higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T850**(E)**(J26)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

26 July 2019 (X-Paper)
09:00–12:00

This question paper consists of 5 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N1
TIME: 3 HOURS
MARKS: 100

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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QUESTION 1

1.1 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Alcohol	A	the effect of these drugs is that the user does not experience any pain, anger or hunger. he expression normally goes that it turns people into 'zombies' – the living dead
1.1.2	Heroin, morphine and opium	B	the most commonly abused drug and is found in a variety of beverages such as beer, whisky, etc.
1.1.3	Barbiturates	C	a powerful stimulant of the brain that increases confidence, elevates the mood, removes tiredness (peps you up) and produces a sense of increased alertness
1.1.4	Cocaine	D	sedatives and tranquilisers that induce sleep
1.1.5	Amphetamines	E	various parts of the hemp plant (of Cannabis family) are smoked in many parts of the world
1.1.6	Dagga	F	this group of drugs include benzedrine dexedrine and some appetite suppressants and these substances produce effects similar to those of cocaine
1.1.7	LSD, Mescaline etc.	G	users inhale glue, solvents, dry-cleaning solutions, food sprays etc. and these have the same effect as ether or anaesthetics
1.1.8	Glue-sniffing	H	the usual term for this group of drugs is hallucinogens, but this is only part of their effect
1.1.9	Nyaope	I	a chemical substance which has a biological effect on a person
1.1.10	A drug	J	popular drug that contains rat poison, soap powder and antiretroviral drugs

(10 × 1) (10)

1.2 Name and explain FIVE human needs as outlined in Maslow's hierarchy of needs. (5 × 2) (10)
[20]

QUESTION 2

2.1 When an employee gets offered a job he will receive a contract of employment.

Define what is meant by a *contract of employment*. (2 × 1) (2)

2.2 When there is competition between individuals or in a group situation, certain characteristics and behaviour develop.

Discuss these characteristics and behaviour under the following headings. Give your answer in table form.

- Competitive behaviour
- Co-operative behaviour (2 × 9) (18)
[20]

QUESTION 3

3.1 State FIVE collective bargaining mechanisms. (5)

3.2 Tabulate the difference between *general supervision* and *employee-centred supervision*. (2 × 4) (8)

3.3 A good supervisor should 'lead by example'.

Explain this statement by giving examples. (7 × 1) (7)
[20]

QUESTION 4

4.1 Name the official language mostly spoken in the following provinces:

4.1.1 Mpumalanga

4.1.2 Free State

4.1.3 Eastern Cape

4.1.4 Limpopo

4.1.5 Kwa-Zulu Natal

(5 × 1) (5)

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4.2 State THREE factors that can cause conflict. (3)

4.3 Discuss factors that encourage people to belong to a specific group. (4 × 1) (4)

4.4 Every organisation needs a person to deal with industrial labour relations.

Discuss this statement. (3 × 1) (3)

4.5 State FIVE services that can be provided by an ATM. (5)
[20]

QUESTION 5

5.1 Industrial accidents can happen in any workshop or factory.

Discuss TWO aspects of an industrial accident. (3 × 2) (6)

5.2 State factors that lead people to act in an unsafe manner in a workshop.
(4 × 1) (4)

5.3 Name and describe FOUR types of respirators. (4 × 2) (8)

5.4 Name TWO types of firefighting equipment commonly used in the workplace. (2)
[20]

TOTAL: 100

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