higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

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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
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. Use only a black or a blue pen.
5. 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 (1.1–1.10) in the ANSWER BOOK.

1.1 A supervisor should not spend more than 30% of his or her time on management work.

1.2 A service (product) -based organisational structure makes provision for a good pool for top management.

1.3 Job design affects productivity and employee motivation.

1.4 The first step in a grievance procedure is the employee's verbal complaint to the trade union representative.

1.5 A notice of a meeting may be given orally if the constitution does not require it to be in writing.

1.6 A manager with an open-door policy may find that his or her time is wasted if this policy is not carefully applied.

1.7 Motion economy (ergonomics) is not a factor in improving productivity.

1.8 Money spent on training and motivation programmes are preventive costs.

1.9 One reason why a worker may fail to report an incident is that he or she is scared that the manager will discipline him or her.

1.10 A Class B fire (petroleum) may be extinguished with a foam fire extinguisher.

(10 × 1) **[10]**

QUESTION 2: MANAGEMENT AS A SCIENCE AND OGANISATIONAL STRUCTURE

2.1 One of Louis Allen's management principles is the principle of human reaction.

Explain this principle and discuss briefly how workers or supervisors experience this principle in the work environment. (5)

2.2 State FIVE strengths of the product (service) -based organisational structure. (5)

[10]

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QUESTION 3: EMPLOYMENT OF PEOPLE

3.1 State any FOUR recruitment sources from outside the organisation. (4)

3.2 Discuss the difference between *task enlargement* and *task enrichment* and give ONE example of each from the work environment. (6)

[10]

QUESTION 4: TRAINING BOARDS IN INDUSTRY

Explain any FIVE functions of the Skills Development Act. **[5]**

QUESTION 5: OCCUPATIONAL HEALTH AND SAFETY

Explain TEN general duties of employers as determined by the Occupational Health and Safety Act. **[10]**

QUESTION 6: REPORT WRITING AND MEETINGS

6.1 When writing a report, one must know the reader(s).

Discuss any THREE aspects to consider when writing a report. (6)

6.2 Explain the following with respect to meetings:

6.2.1 Ad Hoc committees

6.2.2 Meetings in camera

(2 × 2) (4)

[10]

QUESTION 7: PRODUCTION PLANNING AND IMPROVING PRODUCTIVITY

7.1 Assume that you are a supervisor in a large furniture manufacturing company and that the statistics indicate that there is a decrease in production.

You decide to address this problem by means of work measurement.

Explain THREE ways that one may use to measure work. (3 × 2) (6)

7.2 What is creativity? (4)

[10]

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QUESTION 8: PRODUCTION COSTS

8.1 Explain why record-keeping is important in cost control. (3)

8.2 What is break-even analysis? (5)

8.3 Describe *budgeted costs*. (2)
[10]

QUESTION 9: QUALITY CONTROL

9.1 Explain the following terms:

9.1.1 Defect

9.1.2 Rework

9.1.3 Reliability

(3 × 2) (6)

9.2 Distinguish between *corrective costs* and *preventative costs* and give ONE example of each. (2 × 2) (4)
[10]

QUESTION 10: LOSS CONTROL MANAGEMENT

State any EIGHT reasons why accidents and incidents are not reported. **[8]**

QUESTION 11: STRESS AND TIME MANAGEMENT

11.1 With reference to time management, differentiate between *vital few* and *trivial many*. (5)

11.2 Briefly explain any TWO causes of physical stress in a work environment. (2)
[7]

TOTAL: 100

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