higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T860**(E)**(J24)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

(4110022)

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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 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: CREATION OF WEALTH

1.1 State EIGHT positive economic consequences that mining industry brought to the country. (8 × 1) (8)

1.2 Briefly explain the term *wealth*. (2 × 1) (2)

[10]

QUESTION 2: FUNDAMENTALS OF ORGANISATION

2.1 Explain FOUR obstacles which may arise in large undertakings. (4 × 1) (4)

2.2 Differentiate between *formal* and *informal* organisations. (2 × 2) (4)

2.3 Supervisors are very important people in companies. They are expected to create a favourable impression of the company and take informed decisions at all times.

State FIVE qualities required in a supervisor. (5 × 1) (5)

2.4 List FOUR methods of communication in medium-sized companies. (4 × 1) (4)

2.5 A supervisor is burdened with accountability that cannot be delegated when authority is delegated to him/her.

Briefly discuss the meaning of *accountability*. (3 × 1) (3)

[20]

QUESTION 3: ORGANISATIONAL STRUCTURE

3.1 Describe a person who is well adapted in the work situation. (2 × 1) (2)

3.2 State FOUR generalisations about the human nature. (4 × 1) (4)

3.3 Supervisors agree that better cooperation may come about between who work together as a team and complete a job in time.

List FIVE other pointers to the above-mentioned statement. (5 × 1) (5)

3.4 State FIVE points that management can implement to determine the views and the opinions of the workers. (5 × 1) (5)

3.5 Define the following terms:

3.5.1 Culture

3.5.2 Attitude

(2 × 2) (4)

3.6 Give FIVE factors that will ensure that people are satisfied with their jobs. (5 × 1) (5)

[25]

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QUESTION 4: ACCIDENT PREVENTION

4.1 Indicate whether the following statements are TRUE or FALSE. Write only 'True' or 'False' next to the question number (4.1.1–4.1.10) in the ANSWER BOOK.

4.1.1 Of all industrial accidents, 95% are caused by human factors.

4.1.2 Lifting of objects is dangerous and can cause back injuries.

4.1.3 Empty gas bottles may be stored with unused gas bottles, as long as the empty bottles are chained together and also marked.

4.1.4 It is a good idea for companies to have a safety record.

4.1.5 A Safety Management Plan (SMP) should contain all issues relating to a company's safety audits and safety inspections.

4.1.6 All safety clothing should be inspected at least after every two years to make sure that they are still in good condition.

4.1.7 It is advisable to start with accident investigations as soon as the injured person(s) have been released from hospital, even if it is after three months.

4.1.8 When a person has sustained an eye injury, the best possible form of first aid at that time is to perform CPR to that person.

4.1.9 Only the supervisor should have access to the first aid box.

4.1.10 Unconsciousness means broken bones.

(10 × 1) (10)

4.2 Name TWO causes of chemical burns and give ONE example of each.

(2 × 2) (4)

4.3 State TWO of the biggest dangers concerning open wounds. (2 × 1) (2)

4.4 Express the THREE main causes of accidents in percentages. (3 × 1) (3)

4.5 Give ONE example of good housekeeping. (1)

[20]

QUESTION 5: LABOUR RELATIONS

5.1 Name THREE parties involved in Labour Relations in South Africa. (3 × 1) (3)

5.2 State the objectives of the Labour Relations Act. (6 × 1) (6)

5.3 State the purpose of the Works Councils. (3 × 1) (3)

5.4 State THREE activities that management should perform to avoid confrontation by the workplace forums. (3 × 1) (3)

[15]

QUESTION 6

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

distribution manager; poor management ; change in behaviour; loose objects; natural resources; audits; capital; CFO; CEO; incitement; team building; respirators; departmental meeting

6.1 The main cause of work dissatisfaction

6.2 The reaction to frustration

6.3 An example of protective clothing

6.4 Departmental weekend away to try to resolve tension and relieve work related stress

6.5 It may warrant immediate dismissal

6.6 Formal examinations of organisations' safety conditions

6.7 The other name for raw materials

6.8 One of the causes of industrial accidents

6.9 The money that will be needed to start a business

6.10 The most senior person in the company

(10 × 1) **[10]**

TOTAL: 100

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