higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

20 NOVEMBER 2019

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 False
1.8 True
1.9 True
1.10 False
1.11 False
1.12 False
1.13 True
1.14 True
1.15 False
1.16 True
1.17 True
1.18 True
1.19 True
1.20 True

(20 × 2) **[40]**

QUESTION 2

2.1 E
2.2 D
2.3 C
2.4 A
2.5 B

(5 × 2) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 3

3.1 3.1.1
- Heat, food or water
- Sex, sleep, homeostasis

3.1.2
- Studying and working harder
- Being eligible for promotion
- Respecting others
- Respected by others
- Confidence

3.1.3
- Working for a charitable enterprise
- Looking for opportunities to assist others
- Creativity
- Morality

3.1.4
- Making friends
- Feeling the need for love
- Sexual intimacy

3.1.5
- Installing burglar bars
- Getting a dog
- Building a wall around the house
- Property
- Health

(5 × 2 × 2) (20)

3.2
- The group has a common goal or objective.
- Members of the group are aware of one another.
- Members agree that they belong to the group.
- Members of the group influence one another.
- The group functions as a system with inputs, throughputs and outputs.
- The group has a particular structure related to the function of the group.
- The activities of the group are directed by guidelines or procedures to achieve group objectives.
- The group will have a leader.
- The group handles conflict in a constructive way. (Any 5 × 1) (5)

[25]

QUESTION 4

4.1
- Social environment
- Political environment
- Economic environment
- Technological environment
- Physical environment
- International environment (Any 5 × 1) (5)

4.2
- Natural resources
- Capital
- Human resources
- Technology
- Entrepreneurship
- Labour (Any 5 × 1) (5)

4.3
- Purchasing function
- Production function
- Marketing function
- Public-relations function
- Administration function
- Financial function
- Human-resources function
- Top management/Leadership function (8)

4.4
- Top-level management
- Middle-level management
- First-line management (3)

4.5
- Planning
- Organising
- Leading
- Controlling (4)

[25]

QUESTION 5

5.1
- Sole proprietor
- Partnership
- Close corporation
- Company
- Franchise (5)

5.2
- There is a fair amount of direct control by shareholders.
- Profit is shared between the members.
- More profit can be made than with a one-person business.
- It is easy and cheap to register.
- The law does not require that meetings be held.
- External auditing is not required which is a significant cost saving.

(Any 5 × 2) (10)

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5.3 Step 1: List the work that needs to be done to accomplish organisational goals.
Step 2: Divide the total work load into tasks that are logically and comfortably performed by an individual or a group (division of labour).
Step 3: Combine tasks in a logical and efficient way (departmentalisation).
Step 4: Set up channels and methods for communication and coordination.
Step 5: Constantly monitor the effectiveness of the organisation structure.
(5 × 2) (10)
[25]

QUESTION 6

6.1
- Interacting groups (working together)
- Co-acting groups (working at the same time)
- Counteracting groups (working on opposite sides) (3)

6.2
- Describe which behaviour is acceptable
- Set limits of behaviour for group members (2)

6.3
- Communicate in the language of the receiver where possible.
- Ensure that instructions and explanations are clear, simple and specific.
- Repeat the communication where necessary.
- Allow for questions to ensure 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. (Any 5 × 2) (10)

6.4
- Pension schemes
- Personal security benefits
- Personal needs
- Financial assistance
- Company cars and petrol
- Improvements to standard of living
- Canteen facilities
- System of transfers and promotion
- System of employee representation
- Healthy and safe working environment (Any 5 × 2) (10)

[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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