



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**T1620(E)(A1)T
APRIL EXAMINATION**

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N6

(4110526)

**1 April 2016 (X-Paper)
9:00–12:00**

This question paper consists of 4 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N6
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
 2. Read ALL the questions carefully.
 3. Number the answers according to the numbering system used in this question paper.
 4. Write neatly and legibly.
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QUESTION 1: LEADERSHIP MODELS

The managerial grid of Blake and Mouton is based on five leadership styles.

Make a neat sketch of the grid and explain each position.

[10]**QUESTION 2: ASSERTIVENESS**

Aggressive people do not listen, or prefer not to listen.

How would you, as a supervisor use the 'Echo Technique' to deal with an aggressive employee?

[5]**QUESTION 3: LABOUR RELATIONS**

3.1 Explain the role of the following in the workplace

3.1.1 Arbitration

(8)

3.1.2 Trade unions

(7)**[15]****QUESTION 4: PERSONNEL CARE**

4.1 Explain SIX guidelines that supervisors can use to counsel an employee whom they believe to be an alcoholic.

(6)

4.2 Explain how a supervisor can improve employees' quality of life.

Refer to:

4.2.1 Effective leadership and supervisory behaviour.

4.2.2 Administrative justice.

(2 x 2)**(4)****[10]****QUESTION 5: GROUP DYNAMICS AND CONFLICT**

5.1 Discuss FIVE advantages of informal groups.

(5)

5.2 Conflict originates from various sources.

Explain how communication can be a source of conflict in the workplace.

(5)**[10]**

QUESTION 6: PROBLEM SOLVING AND DECISION MAKING

- 6.1 Name the EIGHT steps involved in the systematic approach to problem solving and decision making. (8)
- 6.2 Explain why brainstorming is an effective technique used in the workplace for solving problems. (2)
- [10]**

QUESTION 7: PERFORMANCE APPRAISAL

- 7.1 Discuss THREE basic reasons for appraising employee performance. (3 x 2) (6)
- 7.2 How are the following elements used in a typical appraisal rating system?
- 7.2.1 Initiative.
- 7.2.2 Potential for growth and advancement. (2 x 2) (4)
- [10]**

QUESTION 8: INDUSTRIAL LEGISLATION

- 8.1 Who is an employee, according to the Basic Conditions of Employment Act, 75 of 1997, as amended? (8)
- 8.2 What are the main functions of the Sector Education and Training Authorities? (8)
- [16]**

QUESTION 9: ACCIDENTS AND LOSS CONTROL

What would you as a supervisor need to do, to ensure that you are complying with the regulations stated in the Machinery and Occupational Safety Act, 85 of 1993, with regard to housekeeping in the workplace? (9)

QUESTION 10: MANAGEMENT INFORMATION SYSTEMS

Explain how a supervisor can use an effective MIS (Management Information System) to control absence of employees. (5)

TOTAL: 100