higher education & training

Department:
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REPUBLIC OF SOUTH AFRICA

N860**(E)**(N19)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

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Competition is the contest between enterprises which provide similar products to get the pool of available customers to buy their products and services.

1.2 The external or macro environment is where all the individuals or groups of individuals with whom the enterprise interact in its internal structure exist.

1.3 An enterprise is an organised body which has objectives and which operates, together with other enterprises, within an economic system.

1.4 Human resource supply refers to the people with the right qualification and competencies for the enterprise's needs who are available to the enterprise at any given time.

1.5 Private company and public company are the same.

1.6 Span of control refers to the number of subordinates who report to each other.

1.7 Conflict refers to a clash between individuals.

1.8 Recruitment refers to all activities in the enterprise.

1.9 Expectation is a worker's perception of what the organisation should do for him.

1.10 Leadership is the ability to direct another person not to achieve desired objectives.

(10 × 2) **[20]**

QUESTION 2

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–O) next to the question number (2.1–2.15) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Contact names that a candidate provides	A	narrow span of control
2.2	An employee is assigned to a job with a higher ranking position	B	potential
2.3	All the items needed to get the production process going	C	goals
2.4	People appointed by the owners of the business to run the enterprise effectively	D	government agencies
2.5	The promotion of the organisation's products among consumers	E	co-acting group
2.6	Managers have relatively many subordinates reporting to them	F	retrenchment
2.7	Includes institutions like banks or building societies which are privately owned	G	customers
2.8	A termination of services of an employee because of factors beyond the control of the employer	H	promotion
2.9	Agents appointed by government to provide a specific service to the community on behalf of the government	I	financial institutions
2.10	When managers have few subordinates reporting to them	J	marketing
2.11	Groups that work at the same time (the work carried out by one group does not influence the work of another group)	K	resources
2.12	People who have need for the products of the enterprise and are able to purchase them	L	references
2.13	It refers to what a person can do	M	managers
2.14	Specific and measurable targets that must be met	N	wide span of control
2.15	This refers to future possibilities	O	ability

(15 × 2) **[30]**

TOTAL SECTION A: 50

SECTION B

QUESTION 3

3.1	Name the FIVE uses of job analysis.	(5)
3.2	Briefly define the term *recruitment*.	(5)
3.3	Name EIGHT external sources of recruitment.	(8)
3.4	Define the term *selection.*	(2)
3.5	Name FIVE functions of an enterprise.	(5)

[25]

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QUESTION 4

4.1 Indicate whether the following responsibilities belong to FIRST-LINE MANAGEMENT, MIDDLE MANAGEMENT or TOP MANAGEMENT. Write only the level of management next to the question number (4.1.1–4.1.10) in the ANSWER BOOK.

	RESPONSIBILITIES	LEVEL OF MANAGEMENT
4.1.1	Makes tactical decisions	
4.1.2	Sets overall goals for the enterprise	
4.1.3	Reports to senior management	
4.1.4	Draws up the policies	
4.1.5	Sets individual objectives for persons who report to them	
4.1.6	Decisions they make, are operational	
4.1.7	Set departmental objectives for the medium to long-term	
4.1.8	Traditionally decide on the socio-economic purpose of the enterprise	
4.1.9	Ensure that decisions made on higher level are carried out from day to day	
4.1.10	Direct activities of lower- level managers	

(10 × 2) (20)

4.2 Name FIVE aims of training relative to career development. (5)

[25]

QUESTION 5

5.1 Name the FOUR basic management tasks. (4)

5.2 Name the FOUR forms of enterprise (4)

5.3 Name SEVEN communication guidelines that are relevant to management. (7 × 2) (14)

5.4 Name THREE channels of communication. (3)
[25]

QUESTION 6

6.1 Name the FOUR levels of management in an organisation. (4)

6.2 Name THREE participants in the tripartite relationship in industrial relations. (3)

6.3 Name SIX internationally recognised rights of workers. (6 × 2) (12)

6.4 Name THREE types of groups in which workers in an organisation function. (3)

6.5 Name THREE aims of induction. (3)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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