higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

(4110364)

21 November 2016 (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
INTRODUCTORY PERSONNEL MANAGEMENT N4
TIME: 3 HOURS
MARKS: 150

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.

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SECTION A

QUESTION 1

1.1 Choose a/an word/item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	People appointed by the owners of the organisation to run the enterprise effectively	A	strike
1.1.2	Companies that provide the enterprise with the necessary materials	B	labour market
1.1.3	The end-buyer of a product	C	qualification
1.1.4	It refers to enterprises within the economic system that operate on the basis of private initiative	D	leadership
1.1.5	An act performed by two or more persons with the purpose of enforcing a demand connected with the employment relationship	E	suppliers
1.1.6	Transfer of a message from a sender to a receiver	F	wide span of control
1.1.7	Pool of available people who have the knowledge and skills to fill open positions	G	customer
1.1.8	Contact names that a candidate provides	H	managers
1.1.9	Managers have many subordinates reporting to them	I	private sector
1.1.10	Specific and measurable targets that must be met	J	price
		K	goals
		L	communication
		M	references

(10 × 2) (20)

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1.2 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.

1.2.1 Qualification is a proof of educational courses at a recognised technical institution.

1.2.2 Attitude is the feeling of an employee about his/her work and the work-place in general.

1.2.3 An essential need is to have a cellular phone.

1.2.4 Strikes are always legal.

1.2.5 A group of friends is an example of a formal group.

1.2.6 Delegation is an act of assigning formal authority and responsibility for completion of specific activities to a subordinate.

1.2.7 Demand is an ability within an individual to do something.

1.2.8 Staff function refers to an employee being employed in a position where he/she gives advice to any person in the enterprise.

1.2.9 Psychology is the study of human behaviour.

1.2.10 Decision-making is the contest that exists between enterprises who provide similar product to customers.

(10 × 1) (10)

1.3 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK book.

1.3.1 It refers to the three participants in the process of labour relations.

1.3.2 It can be individuals who have bought or started the business.

1.3.3 It is the termination of services.

1.3.4 The promotion of the organisation's product among consumers.

1.3.5 The process of manufacturing the products of the enterprise.

1.3.6 The ability to direct another person and achieve a desired objective.

1.3.7 An employee is assigned to a job with a higher ranking position.

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1.3.8 It means that managers have relatively few subordinates reporting to them.

1.3.9 Groups that work at the same time (the work carried out by one group does not influence the work of another group)

1.3.10 The process of receiving and welcoming employees when they first join the company

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Give TWO examples of each of the following Maslow's needs:

2.1.1 Physiological needs

2.1.2 Esteem needs

2.1.3 Self actualisation needs

2.1.4 Social needs

2.1.5 Safety needs

(5 × 4) (20)

2.2 Name FIVE benefits of group work. (5)
[25]

QUESTION 3

3.1 Complete the following table by filling in the missing information. Draw the table in the ANSWER BOOK.

CONTINUITY	NAME	AMOUNT OF PERSONS INVOLVED	LEGAL PERSONALITY	FORMS OF OWNERSHIP
…	…	1-50	…	…
…	…	…	…	Franchise
…	…	2-20	…	…
…	…	…	…	Sole proprietor
…	…	1-10	…	…

(20)

3.2 Name FIVE categories of employee benefits. (5)
[25]

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QUESTION 4

4.1 State SIX internationally recognised rights of workers. (12)

4.2 Give SIX factors of production and their rewards. (12)

4.3 State ONE basic task of management. (1)
[25]

QUESTION 5

5.1 Give FIVE aims of induction. (10)

5.2 List SEVEN South African laws/acts which govern the effective working relationship in the workplace. (7)

5.3 Give FOUR reasons for performance appraisal. (4 × 2) (8)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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