higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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JUNE EXAMINATION

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

(4110364)

6 June 2016 (X-Paper)
09:00–12:00

This question paper consists of 7 pages.

GENERAL STUDIES

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY PERSONNEL MANAGEMENT N4
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. Write neatly and legibly.

GENERAL STUDIES

SECTION A

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 Induction is where people work in an organised way to manufacture a product.

1.1.2 Abilities are specific and measurable targets that must be met.

1.1.3 Negotiations refer to representatives of two parties sitting down around a table and discussing a dispute.

1.1.4 Expectation is a worker's perception of what the organisation should do for him.

1.1.5 Dismissal means that managers have relatively few subordinates reporting to them.

(5 × 1) (5)

GENERAL STUDIES

1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Agents appointed by government to provide a specific service to the community on behalf of the government	A	narrow span of control
1.2.2	Groups that work at the same time (the work carried out by one group does not influence the work of another group)	B	promotion
1.2.3	A termination of services of an employee because of factors beyond the control of the employer	C	references
1.2.4	People who have need for the products of the enterprise and are able to purchase them	D	marketing
1.2.5	An employee is assigned to a job with a higher ranking position	E	retrenchment
1.2.6	All the items needed to get the production process going	F	financial institutions
1.2.7	Contact names that a candidate provides	G	placement
1.2.8	People appointed by the owners of the business to run the enterprise effectively	H	government agencies
1.2.9	Includes institutions like banks or building societies which are privately owned	I	resources
1.2.10	The promotion of the organisation's products among consumers	J	government agencies
		K	customers
		L	managers
		M	co-acting group

(10 × 2) (20)
[25]

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QUESTION 2

2.1 Draw a table in the ANSWER BOOK and list the following terms under the FOUR headings given.

HEADINGS	TERMS
Job specification	Away from the work environment
	Duties
	Experience
Job description	Always informal
	Job title
	Learn by doing
On-the-job training	Communication skills
	Working conditions
	Always formal
Off-the-job training	Responsibilities

(10 × 2) (20)

2.2 List FIVE forms of enterprises. (5 × 1) (5)
[25]

TOTAL SECTION A: 50

SECTION B

QUESTION 3

3.1 Make a drawing and discuss the enterprise as a system. (20)

3.2 State FIVE South African laws or acts which govern effective working relationships in the workplace. (5 × 1) (5)
[25]

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QUESTION 4

4.1 Choose the function of an enterprise from COLUMN B that matches the activity in COLUMN A. Write only the letter (A–H) next to the question number (4.1.1–4.1.8) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1.1	Filing	A	personnel
4.1.2	Buying	B	production
4.1.3	Controlling	C	public relations
4.1.4	Company image	D	purchasing
4.1.5	Training	E	general management
4.1.6	Selling	F	financing
4.1.7	Budgeting	G	administration
4.1.8	Manufacturing	H	marketing

(8 × 2) (16)

4.2 List NINE items contained in the job description statement. (9 × 1) (9)
[25]

QUESTION 5

5.1 Re-arrange the following seven steps of the recruitment process according to their logical order.

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

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

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

5.1.4 The job description and job specifications should be updated.

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

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

5.1.7 A suitable advertising medium should be selected.

(7 × 2) (14)

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5.2 List SEVEN functions of the enterprise. (7 × 1) (7)

5.3 Name FOUR basic tasks of management. (4 × 1) (4)
[25]

QUESTION 6

6.1 Draw a table in your ANSWER BOOK and list SIX factors of production and their rewards. (6 × 2) (12)

6.2 State FIVE traditional rights of management. (5 × 2) (10)

6.3 Name THREE participants in the tripartite relationship in industrial relations. (3 × 1) (3)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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