higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T860(**E**)(M27)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

(4110022)

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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
INDUSTRIAL ORIENTATION N2
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. Rule off across the page on completion of each subsection.
5. Write neatly and legibly.

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QUESTION 1

1.1 Explain the difference between national products and national income. (2 × 2) (4)

1.2 Define the term *cost price.* (2)

1.3 After buying goods at any store, one should receive a receipt.

Name SIX items that must appear on a receipt. (6)

1.4 Give the meaning of the abbreviation ATM. (1)

[13]

QUESTION 2

2.1 State FOUR obstacles which may arise in large undertakings. (4)

2.2 Supervisors are important people in companies, and are expected to take charge and lead various projects whenever they are asked to do so.

State FOUR situations that show the supervisor is 'leading by example'. (4)

2.3 List FOUR barriers to communication in large companies. (4)

2.4 State THREE advantages of an organogram in any organisation. (3)

2.5 Briefly explain how planning is done in small companies. (3 × 1) (3)

2.6 Explain the influence of a good business climate on the community. (4 × 1) (4)

[22]

QUESTION 3

3.1 Indicate whether the following statements are TRUE or FALSE. Write only 'true' or 'false' next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

3.1.1 Employees must communicate effectively with one another at work, for a healthy relationship.

3.1.2 Team leaders and supervisors should conduct morning meetings with their team members at all times.

3.1.3 A problem shared is a problem halved.

3.1.4 Incentives can be used to motivate workers to perform at their best.

3.1.5 It is a good idea to learn to appreciate someone who has performed exceptionally well, or better than you, at work.

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3.1.6 By discouraging other workers, supervisors seek to create and maintain the desire to work efficiently.

3.1.7 It is not a good idea to make friends with workers from a different team.

3.1.8 Favouritism will not spoil the relationship between a superior and subordinates in a team at work.

3.1.9 It is not necessarily important to look at the positive side of an individual at work, especially when you are his or her supervisor.

3.1.10 Jealousy welds together many individuals with differing skills, abilities, attitudes and personalities.

(10 × 1) (10)

3.2 State FOUR offences that may result in the immediate dismissal of an employee. (4)

3.3 Give FIVE reasons why fewer misunderstandings occur between workers in small undertakings than in large undertakings. (5)

3.4 State FOUR specific duties that management expect from workers. (4)

3.5 Briefly define the term *behaviour.* (2)
[25]

QUESTION 4

4.1 Various factors contributing to *accidents* are listed below.

Rewrite these factors in their correct *sequence* next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

- Injury
- Accidents
- Social environment
- Human shortcomings
- Unsafe actions (5 × 1) (5)

4.2 State the purpose of the Compensation for Occupational Injuries and Diseases Act (COID Act). (5 × 1) (5)

4.3 Give FIVE typical examples of bad housekeeping. (5)

4.4 4.4.1 Give FIVE typical examples of unsafe acts.

4.4.2 Give FIVE typical examples of unsafe conditions.

(2 × 5) (10)
[25]

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QUESTION 5

5.1 State TWO situations in which grievances may lead to a strike. (2)

5.2 What do you understand by *labour brokers.* (2)

5.3 Give the meaning of the abbreviation COSATU. (1)
[5]

QUESTION 6

6.1 Give ONE word or a term for each of the following descriptions by choosing a word or a term from the list below. Write only the word or term next to the question number (6.1–6.10) in the ANSWER BOOK.

distribution manager; 55 years; managing director; retail manager; strike; 65 years; customer services department; Baslow's needs; guarantee; warranty; Maslow's needs; lock-out; fire extinguishers; spats; safety shoes; telephones; respirators

6.1 An agreement from the manufacturer confirming that they will replace or repair an item if something goes wrong within a certain time

6.2 An insurance policy that covers the product beyond the manufacturer's period

6.3 Responsible for customer requirements

6.4 Responsible for controlling the movement of goods in and out of the warehouse

6.5 The national retirement age in South Africa

6.6 Physiological, safety, social, esteem and self-fulfilment needs

6.7 They must be placed high enough to be seen by every employee

6.8 Protective clothing used to protect the legs

6.9 Spontaneous and concerned withdrawal of labour from production, temporarily

6.10 When workers do not reach agreement with the employer and decide to close down the factory until there is a form of agreement to resume work

(10 × 1) **[10]**

TOTAL: 100

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