higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

INTRODUCTORY PERSONNEL MANAGEMENT N4

21 NOVEMBER 2016

This marking guideline consists of 6 pages.

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QUESTION 1

1.1	1.1.1	H		
	1.1.2	E		
	1.1.3	G		
	1.1.4	I		
	1.1.5	A		
	1.1.6	L		
	1.1.7	B		
	1.1.8	M		
	1.1.9	F		
	1.1.10	K		
			(10 × 1)	(20)
1.2	1.2.1	True		
	1.2.2	True		
	1.2.3	False		
	1.2.4	False		
	1.2.5	False		
	1.2.6	True		
	1.2.7	False		
	1.2.8	True		
	1.2.9	True		
	1.2.10	False		
			(10 × 1)	(10)
1.3	1.3.1	Tripartite relationship		
	1.3.2	Owners		
	1.3.3	Dismissal		
	1.3.4	Marketing		
	1.3.5	Production		
	1.3.6	Leadership		
	1.3.7	Promotion		
	1.3.8	Narrow span of control		
	1.3.9	Co-acting group		
	1.3.10	Induction		
			(10 × 2)	(20)
				[50]

TOTAL SECTION A: 50

QUESTION 2

2.1 2.2.1
- Food
- Water
- Heat

2.1.2
- Begin to study and work harder so that he/she will be eligible for promotion
- Behave in a way which will make other people admire him/her

2.1.3
- Making time available for charitable enterprise
- Feels the need to give to others

2.1.4
- Need for love
- Need for friendship

2.1.5
- Installation of burglar door
- Get a dog

(5 × 4) (20)

2.2
- Group norms
- Cohesiveness
- Solidarity
- Effectiveness
- Variety
- Acceptance
- Legitimacy
- Co-operation

(Any 5 × 1) (5)
[25]

QUESTION 3

	CONTINUITY	**NAME**	**AMOUNT OF PERSONS INVOLVED**	**LEGAL PERSONALITY**	**FORMS OF OWNERSHIP**
1.	Unlimited lifespan ✓	It ends with "Proprietary Limited" or "Pty.Ltd" ✓	1-50	It has its own legal personality✓	Private company✓
2.	There is no continuity✓	It will always have the same name as the parent company, but may add something to differentiate it from other similar franchises✓	Two✓	Owner and the enterprise are seen as one person by the law✓	Franchise
3.	There is no continuity✓	It may choose any name as long as it is not the same as that of another enterprise✓	2-20	It is not a legal person✓	Partnership✓
4.	There is no continuity✓	The name must be unique✓	One ✓	It is not a legal person✓	Sole proprietor✓
5.	Unlimited lifespan✓	The name must end with "cc"✓	1-10	It is a legal person✓	Close corporation✓

(20)

3.2
- Pension schemes
- Personal needs, for example child care
- Financial assistance
- Company cars and petrol
- Improvement to standard of living benefits, for example credit card
- Personal security benefits, for example security with regard to illness or accidents

(Any 5 × 1) (5)
[25]

QUESTION 4

4.1
- Democratic right to work
- Freedom of association
- Collective bargaining and negotiation
- To strike
- Protection from unfair labour practices
- To be trained (6 × 2) (12)

4.2

FACTOR OF PRODUCTION	REWARD
Natural resources e.g. sugar cane	product e.g. sugar
Human resources or labour	wages or salary
Capital or money	interest
Technology or machine or equipment	productivity
Entrepreneurship	profit
Transport	payment for services rendered
Land	rent

(Any 6 × 2) (12)

4.3
- Planning
- Directing or leading or activating
- Organising
- Control

(Any 1 × 1) (1)
[25]

QUESTION 5

5.1
- To make the first days in an enterprise easier or acquaint the employee with the enterprise
- To establish a positive attitude about the enterprise
- To assist the employee to become productive as soon as possible
- To help to create realistic employee expectation
- To save supervisor's time (5 × 2) (10)

5.2
- Labour relations act
- Basic conditions of employment act
- Occupational safety and health act
- Compensation for occupational injuries and diseases act
- Wage act
- Unemployment insurance act
- Employment and occupational equity act
- Skills act (Any 7 × 1) (7)

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5.3
- It provides management with information to make decisions about promotion or salary increases.
- It gives supervisors the opportunity to give their employees feedback about their performance.
- It is a motivational tool to staff members as they know that they will be evaluated.
- To identify training needs (4 × 2) (8)

[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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