higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

31 MAY 2019

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

1.1 M
1.2 F
1.3 G
1.4 H
1.5 B
1.6 K
1.7 C
1.8 L
1.9 N
1.10 A
1.11 J
1.12 R
1.13 O
1.14 Q
1.15 P

(15 × 2) **[30]**

QUESTION 2

2.1 Tripartite relationship
2.2 Owners
2.3 Dismissal
2.4 Marketing
2.5 Production
2.6 Leadership
2.7 Promotion
2.8 Narrow span of control
2.9 Co-acting group
2.10 Induction

(10 × 2) **[20]**

TOTAL SECTION A: 50

SECTION B

QUESTION 3

3.1 3.1.1
- Heat
- Food
- Water (Any 2 × 1)

3.1.2
- Begin to study and work harder
- Be eligible for promotion
- Respect for others (Any 2 × 1)

3.1.3
- Person will work for a charitable enterprise
- Person will start to look for opportunities where he or she can assist others

3.1.4
- Begin to make friends
- Feel the need for love

3.1.5
- Install burglar bars
- Get a dog
- Build a wall around his/her house
- Get a house (Any 2 × 1)

(Any 5 × 2 × 2) (20)

3.2
- Group norms
- Cohesiveness
- Solidarity
- Effectiveness
- Variety
- Acceptance
- Legitimacy
- Cooperation (Any 5 × 1) (5)

[25]

QUESTION 4

4.1
4.1.1 D
4.1.2 B
4.1.3 A
4.1.4 C
4.1.5 B
4.1.6 C
4.1.7 A
4.1.8 B
4.1.9 D
4.1.10 A

(20)

4.2
- The Labour Relations Act
- The Basic Conditions of Employment Act
- The Occupational Safety and Health Act
- The Compensation for Occupational Injuries and Diseases Act
- The Wage Act
- The Unemployment Insurance Act
- The Employment Equity Act
- The Skills Development Act (Any 5 × 1) (5)

[25]

QUESTION 5

5.1
5.1.1 Middle management

5.1.2 Top management

5.1.3 Middle management

5.1.4 First-line management

5.1.5 First-line management

5.1.6 First-line management

5.1.7 Top management

5.1.8 Top management

5.1.9 First-line management

5.1.10 Middle management

(10 × 2) (20)

5.2
- Sole proprietor
- Partnership
- Close corporation
- Company
- Franchise (5)

[25]

QUESTION 6

6.1
- Planning
- Organising
- Leading
- Organising (4)

6.2
- 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.
- Determines how productive an employee is when measured against pre-agreed performance standards. (Any 4 × 2) (8)

6.3
- General management/leadership
- Human resources/personnel
- Purchasing
- Production
- Administration
- Marketing
- Finances
- Public relations services (Any 7 × 1) (7)

6.4
- Pension schemes
- Personal security benefits
- Personal needs
- Financial assistance
- Company benefits and petrol
- Improvements to standard of living
- Health and safety environment
- Unemployment Insurance Fund (UIF)

(Any 6 × 1) (6)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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