higher education & training

Department:
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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 blue or black pen.
5. 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 The organisational structure allows the expressed allocation of responsibilities for different functions and processes to different entities.

1.1.2 Organisations can be structured in many different ways, depending on their objectives.

1.1.3 Bureaucratic organisations are impersonal workplaces.

1.1.4 The acronym UIF stands for Unemployment Instrument Fund.

1.1.5 The acronym NUMSA stands for National Union for Mechanics of South Africa.

1.1.6 Bureaucratic structures can discourage creativity and innovation throughout the organisation.

1.1.7 Administrative procedures, rules and policies are found in all bureaucratic organisations.

1.1.8 An organisational structure defines how activities such as task allocation, coordination and supervision are directed towards the achievement of organisational aims.

1.1.9 Industrial Relations at work refer to the system of employment laws that regulate the rights and obligations of employees in the workplace.

1.1.10 Top-level managers in bureaucratic organisational structures do not exercise a great deal of control over organisational strategic decisions.

(10 × 1) (10)

1.2 Complete each of the following sentences by using an option from the list below.Write only the answer next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

Iscor; ArcelorMittal; USCO; South Africa; Amcor; CSIR; MMA; IDC; Certification; SAQI; SABC; Auditing; Saldanha Steel; ISO 9001; SABS; New Castle Works

1.2.1 … is South Africa's largest steel producer.

1.2.2 … was founded in 1928 and was listed on the JSE Securities Exchange in 1989.

1.2.3 … is ranked eighth in the world for the production of aluminium.

1.2.4 … was 100% integrated into Iscor early 2002.

1.2.5 … is an organisation that ensures that certain standards are met.

1.2.6 … was established near Vereeniging in 1937.

1.2.7 … is an organisation that was established by an act of parliament in 1945 and is situated on its own in Pretoria.

1.2.8 … is South Africa's largest development finance institution.

1.2.9 The SABS also provides testing and … services for businesses.

1.2.10 … is a non-profit organisation that is aimed at increasing the quality of South African products.

(10 × 1) (10)
[20]

QUESTION 2

2.1 Name the leadership style that best describes each statement below. Write only the word, 'Laissez-faire', 'Autocratic', 'Democratic' or 'Charismatic' next to the question number (2.1.1–2.1.5) in the ANSWER BOOK.

2.1.1 The manager remains superior to the group.

2.1.2 The manager gives commands only after he/she held discussions with the group.

2.1.3 The manager allows the staff members to use their own discretion.

2.1.4 The manager gives commands and insists that tasks are carried out exactly as instructed.

2.1.5 The manager often thinks out of the box and is willing to take risks.

(5 × 1) (5)

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2.2 Briefly explain the following qualities of a good leader:

2.2.1 Organisational skills

2.2.2 Communication skills

(2 × 4) (8)

2.3 The informal leader can be the best leader in the group because of the fact that the group has naturally chosen him/her.

Tabulate TWO pros and cons regarding informal leaders (5)

2.4 Define the term *production* according to the meaning stated in the *Meaning of Work.* (2)

[20]

QUESTION 3

3.1 When a company is established, certain documents have to be sent to the Registrar.

Name FOUR of these documents required by the Registrar. (4)

3.2 In an Extraordinary partnership the partner's name may be made public.

State FOUR types of Extra Ordinary partners (4)

3.3 When the partners in a partnership decide to dissolve their partnership, a number of things could have contributed to this decision.

List FOUR possible causes of the dissolution of partnership. (4)

3.4 Any good supervisor should know how to handle human relations problems and good communication skills always play an important role in this regard.

State EIGHT important points to remember regarding face-to-face communication. (8)

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QUESTION 4

4.1 Choose FIVE effects of poor supervision in the workplace from the statements mentioned below. Write only the FIVE sentences next to the question number (4.1) in the ANSWER BOOK. A correct sequence is not needed.

- The number of Covid-19 cases at work will decrease very fast.
- Production levels will drop as workers will not feel safe.
- Company turnover will not be affected by low production.
- The workers will file constant grievances to management.
- Some workers may resign due to potential hazards.
- The company will be liable to pay injured workers due to an unsafe workplace.
- If that company operates under a license that compels it to adhere to certain levels of safety, that license will be renewed.
- There will not be any strikes by the workers.
- Supervisors and workers will get a salary increase and special bonuses from the employer.
- There will be more accidents reported in the workplace. (5)

4.2 Discuss SIX advantages of starting a one-man business. (6)

4.3 A good leader possesses certain qualities.

List SEVEN qualities that a good leader should possess. (7)

4.4 Write the following acronym, CSIR in full. (2)

[20]

QUESTION 5

5.1 Discuss FIVE layers in the structure of a bureaucratic organisation. (5)

5.2 A person who possesses leadership abilities will only be appointed to supervise if he/she has proved to be constantly dependable.

Discuss the following categories of dependability of a potential supervisor:

5.2.1 Punctuality

5.2.2 Honesty

5.2.3 Good decision maker

(3 × 3) (9)

5.3 Different situations call for different supervision styles.

Explain the following supervision styles:

5.3.1 Group-centered supervision

5.3.2 Task-centered supervision

5.3.3 Participative supervision

(3 × 2) (6)
[20]

TOTAL: 100

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