higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N3
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. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

1.1 A characteristic of a bureaucracy is the distinct relationship between the official and the post being filled.

Explain this statement. (3 × 2) (6)

1.2 You have been employed as a supervisor at Capex Industrials and you are expected to take a new employee through the induction process at work.

Discuss the process the supervisor should follow when inducting a new employee in the workplace. (5)

1.3 The decision-making process is a systematic method that is composed of five steps.

Rearrange the following steps into the correct sequence as outlined in the decision-making process:

- Implementation and follow-up
- Development of alternative solutions
- Analysis of the problem
- Identification of the problem
- Selection of a solution (5)

1.4 Define the tax position of a company. (2 × 2) (4)

[20]

QUESTION 2

2.1 Choose the correct term from those in brackets. Write only the answer next to the question number (2.1.1–2.1.9) in the ANSWER BOOK.

2.1.1 (CSIR / IDC) has helped to build the industrial capacity that fuels the country's economic growth by funding viable businesses.

2.1.2 IDC was established in (1940 / 2012).

2.1.3 (CSIR / IDC) was established by an act of parliament in 1945 and is situated on its own campus in the city of Pretoria.

2.1.4 The division of the (SABS / CSIR) that deals with the development and promotion of standards is called Standards South Africa.

2.1.5 (Mexico / South Africa) is ranked eighth in the world's production of aluminium.

2.1.6 (Saldanha Steel / Mexican Steel) was 100% integrated into Iscor early in 2002.

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2.1.7 Iscor is South Africa's largest steel producer. Other industry players include (CSIR / Scaw Metals), Cape Gate, Columbus Stainless Steel and Highveld Steel.

2.1.8 (Saldanha Steel / Arcelor Mittal SA) was founded in 1928 and was first listed on the JSE Securities Exchange in 1989.

2.1.9 Copper, brass, lead, zinc and tin are typical examples of (ferrous / non-ferrous) metals.

(9 × 1) (9)

2.2 Indicate whether the following statements about Foundations of Organisations are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (2.2.1 – 2.2.8) in the ANSWER BOOK.

2.2.1 A public company has at least 7 shareholders.

2.2.2 A *capital* is that portion of the profits of the business carried on by a company, which is dividend periodically among shareholders.

2.2.3 A company is initiated by a group of 50 people who want to do business to generate profit.

2.2.4 Cumulative, non-cumulative and redeemable are typical examples of preference shares.

2.2.5 Deferred shares usually constitute the greatest proportion of shares capital of the company.

2.2.6 Commanditarian partners only contribute money but have limited liabilities. They are unknown to the public.

2.2.7 Preference shares will only be shared by company owners once the business is sold.

2.2.8 Business enterprises that have the same interest or offer the same products or services, may not amalgamate as this is a very costly process.

(8 × 1) (8)

2.3 Name TREE of the five M's of business that leadership brings together. (3)

[20]

QUESTION 3

3.1 Discuss the following qualities of a good leader:

3.1.1 Accountability

3.1.2 Adaptability

3.1.3 Fairness

3.1.4 Loyalty

3.1.5 Self-discipline

(5 × 2) (10)

3.2 Name ONE situation where each of the following leadership styles can be implemented:

3.2.1 Autocratic leadership style

3.2.2 Bureaucratic leadership style

3.2.3 Charismatic leadership style

3.2.4 Democratic leadership style

3.2.5 Laissez-faire leadership style

3.2.6 People-oriented leadership style

3.2.7 Task-oriented leadership style

3.2.8 Servant leadership style

(8 × 1) (8)

3.3 Define a *too lenient* leadership attitude. (2 × 1) (2)

[20]

QUESTION 4

4.1 Supervisors have to deal with different types of employees.

Discuss the following types of employees:

4.1.1 Low-morale employees

4.1.2 High-morale employees

(2 × 3) (6)

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4.2 State FIVE general supervision pointers that any good supervisor can implement to ensure that the people in his/her team are happy and satisfied in their jobs. (5)

4.3 Control must not be over-emphasised as this puts unnecessary pressure on the workers, which will lead to misunderstanding and even high turnover of staff

State NINE requirements for a good control system. (9)
[20]

QUESTION 5

5.1 Briefly explain the purpose of an organisational structure. (4)

5.2 Define *wants* or *needs.* (4)

5.3 Complete the following statement by writing the missing word next to the question number in the ANSWER BOOK:

Many layers of … are typical of a bureaucratic organisation. (1 × 2) (2)

5.4 Discuss the following terms:

5.4.1 Utility

5.4.2 Debentures

5.4.3 Empathy

5.4.4 Production

5.4.5 Demand

(5 × 2) (10)
[20]

TOTAL: 100

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