higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

15 November 2022

This marking guideline consists of 5 pages.

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QUESTION 1

1.1 False
1.2 False
1.3 False
1.4 False
1.5 False
1.6 False
1.7 False
1.8 False
1.9 False
1.10 False
1.11 True
1.12 True
1.13 True
1.14 True
1.15 True

(15 × 1) **[15]**

QUESTION 2

2.1
- The owner carries all losses.
- The owner is fully responsible for all decisions and carries all risks alone.
- The capital is the amount that the one owner can get together
- To get good employees is difficult.
- The size of the enterprise is limited
- When the business is bankrupt the owner's personal property can be sold to cover its debts.
- The business ends when the owner dies (Any 6 × 1) (6)

2.2 A partnership is an association of persons✓ who are contractually committed✓ to each other with one common aim or goal.✓ (3)

2.3 2.3.1
- It has at least seven shareholders
- Shareholders can only lose their shares if something goes wrong, so their personal property is safe
- They fall under the companies Act and are usually companies with large-scale production
- The shareholders are only responsible for the outstanding monies of the shares they have purchased and not those not paid yet.
- The company's name must have the words 'Company Limited' in it.

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2.3.2
- It has at least one shareholder, but there cannot be more than fifty
- Shares can only be sold to the other shareholders
- No prospectus is provided to the public
- No yearly meeting is held
- The Registrar of Companies does not require a copy of the yearly financial account.
- The company does not need a minimum subscription to start business
- Directors do not have to issue written acceptance as appointment as directors.
- The words 'Company Propriety Limited' must be part of the company's name.

(2 × any 3) (6)
[15]

QUESTION 3

3.1
- To create and maintain good working morale
- To supervise jobs in progress
- To carry out orders of management in an effective manner
- To recommend suitable equipment and materials
- To prepare and recommend workers for promotion
- To give proper instructions
- To select and train workers
- To maintain discipline
- To Co-operate with other departments
- To cut and control cost
- To handle worker's problems
- To handle minor union problems (Any applicable answer 6 × 1) (6)

3.2
- Provincial branch
- Area branch
- A specific department
- A particular workgroup
- An individual (5)

3.3
3.3.1 Bureaucratic
3.3.2 many
3.3.3 Formal structure
3.3.4 Bureaucratic (4 × 1) (4)
[15]

QUESTION 4

- Physiological need/ Need to Survive ✓ – (Food, Water, Warmth, Rest, Health) ✓
- Safety needs/Need to feel comfortable✓ – (Security, Protection from any harm)✓
- Social needs/Need to be accepted✓ – (Friends, Intimate relationships) ✓
- Esteem needs/Need to feel respected & worth✓ – (Prestige, Feelings of accomplishment) ✓
- Self-actualisation needs✓ – (Achieving one's full potential, Acknowledgement of creative achievements, Reaching personal goals)✓ (5 × 2) **[10]**

QUESTION 5

5.1
- Unfair company policies
- Interpersonal relationships
- Physical working conditions
- Administrative practices
- Salary
- No job security
- Bad supervision
- Inadequate benefits (Any 5 × 1) (5)

5.2
- Intelligence
- Integrity
- Loyalty
- Fairness
- Forcefulness
- Judgement
- Knowledge of work
- Kindness (Any 7 × 1) (7)

5.3 Empathy is the ability✓ to put oneself in another's shoes✓ and see things from his/her point of view.✓ (3)
[15]

QUESTION 6

6.1
- In South Africa there is a serious shortage of skilled employees, artisans and managers.
- Labour education helps to know how to handle grievances,
- How to negotiate contracts while
- Ensuring health & safety on the job by exercising labour & human rights.
- Such education is helpful to understand politics & the economy of the country. (5)

6.2 6.2.1 Demand is the total number of a specific items✓ that are purchased at a specific time at a given price within a specific period of time.✓

6.2.2 The action through which goods and services are created✓ to satisfy human needs.✓

6.2.3 Free goods are goods that are unlimited in quantity✓ and are freely available e.g. air, sand✓

6.2.4 Economic goods are goods that are limited in quantity✓ and are relatively scarce.✓

6.2.5 The ability of economic goods and services✓ to satisfy human needs and wants.✓

(5 × 2) (10)
[15]

QUESTION 7

7.1
- Introduce control measures
- Insist on completed work
- Motivate and train employees
- Maintain order and discipline at all times
- Apply company policies and work standards
- Prepare duty sheets (6)

7.2
- Democratic leadership style
- Autocratic leadership style
- Laissez-faire (free-hand) leadership style
- Charismatic leadership style
- Affiliative leadership style (Any 4 × 1) (4)

7.3
- Fear that the leader might form an impression of incompetence
- Fear that they may lose their jobs
- Fear that of being regarded as a troublemaker
- Fear that they will disturb the supervisor or waste their time
- Fear that the supervisor may lack empathy
- Fear that personal matters may not be discussed on work time
- Fear that they might be obliged to follow the supervisor's advice
- Fear that the supervisor might take immediate action, when all they wanted to do was just to report the circumstances (Any 5 × 1) (5)

[15]

TOTAL: 100