higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

(4110022)

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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. Use only a black or blue ink.
5. Write neatly and legibly.

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QUESTION 1

1.1 State why the biggest concentration of industries is situated in Gauteng. (4)

1.2 Name and explain the THREE types of savings accounts. (3 × 5) (15)

1.3 Name the problems that may arise when workers receive instructions from more than one supervisor. (4)

1.4 Name FIVE motivating factors and FIVE hygiene factors. (2 × 5) (10)

1.5 Name TWO types of communication. (2)
[35]

QUESTION 2

2.1 Define the term *company policy*. (2)

2.2 State TEN unsafe acts that may lead to an accident in the workshop. (10)

2.3 State TEN unsafe conditions that may lead to an accident in the workshop. (10)

2.4 Name FIVE items that should be included in the first-aid kit. (5)
[27]

QUESTION 3

3.1 Name FOUR types of organisations. (4)

3.2 Name FOUR methods of communication in the workplace. (4)

3.3 Define the influence of a good business climate on the community. (6)
[14]

QUESTION 4

4.1 Name THREE of Maslow's basic needs. (3)

4.2 Name THREE reactions to frustration and conflict. (3)

4.3 State THREE background factors that can cause dissatisfaction. (3)
[9]

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QUESTION 5

5.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (5.1.1–5.1.10) in the ANSWER BOOK.

5.1.1 A trade union is an organised association of workers in a trade or profession formed to protect the rights and interests of the workers.

5.1.2 Industrial revolution is a process whereby manual labour is replaced by machinery.

5.1.3 Negotiation as used within Labour Relations refers to the process whereby the employer gives clear instructions to the employees about work-related matters.

5.1.4 Collective bargaining is a process by which the representatives of an organised group of employees and management meet in an attempt to reach an agreement.

5.1.5 Generally speaking, labour can be seen as the human effort exerted with the aim of obtaining an income.

5.1.6 Labour relations deal with the behaviour of the community towards the workplace.

5.1.7 Industrialisation is a process by which people create a system of dynamic, but frictional relations in their striving for the fulfilment of needs.

5.1.8 Industrialisation is a process whereby more people are employed in any company to increase production.

5.1.9 The abbreviation CCMA stands for Council for Conciliation, Mediation and Arbitration.

5.1.10 There is no need for a trade union to be registered as long as the employer is aware of its existence and can recognise it.

(10 × 1) (10)

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5.2 Write down FIVE acts from the list below that have been passed by parliament and that are in use with regard to labour relations.

- Basic Conditions of Employment Act
- Compensation for Occupational Injuries and Diseases Act
- Skills Levy Act
- Unemployment Instructions Foundation Act
- Labour Relations Act
- Skills Development Act
- Occupational Health and Training Act
- Workers Insurance Act
- Unemployment Insurance Fund Act
- Service Delivery and Salaries Negotiations Act

(5)
[15]

TOTAL: 100

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