higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

20 November 2024 (X-paper)
09:00–12:00

This question paper consists of 5 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N5
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: MANAGEMENT AS A SCIENCE AND ORGANIZATION STRUCTURE

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 The management leader centralises authority.

1.2 One strength of a product/service-based organizational structure is that management can respond more quickly to customer requests.

1.3 The sequence for the management process is Planning, Organising, Staffing, Activating and Control.

1.4 A mission statement reflects customer needs.

1.5 A service/product-based organizational structure makes provision for a good pool for top management.

1.5 The supervisor should not spend more than 60% of his or her time on management work.

1.6 In a functional management structure, it is not easy to manage work within the group.

1.7 'I will complete all my studies by the end of next year' is a complete goal statement.

1.8 Contingency management is the same as situation management.

1.9 A narrow span of control is when a supervisor has many people who report to him/her.

1.10 Decentralization tends to encourage and stimulate creativity and independence in people at lower levels of an organisation structure.

(10 × 1) **[10]**

QUESTION 2: EMPLOYMENT AND DEVELOPMENT OF PEOPLE

2.1 Assume you are a supervisor in a large workshop and would like to improve employee motivation, productivity and job satisfaction. In terms of job designs, explain THREE methods you may use to do this. (3 × 2) (6)

2.2 Describe job/task evaluation. (4)

[10]

QUESTION 3: TRAINING BOARDS

Discuss learnerships. **[5]**

QUESTION 4: OCCUPATIONAL HEALTH AND SAFETY

Describe FIVE general duties of employees at work. (5 × 2) **[10]**

QUESTION 5: REPORT WRITING AND MEETINGS

5.1 Name FIVE things to which a good report writer should pay attention. (5)

5.2 Explain briefly the duties of the secretary of a meeting. (5)
[10]

QUESTION 6: PRODUCTION PLANNING AND IMPROVING PRODUCTIVITY

6.1 State any FIVE human factors contributing to improved productivity. (5)

6.2 Describe any FIVE advantages of the Program Evaluation and Review Technique. (PERT). (5)
[10]

QUESTION 7: PRODUCTION COST

Draw a neat, fully labelled break-even graph with the following information:

- Sales – 0 to140 in intervals of 20
- Costs and sales – 0 to 280 in intervals of 40
- Break-even point with sales at (+/– 50) and costs and sales at (+/–) 100. **[10]**

QUESTION 8: QUALITY CONTROL

8.1 What is a *quality circle*? (3)

8.2 Draw a neat flow chart of the SIX main steps of the problem-solving process used by quality circles. (7)
[10]

QUESTION 9: LOSS-CONTROL MANAGEMENT

Name and discuss any FIVE characteristics of a good measuring tool for a loss-control programme. **[10]**

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QUESTION 10: TIME MANAGEMENT and GRIEVANCES

10.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (10.1.1–10.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
10.1.1	On paper efforts look good, files and reports are up to date, however results are poor in terms of greater output, better quality or lower costs	A	procrastination
10.1.2	Be specific about dates	B	lack of objectives
10.1.3	Wasting time results in a huge cost to company	C	activity trap
10.1.4	Simple tasks that can be handled easily, should be grouped together and completed quickly	D	importance of time management
10.1.5	Caused by work environment, and includes malfunctioning machinery, faulty materials, tight schedules and pinching budgets	E	time budget
10.1.6	Putting off or postponing difficult or unpleasant tasks	F	stress
10.1.7	Remove yourself physically from a stressful situation to get a fresh perspective	G	physical stress
10.1.8	When you find that you are not accomplishing what you believe you should, and feel pressurised	H	guideline for better time management
10.1.9	Place your time allotments into four categories: routine work, regular job duties, special assignments and creative work	I	management of stress
10.1.10	Activities become random, disorganised and misdirected, and lots of time is wasted	J	time trap

(10 × 1) (10)

10.2 State any FIVE guidelines on how management should deal with grievances. (5)

[15]

TOTAL: 100

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