higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY PERSONNEL MANAGEMENT N4

9 October 2020

This marking guideline consists of 5 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1 J
1.2 F
1.3 A
1.4 D
1.5 H
1.6 B
1.7 E
1.8 G
1.9 C
1.10 I

(10 × 2) **[20]**

QUESTION 2

2.1 True
2.2 True
2.3 True
2.4 False
2.5 False
2.6 True
2.7 True
2.8 True
2.9 False
2.10 False

(10 × 2) **[20]**

QUESTION 3

3.1 Skills
3.2 Self-esteem
3.3 Private companies
3.4 Owners
3.5 Psychology

(5 × 2) **[10]**

TOTAL SECTION A: 50

Copyright reserved

SECTION B

QUESTION 4

4.1
- Upward communication
- Horizontal communication
- Downward communication (3)

4.2
- Labour relations Act
- Basic conditions of employment Act
- Occupational safety injuries and diseases Act
- Compensation for Occupational Injuries and Diseases Act
- The Wage Act
- Unemployment insurance Act
- Employment and occupational equity Act
- Skills Development Act (8 × 2) (16)

4.3
- Economic strike
- Recognition strike
- Sympathy/secondary strike
- Solidarity strike
- Strategic strike
- Rotating strike
- Sit-in strike
- Expected strike
- Wildcat strike
- General strike/Political stay away (Any 6 × 1) (6)

[25]

QUESTION 5

5.1
Step 1: Screen completed job application
Step 2: Conduct initial screening interviews
Step 3: Assess potential and ability to learn on the job utilising psychological testing
Step 4: Conduct reference checks
Step 5: Conduct an in depth final interview with short-list candidates
Step 6: Arrange physical examination where appropriate
Step 7: Finalise the choice and appoint the most suitable candidate for the position
Step 8: Make an offer of employment including what salary and benefits will be paid

(8 × 2) (16)

Copyright reserved

5.2
- Employment agencies
- Head hunters
- Walk-ins
- Referrals
- Professional associations
- Advertisement
- Campus recruitment
- Labour unions
- Temporary help (9)

[25]

QUESTION 6

6.1
- Enterprise induction
- Personal induction
- Departmental induction
- Functional induction (4)

6.2
- A win-lose situation, where two parties pursue the same goal
- Where two parties disagree on how to reach a goal
- Where senior employees abuse their authority over junior employees
- Where two parties have different perceptions
- When change is implemented and people feel threatened by it. (5 × 2) (10)

6.3
- Line manager – He/she will be responsible for directly supervising the work of subordinates in the HR Department.
- Staff manager – He/she will be responsible for providing specialist expertise to the other managers in order to enable them to manage their people (i.e. their human resources) more effectively.

(Any relevant answer 2 × 2) (4)

6.4 Position power
- Legitimate power
- Coercive power
- Reward power

Personal power
- Expert power
- Referent power (5)

6.5 It refers to the number of subordinates who report directly to a particular manager (2)

[25]

QUESTION 7

7.1
7.1.1 One person
7.1.2 Between two and twenty people
7.1.3 One to a maximum of ten
7.1.4 Minimum of one and maximum of 50
7.1.5 Minimum of seven no upper limit

(5 × 2) (10)

7.2
- Listing all tasks to be performed.
- Dividing all tasks into activities to be done by people.
- Grouping together related tasks in a logical order.
- Establishing relationships between jobs, for clear ideas of responsibility to emerge. (4 × 2) (8)

7.3
- Physiological needs
- Safety or security needs
- Social needs
- Ego or esteem needs
- Self-actualisation needs (5)

[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

Copyright reserved