **Recommendations** sections, which have not been completed in the given report

Your conclusions should be based on the information provided in the report. Your recommendations should be appropriate and well formulated. You may support either annual increments or a performance bonus scheme, or both, provided that you address the concerns raised in the report

Include at least 4 points in each of the two sections that you write

**REPORT ON AN INVESTIGATION INTO THE IMPACT OF THE NEW
PERFORMANCE BONUS SCHEME WITHIN AGRIBANK LTD****1. Terms of Reference**

On 29 March 2004, Dr Ivan Mzimela, Chief Executive Officer, requested an investigation into the impact of the current Performance Based Incentive Scheme. A recommendation to be submitted to the Executive Committee by 30 April 2004

2. Procedures

Procedures followed in order to obtain the information contained in this report include

- 2.1 A questionnaire measuring staff morale was sent to all managers and staff for completion
- 2.2 Financial information was obtained from the Finances Division, comparing last year's expenditure on Incentives to this year's cost
- 2.3 An interview was conducted with The Ombudsman in response to complaints being filed regarding the new Incentive Scheme

[TURN OVER]

- 2 4 Conferences were held with peer Financial Institutions to assess their Performance Based Appraisal and Incentive Schemes
- 2 5 An interview was arranged with the Chief Executive Officer (CEO) to obtain management's perspective

3. Findings

Based on the procedures listed above, the following was found

- 3 1 Staff morale amongst non-managerial staff has declined by 20% Resignations have increased by 15% Managerial staff morale has increased by 5%
- 3 2 In the past staff received an annual increment of 2% for each completed year of service to the company in addition to the normal salary increase However, at the beginning of this year, annual salary increments were discontinued and replaced by performance based incentives

Average bonuses paid to all staff equated to 10% of the total Salary Line 3% of this was allocated to non-managerial staff The previous year's increment allocation for non-managerial staff was 8%

6% of employees received a performance-based incentive
- 3 3 The office of the Ombudsman has received 18 submissions relating to what staff consider to be unfair practice regarding performance evaluation as the basis for financial incentives
- 3 4 Other financial institutions have similar schemes, but these are limited to managerial staff only
- 3 5 The CEO explained that the new scheme had been introduced to avoid the wastage giving annual increments to employees who had not performed well, and to allow the company to reward those who did perform well despite a short period of service in the organization He acknowledged that evaluating employee performance could be problematic, and that such evaluation was not required in an annual increment system

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4. Conclusions

4.1.

 4.2... ..

 4.3... ..

 4.4

5. Recommendations

5.1... ..

 5.2 . ..

 5.3... ..

 5.4... ..

Compiled by

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28 May 2020

[25]
TOTAL MARKS: 100