higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

8 JUNE 2018

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

1.1 Promotion
1.2 Human resource maintenance
1.3 Labour market
1.4 Potential
1.5 Qualification
1.6 Managers
1.7 Communication
1.8 Private sector
1.9 Strike
1.10 Retrenchment

(10 × 2) **[20]**

QUESTION 2

2.1 E
2.2 A
2.3 H
2.4 G
2.5 B

(5 × 2) **[10]**

QUESTION 3

3.1 False
3.2 True
3.3 False
3.4 False
3.5 True
3.6 True
3.7 False
3.8 False
3.9 False
3.10 True

(10 × 2) **[20]**

TOTAL SECTION A: 50

SECTION B

QUESTION 4

4.1

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 machines	Productivity
Entrepreneurship	Profit
Transport	Payment for services rendered
Land	Rent

(Any 5 × 2) (10)

4.2
- Motivates all employees
- Increases productivity
- Helps to identify training needs
- Provides management with information to make decisions about promotions or salaries
- Gives superiors the opportunity to give their employees feedback about their performance
- Shows how productive an employee is when measured against pre-agreed performance standards (Any 4 × 2) (8)

4.3
- Pension schemes
- Personal security benefits
- Personal needs
- Financial assistance
- Company cores and petrol
- Improvements to standard of living
- Health and safety environment
- Unemployment Insurance Fund (UIF) (Any 7 × 1) (7)

[25]

QUESTION 5

5.1
5.1.1 G
5.1.2 D
5.1.3 E
5.1.4 C
5.1.5 A
5.1.6 H
5.1.7 F
5.1.8 B

(8 × 2) (16)

5.2
- Training
- Experience
- Judgement
- Initiative
- Physical input
- Physical skills
- Responsibilities
- Communication skills
- Emotional characteristics
- Extraordinary demands on sensory perception (sight, smell and hearing)

(Any 9 × 1) (9)
[25]

QUESTION 6

6.1
- The human resources manager must ensure that the budget will be able to provide for an appointment in the particular position.
- The job description and job specification should be updated.
- A suitable advertising medium should be selected.
- The advertisement should be compiled and placed in this medium.
- All applications should be evaluated on the closing date and shortlist should be compiled.
- A preliminary interview should be held, after which the most suitable candidate should be selected.
- Successful and unsuccessful candidates should be notified of the results.

(7 × 2) (14)

6.2
- Upward communication
- Downward communication
- Horizontal communication (3)

6.3
- Maximum specialisation, which will have to be adhered to, is introduced into the enterprise.
- Expert knowledge and advice are immediately available.
- The unit of leadership and line of command stay intact.
- Managers need not become multiskilled.
- All members of the enterprise are assisted effectively in work-related problems. (Any 4 × 2) (8)

[25]

QUESTION 7

KIND OF OWNERSHIP	NAME	NUMBER OF PERSONS INVOLVED	CONTINUITY	LEGAL PERSONALITY
Public company	**7.1.3** Name ends with Limited or Ltd✓	**7.1.8** Seven – unlimited✓	**7.1.11** Unlimited life span✓	**7.1.16** Own legal personality✓
7.1.1 Franchise✓	**7.1.4** Will always have the same name as the parent company, but may add something to differentiate it from other similar franchises✓	Two	**7.1.12** No continuity✓	**7.1.17** The owner and the enterprise are seen as one person by the law.✓
Sole proprietor	**7.1.5** It may choose any name as long as it is not the same as that of another enterprise.✓	**7.1.9** One✓	**7.1.13** No continuity✓	**7.1.18** The owner and the enterprise are seen as one person by the law.✓
7.1.2 Close corporation✓	**7.1.6** The name always ends with a 'CC'✓	1–10	**7.1.14** Unlimited lifespan✓	**7.1.19** Own legal personality✓
Partnership	**7.1.7** It may choose any name as long as it is not the same as that of another enterprise.✓	**7.1.10** 2–20✓	**7.1.15** No continuity✓	**7.1.20** The owner and the enterprise are seen as one person by the law.✓

(20 × 1) (20)

7.2
- To decide on the objectives and goals of the enterprise
- To decide on product policies
- To plan and put policies into motion
- To provide financial and material resources
- To establish and expand facilities
- To decide on quality or products
- To decide on the content of the workplace
- To direct and organise the workforce
- To belong to an employer's association
- To manage the enterprise (Any 5 × 1) (5)

[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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