higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

19 NOVEMBER 2018

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

1.1 True
1.2 True
1.3 True
1.4 True
1.5 False
1.6 False
1.7 True
1.8 False
1.9 True
1.10 False

(10 × 2) **[20]**

QUESTION 2

2.1 L
2.2 H
2.3 K
2.4 M
2.5 J
2.6 N
2.7 I
2.8 F
2.9 D
2.10 A
2.11 E
2.12 G
2.13 O
2.14 C
2.15 B

(15 × 2) **[30]**

TOTAL SECTION A: 50

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SECTION B

QUESTION 3

3.1
- Supplying information about the activities involved in the carrying out of the job.
- Supplying information about the time that it would take an incumbent to do the job.
- Supplying information about the structure of the job.
- Supplying information regarding which other jobs are related to the incumbent's job.
- It influences the incumbent's job, the degree and nature of the influence.
- To determine which skills, knowledge and abilities are necessary to be able to do the job. (Any 5 × 1) (5)

3.2
- Is all the activities that the enterprise undertakes in order to identify and attract individuals
- By means of advertising in various areas
- The potential incumbents from the available pool of labour
- A timely and cost-effective search for identification of suitable candidates from within or outside an organisation to fill a job vacancy
- Identifying, attracting and appointing suitable candidates
- From the available pool of labour locally or countrywide (Any 5 × 1) (5)

3.3
- Employment agencies
- Head hunters
- Walk-ins
- Referrals
- Professional associations
- Advertisements
- Campus recruitment
- Labour unions
- Temporary help (Any 8 × 1) (8)

3.4
- The process whereby the enterprise decides whether or not to make job offer based on a match of individual characteristics with the requirements of the job.
- The candidate decides whether or not to accept it. (2)

3.5
- General management/leadership
- Human resource/personnel
- Purchasing
- Production
- Administration
- Marketing
- Financial
- Public relations services (Any 5 × 1) (5)

[25]

QUESTION 4

4.1
4.1.1 Middle level management
4.1.2 Top level management
4.1.3 Middle level management
4.1.4 First-line management
4.1.5 First-line management
4.1.6 First-line management
4.1.7 Top level management
4.1.8 Top level management
4.1.9 First-line management
4.1.10 Middle level management

(10 × 2) (20)

4.2
- Improve performance
- Update employees' skills and knowledge
- Solve organisational problems
- Orientate new employees
- Prepare for promotion
- Satisfy personal growth needs (Any 5 × 1) (5)

[25]

QUESTION 5

5.1
- Planning
- Organising
- Leading
- Controlling (4)

5.2
- Sole proprietor
- Partnership
- Close corporation
- Company
- Franchise (Any 4 × 1) (4)

5.3
- Where possible communicate with the language of the receiver.
- Make sure that instructions and explanations are clear, simple and specific.
- Repeat the communication where necessary.
- Allow for questions to make sure that communication is a two way process.
- Listen to any feedback from the receiver of the message.
- Create a climate of trust.
- Give instructions both verbally and in writing. (7 × 2) (14)

5.4
- Upward communication
- Horizontal communication
- Downward communication (3)

[25]

QUESTION 6

6.1
- Top level management
- Middle level management
- First-line management
- Operational level management (4)

6.2
- State
- Employer
- Employee (3)

6.3
- Democratic right to work
- Freedom of association
- Collective bargaining and negotiation
- To strike
- Protection from unfair labour practices
- To be trained (6 × 2) (12)

6.4
- Interacting groups (working together)
- Co-acting groups (working at the same time)
- Counter-acting groups (working on opposite sides) (3)

6.5
- To make the first days in an enterprise easier and to acquaint the employee with the basic of the enterprise.
- To instil positive attitude towards the enterprise.
- To ensure that the employee becomes productive as soon as possible.
- To help create realistic employee expectations.
- To save the supervisors and colleagues time in the long run. (Any 3 × 1) (3)

[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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