higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

(4110033)

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

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QUESTION 1

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1–1.15) in the ANSWER BOOK.

1.1 There are only two documents in the ISO 9000 family of quality management systems.

1.2 Semi-steel products and secondary-finished products include brass, copper and aluminium.

1.3 Port Elizabeth Steel Works is South Africa's largest steel producer.

1.4 South Africa is ranked fourth in the worldwide production of steel.

1.5 Arcelor-Mittal is a company that focuses on protecting consumers with regard to health, safety and quality of life.

1.6 The South African Quality Institute (SAQI) is a non-profit organisation that plays the role in funding struggling metal and steel companies.

1.7 The CSIR aims at contributing to the setting of standards to ensure consumer satisfaction after using any product.

1.8 The CSIR is situated in the capital city of Port Elizabeth.

1.9 The core activities of the IDC include the development of standards and regulatory systems.

1.10 The SABS is South Africa’s largest development finance institution.

1.11 South Africa is the largest steel producer in Africa.

1.12 Approximately 500 000 tons of ferrous-scrap were exported by metal recyclers in 2001.

1.13 Arcelor-Mittal was first listed on the JSE Securities Exchange in 1989.

1.14 IDC is the abbreviation for Industrial Development Corporation.

1.15 Arcelor-Mittal was founded in 1928.

(15 × 1) **[15]**

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QUESTION 2

2.1 Name SIX disadvantages of a one-man business (sole proprietor). (6)

2.2 Explaining the term, *partnership*. (3)

2.3 Differentiate between the following:

2.3.1 A public company (Ltd)

2.3.2 A private company (Pty)

(3 × 2) (6)
[15]

QUESTION 3

3.1 List SIX responsibilities of a supervisor. (6)

3.2 Organisational structure allows the expressed allocation of responsibilities for different functions and process to different entities such as international and national branches.

State FIVE other different entities. (5)

3.3 Choose the correct word or words from those given in brackets. Write only the answer next to the question number (3.3.1–3.3.4) in the ANSWER BOOK.

(3.3.1) … (bureaucratic/non-bureaucratic) organisations have
(3.3.2) … (many/few) layers of management at all times.

(3.3.3) … (formal structure/technique) is needed and also very important for any (3.3.4) … (bureaucratic/non-bureaucratic) organisation. (4)
[15]

QUESTION 4

List FIVE of Maslow's hierarchies of needs and give ONE example for each need.
(5 × 2) **[10]**

QUESTION 5

5.1 State FIVE factors that may cause dissatisfaction among workers in the workplace. (5)

5.2 Mention SEVEN qualities that any good leader must possess. (7)

5.3 Define the term e*mpathy*, referring to a leadership trait. (3)
[15]

QUESTION 6

6.1 Why is labour education so important in South Africa? (5)

6.2 Briefly explain the following terms:

6.2.1 Demand

6.2.2 Production

6.2.3 Free goods

6.2.4 Economic goods

6.2.5 Utility

(5 × 2) (10)
[15]

QUESTION 7

7.1 Supervisors can delegate duties to any staff member to perform in their absence.

Mention any SIX duties that a delegated member should perform in the absence of the supervisor. (6)

7.2 Give FOUR types of leadership styles. (4)

7.3 Give FIVE reasons why workers do not confide in their leaders. (5)
[15]

TOTAL: 100

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