higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

INTRODUCTORY PERSONNEL MANAGEMENT N4

6 JUNE 2016

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 False
1.1.2 True
1.1.3 True
1.1.4 True
1.1.5 False

(5 × 1) (5)

1.2
1.2.1 H
1.2.2 M
1.2.3 E
1.2.4 K
1.2.5 B
1.2.6 I
1.2.7 C
1.2.8 L
1.2.9 F
1.2.10 D

(10 × 2) (20)
[25]

QUESTION 2

2.1

Job specifications	**Job description**	**On-the-job training**	**Off-the-job training**
Experience	Duties	Learn by doing	Always formal
Responsibilities	Job title	Always informal	Away from the work environment
Physical skill	Working conditions		

(10 × 2) (20)

2.2
- Sole proprietor or trader
- Partnership
- Private company
- Public company
- Franchise
- Close corporation

(Any 5 × 1) (5)
[25]

TOTAL SECTION A: 50

SECTION B

QUESTION 3

3.1

INPUT >>>>>>>>>>>>>>>>>>	THROUGHPUT/PROCESS >	OUTPUT
Any raw materials	All the processes that the input could undergo to produce the output.	Any product
Capital		Any service
Untrained staff		Trained employee
Human efforts		
Equipment		
Land and buildings		

NOTE: 2 marks for each of the headings
2 marks per example, for any seven examples. (10 × 2) (20)

3.2
- Labour relations act
- Basic conditions of employment act
- Occupational health and safety act
- Compensation for occupational injuries and diseases act
- Wage act
- Unemployment insurance act
- Employment and occupational equity act
- Skills act (Any 5 × 1) (5)

[25]

QUESTION 4

4.1
4.2.1 G
4.2.2 D
4.2.3 E
4.2.4 C
4.2.5 A
4.2.6 H
4.2.7 F
4.2.8 B

(8 × 2) (16)

4.2
- Job title
- Place
- Job summary
- Duties
- Machinery, tools and equipment
- Material and forms used
- Supervision provided or received
- Working conditions
- Risks (9 × 1) (9)

[25]

QUESTION 5

5.1 5.1.1 The human resources manager must ensure that his budget will be able to provide for an appointment in the particular position.

5.1.2 The job description and job specifications should be updated.

5.1.3 A suitable advertising medium should be selected.

5.1.4 The advertisement should be compiled and placed in the medium.

5.1.5 On the closing date all applications should be evaluated and a shortlist should be compiled.

5.1.6 Preliminary interviews should be held, after which the most suitable candidates should be selected.

5.1.7 The successful and unsuccessful candidates should be notified of the results.

(7 × 2) (14)

5.2
- General management or leadership function
- Human resource or personnel function
- Purchasing function
- Production function
- Administration function
- Marketing function
- Public relations function
- Financial function (Any 7 × 1) (7)

5.3
- Planning
- Directing or leading or activating
- Organising
- Control (4 × 1) (4)

[25]

QUESTION 6

6.1

Factors of production	Rewards
Natural resource/Raw material	Product/Service
Human resource/Labour	Wages/Salaries
Capital/Money	Interest
Technology/Machines/Equipment	Productivity
Entrepreneurship	Profit
Transport	Payment for services rendered
Land/Buildings	Rent

(Any 6 × 2) (12)

6.2
- Recruitment and appointment of workers
- Assigning workers jobs
- Promoting and demoting workers
- Transfer of workers
- Increase or decrease of salaries/wages of workers
- Disciplining workers
- Discharging/laying-off of workers
- Establishing working hours
- To grant or refuse leave of absence
- Determining the overtime required (Any 5 × 2) (10)

6.3
- State or government
- Workers or unions
- Employers or management (3 × 1) (3)

[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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