higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

(4110022)

15 November 2022 (X-paper)
09:00–12:00

This question paper consists of 4 pages.

030Q1E2215

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N2
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. Start each question on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Private companies enjoy a high level of transparency.

1.1.2 You must check the terms and conditions of a warranty when you buy something.

1.1.3 A managing director does not have any major responsibility for the running of a company.

1.1.4 Responsibility is not delegated to a supervisor.

1.1.5 Rationalisation is a common and sometimes necessary way of reacting to frustration.

1.1.6 A satisfied need is no longer a motivator.

1.1.7 Adjusting responsibilities is not an instrument that plays a role in motivation.

1.1.8 Absenteeism and tardiness are not closely related.

1.1.9 Inflammable liquids cannot cause fires.

1.1.10 Frequency is not expressed as the number of accidents per time unit.

(10 × 1) (10)

1.2 Explain THREE simple ways to improve communication in the workplace. (3)

1.3 Define the term *accountability*. (2)

1.4 List the FIVE needs in Maslow's hierarchy and give ONE example of each.

(5 × 2) (10)

[25]

QUESTION 2

2.1 Differentiate between *formal organisation* and *informal organisation*. (3 + 3) (6)

2.2 Emotion goes much deeper than just simple feelings.

Give TWO responses that occur with emotion. (2)

2.3 List SEVEN non-work-related accidents. (7)

2.4 State SIX actions to take when a major burn is encountered. (6)

2.5 Define the term *organisational charts*. (4)
[25]

QUESTION 3

3.1 When people begin to save, the most likely place they will think of stashing their money is in the bank.

Name THREE types of savings accounts. (3)

3.2 Explain the effect that motivation has on communication. (3)

3.3 Resistance to change is a normal reaction.

Name and explain the THREE psychological levels affecting the reception of change. (3 × 3) (9)

3.4 Choose the correct term from those in brackets. Write only the answer next to the question number (3.4.1–3.4.10) in the ANSWER BOOK.

A (3.4.1 guarantee/warranty) is an agreement from the manufacturer confirming that they will (3.4.2 repair/crush) an item if something goes wrong within a certain time after you (3.4.3 buy/sell) it.

Household (3.4.4 products/materials) like electrical and kitchen appliances and furniture often come with a (3.4.5 guarantee/warranty).

A (3.4.6 guarantee/warranty) gives additional protection and strengthens (3.4.7 consumer/ownership) rights.

A (3.4.8 guarantee/warranty) usually applies to the item during a specific time after you (3.4.9 bought/destroyed) it.

(3.4.10 Guarantee/Warranty) is like an insurance policy.

(10 × 1) (10)
[25]

QUESTION 4

4.1 Give FIVE useful hints to prevent fires. (5)

4.2 Discuss FOUR objectives of unions regarding collective bargaining. (4 × 4) (16)

4.3 Name FOUR unsafe acts in the workplace. (4)
[25]

TOTAL: 100

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