higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

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

This question paper consists of 6 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N5
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. Choose the answer and write only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 A natural leader emphasizes technical work.

1.2 'At the end of this year, our department will show a good profit.' This is a good goal statement.

1.3 Job analysis consists of job description as well as job specification.

1.4 The Skills Development Act only applies to technical careers.

1.5 A chairperson of a meeting is required to ensure that a quorum is present.

1.6 Poor time management causes stress

1.7 Work cannot be measured by time studies.

1.8 The concept of 'Zero Defects' is not practicable on a building site.

1.9 An employee may have a valid grievance if his/her supervisor comes to work under the influence of alcohol.

1.10 A worker may be tempted not to report an accident if he/she is afraid of being victimized by the supervisor.

(10 × 1) **[10]**

QUESTION 2: MANAGEMENT AS A SCIENCE

2.1 Differentiate between the *human relations approach* and the *contingency approach to management.* (5)

2.2 Explain the meaning of *span of control* in terms of the organisational structure. (5)

[10]

QUESTION 3: EMPLOYMENT OF PEOPLE

A first-line supervisor's post has become vacant in the construction department of a large manufacturing organization.

3.1 Explain the advantages of filling this post from inside the organisation. (6)

3.2 Briefly name FIVE ways that the organisation could use to recruit a suitable candidate from outside of the organisation. (5)

[11]

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QUESTION 4: TRAINING BOARDS IN INDUSTRY

With reference to the National Skills Authority (NSA), discuss the functions of the NSA. **[4]**

QUESTION 5: OCCUPATIONAL HEALTH AND SAFETY

5.1 Describe the purpose of the Occupational Health and Safety Act. (5)

5.2 State THREE duties of the employer, (in consultation with the health and safety committee), regarding listed work. (3)

5.3 State the requirements of an employee to be appointed as an occupational health and safety representative. (2)
[10]

QUESTION 6: REPORT WRITING AND MEETINGS

6.1 State the characteristics of a good report. (5)

6.2 Differentiate between the *notice* and the *agenda* of a meeting. (3)

6.3 Justify why the minutes should be complete and accurate. (2)
[10]

QUESTION 7: PRODUCTION PLANNING AND IMPROVING PRODUCTIVITY

7.1 Describe briefly FIVE ways work measurement data may assist managers and supervisors to improve productivity. (5)

7.2 How does scientific management contribute to productivity? (3)
[8]

QUESTION 8: PRODUCTION COSTS

8.1 Distinguish between *direct* and *indirect* costs. Refer to material as well as labour costs. (6)

8.2 State any FOUR positive ways to limit costs. (4)
[10]

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QUESTION 9: QUALITY CONTROL

Briefly explain the following with reference to quality control:

9.1 Defect

9.2 Rework

9.3 Reliability

9.4 Specifications

(4 × 2) **[8]**

QUESTION 10: STRESS AND TIME MANAGEMENT

Assume you are a supervisor in a large workshop with 50 workers of different trades. Redraw the time budget below in your ANSWER BOOK and fill in time allocations as follows:

- 10 hours routine work. Give examples of routine work. (3)
- 20 hours regular job duties. Give examples of regular job duties. (3)
- 5 hours special work. Give examples of special work. (2)
- 5 hours creative work. Give examples of creative work. (2)

Time	Monday	Tuesday	Wednesday	Thursday	Friday
08:00–09:00					
09:00–10:00					
10:00–11:00					
11:00–12:00					
12:00–13:00	Lunch	Lunch	Lunch	Lunch	Lunch
13:00–14:00					
14:00–15:00					
15:00–16:00					
16:00–17:00					

[10]

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QUESTION 11: LOSS CONTROL MANAGEMENT

In terms of loss control management, discuss the following principles of economic application and explain briefly how the supervisor may use it to improve the attitude of the workers.

11.1 Principle of economic association.

11.2 Principle of reciprocated interest.

11.3 Principle of vested interest.

(3 × 3) **[9]**

TOTAL: 100

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