higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N860**(E)**(J8)H

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

(4110364)

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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

Give ONE term for each of the following descriptions. Write only the term next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Changing a job by moving up a level in the hierarchy of an enterprise

1.2 Development of incentive schemes and fringe benefits to increase job satisfaction

1.3 Pool of available people who have the knowledge and skills to fill open positions

1.4 Ability within an individual to do something

1.5 Proof of educational courses at a recognised formal academic institution

1.6 Individuals in an enterprise who have been appointed in a position of authority

1.7 Transfer of a message from a sender to a receiver

1.8 Consists of all privately owned businesses in the economy

1.9 Act performed by two or more persons with the purpose of enforcing a demand connected with the employment relationship

1.10 Termination of service of an employee because of factors beyond the control of the employer

(10 × 2) **[20]**

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QUESTION 2

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (2.1–2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Specific and measurable targets that must be met	A	retrenchment
2.2	Service of an employee is terminated because of factors beyond the control of the employer	B	demand
2.3	Structure developed to provide in the needs of society	C	public sector
2.4	Possibilities	D	placement
2.5	Consumer's desire or need for goods or services	E	goals
		F	promotion
		G	potential
		H	economy

(5 × 2) **[10]**

QUESTION 3

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (3.1–3.10) in the ANSWER BOOK.

3.1 Ego is also called acceptance need.

3.2 Line function refers to an employee being responsible to one superior.

3.3 Working condition is a function of the enterprise.

3.4 Prejudice is positive conflict.

3.5 Delegation is not a loss of managerial control.

3.6 Self-esteem means self-respect.

3.7 Owners are not individuals who bought or started a business.

3.8 Strikes are always legal.

3.9 Induction refers to people working in an organised way to manufacture a product.

3.10 Price refers to the value of the product or service as set by the manufacturer.

(10 × 2) **[20]**

TOTAL SECTION A: 50

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SECTION B

QUESTION 4

4.1 List FIVE factors of production and its rewards. (5 × 2) (10)

4.2 Give FOUR reasons why performance appraisals must be conducted. (4 × 2) (8)

4.3 Name SEVEN categories of employee benefits. (7)
[25]

QUESTION 5

5.1 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 (5.1.1–5.1.8) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.1.1	Filing	A	personnel
5.1.2	Buying	B	production
5.1.3	Controlling	C	public relations
5.1.4	Company image	D	purchasing
5.1.5	Training	E	general management
5.1.6	Selling	F	financing
5.1.7	Budgeting	G	administration
5.1.8	Manufacturing	H	marketing

(8 × 2) (16)

5.2 List NINE items contained in a job specification statement. (9)
[25]

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QUESTION 6

6.1 Rearrange the following steps in the recruitment process in a logical order:

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

(7 × 2) (14)

6.2 List THREE channels of communication. (3)

6.3 Give FOUR advantages of a functional structure. (4 × 2) (8)

[25]

QUESTION 7

7.1 Complete the table below with the correct information. Write only the answer next to the question number (7.1.1–7.1.20) in the ANSWER BOOK.

KIND OF OWNERSHIP	NAME	NUMBER OF PERSONS INVOLVED	CONTINUITY	LEGAL PERSONALITY
Public company	**7.1.3**	**7.1.8**	**7.1.11**	**7.1.16**
7.1.1	**7.1.4**	Two	**7.1.12**	**7.1.17**
Sole proprietor	**7.1.5**	**7.1.9**	**7.1.13**	**7.1.18**
7.1.2	**7.1.6**	1–10	**7.1.14**	**7.1.19**
Partnership	**7.1.7**	**7.1.10**	**7.1.15**	**7.1.20**

(20 × 1) (20)

7.2 Name FIVE exclusive rights of management. (5)

[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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