higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

(4110364)

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This question paper consists of 5 pages.

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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. Start each section on a NEW page.
5. Use only a BLACK or BLUE pen.
6. 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 The external or macro-environment is where all individuals or groups of individuals with whom the enterprise interacts outside its internal structure exist.

1.2 An enterprise is an organised body with objectives which operates, together with other enterprises, within the economic system.

1.3 Private sector refers to enterprises within the economic system that operate on the basis of private initiative.

1.4 The aim of the public sector is to provide services to the citizens of the country.

1.5 An employer is not responsible for the enterprise and does not own the enterprise.

1.6 Needs are not the basic reasons why people are prepared to pay for goods and services.

1.7 A financial department is responsible for all matters concerning the collection and storage of information such as sorting and filing of mail.

1.8 One of the management tasks is planning.

1.9 A public company has a minimum of seven members.

1.10 A narrow span of control means that managers have many subordinates reporting to them.

1.11 Division of labour is not the first step in the work-specialisation process.

1.12 The aim of organisation design is to develop an organisation structure that does not support the achievement of a particular organisation's vision, mission and strategic objectives.

1.13 Physiological needs are related to the basic biological nature of a person.

1.14 Job satisfaction is influenced by mentally challenging work.

1.15 Conflict refers to friendship between individuals or groups.

1.16 Side-by-side communication refers to horizontal communication.

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1.17 Communication is an exchange of information between people.

1.18 Performance is the evaluation of how well someone does their job.

1.19 Delegation is the act of assigning formal authority and responsibility for the completion of specific activities to a subordinate.

1.20 An organisation structure focuses on how the organisation as a whole can be structured.

(20 × 2) **[40]**

QUESTION 2

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (2.1–2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Enterprises managed and owned by government	A	job satisfaction
2.2	Coordinating and monitoring all organisational budgets	B	group cohesiveness
2.3	Relatively few subordinates reporting to managers	C	narrow span of control
2.4	General attitude of people about their jobs	D	financial function
2.5	Members pulling in the same direction creating unity in the group	E	public sector
		F	private sector
		G	formal groups

(5 × 2) **[10]**

TOTAL SECTION A: 50

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SECTION B

QUESTION 3

3.1 Give TWO examples of each of the following needs on Maslow's hierarchy:

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 List FIVE characteristics of effective groups. (5)
[25]

QUESTION 4

4.1 Name FIVE sub-areas of the external macro-environment. (5)

4.2 Name FIVE factors of production. (5)

4.3 List EIGHT enterprise functions. (8)

4.4 Name THREE levels of management. (3)

4.5 Name FOUR basic tasks of management. (4)
[25]

QUESTION 5

5.1 Name FIVE forms of ownership. (5)

5.2 Give FIVE advantages of a close corporation. (5 × 2) (10)

5.3 Explain FIVE steps in designing the structure for an organisation. (5 × 2) (10)
[25]

QUESTION 6

6.1 Name THREE types of groups. (3)

6.2 State TWO purposes of the norms of groups. (2)

6.3 Give FIVE guidelines for successful communication. (5 × 2) (10)

6.4 Name FIVE categories of employee benefits. (5 × 2) (10)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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