higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N870**(E)**(M31)H

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

(4110364)

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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

Choose a word or term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–R) next to the question number (1.1–1.15) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1	People appointed by the owners of an organisation to run the enterprise	A	narrow span of control
1.2	Companies that provide enterprise with the necessary materials	B	strike
1.3	End-buyers of a product	C	labour market
1.4	Refers to enterprises within the economic system that operate on the basis of a private initiative	D	qualification
1.5	Act performed by two or more persons with the purpose of enforcing a demand connected with the employment relationship	E	leadership
1.6	Transferring a message from a sender to a receiver	F	suppliers
1.7	Pool of available people who have the knowledge and skills to fill open positions	G	customers
1.8	Names of contacts that a candidate provides	H	private sector
1.9	Managers having many subordinates reporting to them	I	price
1.10	Managers having few subordinates reporting to them	J	goals
1.11	Specific and measurable targets that must be met	K	communication
1.12	An employee being responsible for one superior only	L	references
1.13	What a person can do	M	managers
1.14	Consumer's desire or need for goods or services	N	wide span of control
1.15	Future possibilities	O	ability
		P	potential
		Q	demand
		R	line function

(15 × 2) **[30]**

QUESTION 2

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 The three participants involved in the labour relations process

2.2 Individuals who have bought or started a business

2.3 The termination of service

2.4 The promotion of an organisation's product among consumers

2.5 The process of manufacturing the products of an enterprise

2.6 The ability to direct another person and achieve a desired objective

2.7 An employee assigned to a job with a higher ranking position

2.8 Managers having relatively few subordinates reporting to them

2.9 Groups that work at the same time

2.10 The process of receiving and welcoming employees when they first join a company

(10 × 2) **[20]**

TOTAL SECTION A: 50

SECTION B

QUESTION 3

3.1 Give TWO examples of each of Maslow's hierarchy of needs, as follows:

3.1.1 Physiological needs

3.1.2 Esteem needs

3.1.3 Self-actualisation needs

3.1.4 Social needs

3.1.5 Safety needs

(5 × 2 × 2) (20)

3.2 Give FIVE benefits of group work. (5)

[25]

QUESTION 4

4.1 Choose a term from Column B that matches a description in Column A. Write only the letter (A–D) next to the question number (4.1.1–4.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1.1	Away from the work environment	A	job specification
4.1.2	Duties	B	job description
4.1.3	Experience	C	on-the-job training
4.1.4	Always informal	D	off-the-job training
4.1.5	Job title		
4.1.6	Learn by doing		
4.1.7	Communication skills		
4.1.8	Working conditions		
4.1.9	Always formal		
4.1.10	Responsibilities		

(10 × 2) (20)

4.2 State FIVE South African laws or acts that govern effective working relationships in the workplace. (5)

[25]

QUESTION 5

5.1 Indicate which of the following responsibilities are those of first-line management, middle management or top management. Write your answer next to the question number (5.1.1–5.1.10) in the ANSWER BOOK.

5.1.1 Making tactical decisions

5.1.2 Setting overall goals for the enterprise

5.1.3 Reporting to senior management

5.1.4 Drafting policies

5.1.5 Setting individual objectives for persons who report to them

5.1.6 Making operational decisions

5.1.7 Setting departmental objectives in the medium and long-term

5.1.8 Making traditional decisions on the socio-economic purpose of an enterprise

5.1.9 Ensuring that decisions made on a higher level are carried out from day to day

5.1.10 Directing activities of lower-level managers

(10 × 2) (20)

5.2 List FIVE forms of enterprises. (5)
[25]

QUESTION 6

6.1 Name FOUR basic management tasks. (4)

6.2 Give FOUR reasons why performance appraisals need to be conducted. (8)

6.3 Name SEVEN functions of an enterprise. (7)

6.4 List SIX categories of employee benefits. (6)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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