higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# NATIONAL CERTIFICATE

# INDUSTRIAL ORIENTATION N2

(4110022)

**22 November 2023 (X-paper)**
**09:00–12:00**

**This question paper consists of 5 pages.**

046Q1E2322

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# DEPARTMENT OF HIGHER EDUCATION AND TRAINING
# REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N2
TIME: 3 HOURS
MARKS: 100

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**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 State THREE characteristics of a dynamic society. (3 × 1) (3)

1.2 How much the sender understands the message they are trying to send, is one of the challenges that may arise in the communication process at work.

Name SIX other challenges that can influence successful communication (6)

1.3 Mention FIVE duties as part of the role of the supervisor during the induction of new employees at work. (5)

1.4 Name and explain THREE different types of grievances in the workplace. (3 × 3) (9)

1.5 Give ONE example of each type of grievance mentioned in QUESTION 1.4 (3)

1.6 Name FOUR existing trade unions in South Africa. (4)

**[30]**

## QUESTION 2

2.1 State FOUR principles of budgeting. (4)

2.2 Conflict at work can become a problem.

Name THREE concepts that will help employees to overcome conflict problems at work. (3 × 1) (3)

2.3 Mention FIVE points that will help with good cooperation among supervisors. (5 × 1) (5)

2.4 Death of a loved one can have an influence in 100% performance in the work place.
Name FIVE other situations where counselling is needed in an organisation. (5)

2.5 People can get frustrated in many situations.

Name FIVE sources of frustration and give ONE example of each. (5 × 2) (10)

2.6 Write out the following abbreviation in full:

OHS Act (3)

**[30]**

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## QUESTION 3

3.1 State FOUR circumstances under which workers may not strike and be locked out by employers (4)

3.2 Name FOUR main industrial areas of South Africa. (4)

3.3 Explain the OHS Act, No. 85 of 1993 regarding working with machinery while under the influence of alcohol and/or drugs. (5)

3.4 Accidents can be divided into seven categories. (5)

3.4.1 Name FIVE of them

3.4.2 List FIVE significant causes of non-work-related accidents (5)

3.5 Complete the following sentences by choosing the correct option from those given in the brackets. Write only the answer next to the question number (3.5.1–3.5.10) in the ANSWER BOOK.

Make a 3.5.1 (daily/monthly) budget for your needs only. This budget should include the basics such as 3.5.2 (shelter/air), 3.5.3 (food/beer) and 3.5.4 (socialisation/transportation).

Set goals for managing your 3.5.5 (opportunities/finances) well and make sure that those goals are 3.5.6 (specific/very wide) and that they are also 3.5.7 (measurable/discretionary).

Your goals should be timely. Set a date for them to happen. Even if you miss a 3.5.8 (payment/milestone) here and there, you can get back on track by revising and 3.5.9 (saving/reviewing) your personal financial goals and strategies 3.5.10 (regularly/once a year).

(10 × 1) (10)

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3.6 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (3.6.1–3.6.7) in the ANSWER BOOK.

3.6.1 The market is very important for the entrepreneur.

3.6.2 Interpersonal relations are not the whole range of human conduct between individuals who interact as they are involved in relationships of communicating, cooperating, changing, problem solving and motivation.

3.6.3 Men do not see themselves as breadwinners (providers).

3.6.4 A burn is an injury caused by dry heat such as a flame, hot metal or electricity.

3.6.5 SAHRC stands for South African Human Rights Commission.

3.6.6 Maslow's hierarchy of needs has three categories of needs.

3.6.7 Organisational charts are clear representations of the company's structure.

(7 × 1) (7)

**[40]**

**TOTAL: 100**

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