higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE

## INDUSTRIAL ORIENTATION N2

**27 July 2021**

**This marking guideline consists of 6 pages.**

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## QUESTION 1

1.1
- Aesthetics / Colour
- Safety / Lighting
- Ease of Use / Noise
- Comfort / Temperature
- Productivity / Performance (Any 4 × 1) (4)

1.2
- The value given up in a transaction by the person selling a product
- includes cost from which it can be ascertained.
- Cost represents that which the owner offers up
- when selling the goods. (4)

1.3
- Upgrade the existing machines
- New maintenance procedures
- Relevant training for operators
- Frequent monitoring
- Relevant machinery for specific work (Any 4 × 1) (4)

1.4 **NB** Note to marker: If NOT in correct sequence only half of marks to be given ie. for relevant examples only.

1. Physiological needs
- Food
- Water
- Clothing
- Shelter
- Sleep
- Breathing (Any 1 × 1 for example)

2. Safety and security needs
- Family
- Employment
- Health
- Social stability
- Property (Any 1 × 1 for example)

3. Social needs / love and belonging
- Friendship
- Intimacy
- Sense of connection
- Family (Any 1 × 1 for example)

4. Esteem needs
- Achievement
- Respect of others
- Need to be a unique individual
- Confidence (Any 1 × 1 for example)

5. Self-actualisation needs
- Morality
- Acceptance
- Experience purpose
- Creativity
- Spontaneity
- Meaning of inner potential (Any 1 × 1 for example) (5 × 2) (10)

1.5 The abundance✓ of valuable resources✓ or material possessions (money)✓ (3 × 1) (3)
**[25]**

## QUESTION 2

2.1 Men
- See themselves as bread winners (providers)
- Want to make their mark in life
- Are more prepared to venture into unknown fields
- Depend on work for existence
- Marry and support a family

Elderly men
- See changes as threads and fear the unknown
- Willing to accept existing conditions as they are (Any 4 × 1)

Women
- Still primarily responsible for taking care of children
- Perform most household duties
- Unmarried woman will probably work their way up to top management
- Married woman will choose a family over a career

Elderly women
- Will probably stay home to assist with household duties (Any 4 × 1) (8)

2.2
- Dirty clothing
- Patient's dirty skin
- Dirty dressing
- The air
- Contaminated water
- The object which caused the wound (Any 5 × 1) (5)

2.3
- Time lost through injury
- Time lost by other workers who stop work out of sympathy
- Time lost by foreman, supervisor and other management assisting an injured workman
- Cost of damaged machines, tools or property
- Cost of lost production
- Reduction of efficiency (Any 5 × 1) (5)

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2.4
- Handling of objects
- Fires
- Slip and fall
- Electric shock
- Machinery and tool (especially lifting-gear and rotating machines)
- Housekeeping
- Non-work-related accidents (7 × 1) (7)

**[25]**

## QUESTION 3

3.1
- High morale: Employees work together as a group to achieve a common goal without conflict or friction.
- Low morale: Employees have no interest in their work and are careless, untidy and full of complaints. (2 × 2) (4)

3.2
- An endowment policy is a life insurance contract designed to pay a lump sum after a specific term (on its maturity) or on death. ✓
  Typical maturities are ten, fifteen or twenty years up to a certain age limit. Some policies also pay out in the case of critical illness ✓
- Traditional policies are typical linked with profits or units✓
  (including those with unitised with-profits funds).✓
- Endowment can be cashed in early✓
  (or surrendered) and the holder then receives the surrender value which is determined by the insurance company depending on how long the policy has been running and how much has been paid into it.✓ (3 × 2) (6)

3.3
- By function
- By regional area – a geographical structure, e.g. marketing manager North, marketing managers South etc.
- By product, e.g. marketing manager crisps, marketing manager drinks, etc.
- Into work teams. (Any 3 × 1) (3)

3.4
- Protected strikes / lawful
- Unprotected strikes / unlawful (2 × 1) (2)

3.5
- Verbal communication
- Face-to-face communication
- Written communication
- Electronic communication
- Visual communication
- Audio
- Notice boards
- Group meetings
- Text (Any 5 × 1) (5)

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3.6
- Decisions on production-line matters
- Cutting and controlling costs
- Handling of minor union problems
- Handling of all problems faced by workers
- Maintenance of discipline
- Framing of work assignments
- Training of workers
- Selection of workers

(Any 5 × 1) (5)
**[25]**

## QUESTION 4

4.1 Theory X
The average human being has an inherent dislike✓ of work and will avoid it if he can.

Because of this human characteristic of dislike of work, most people must be coerced, controlled, directed and threatened with punishment✓ to get them to put forth adequate effort towards the achievement of organisational objectives. Even rewards such as pay are not motivators: employees will simply take wages and demand higher ones.

The average human being prefers to be directed by someone else, wishes to avoid responsibilities,✓ has relatively little ambition✓ and wants security above all.

Theory Y
The average human being does not inherently dislike work; work may be indeed a source of satisfaction.✓

External control and the threat of punishment are not the only means for the encouragement of effort towards achievement of organisational objectives.✓
The satisfaction of ego and self-actualisation needs can be direct products of efforts directed towards organisational objectives.
Man learns under proper conditions, not only to accept but to seek responsibility.✓

The capacity to exercise a relatively high degree of imagination, ingenuity, and creativity✓ in the solution of organisational problems is widely, not narrowly, distributed in the population. (4 × 2) (8)

4.2
- To perform all the functions of a court of law in a dispute or matter arising from the application of the laws administered by the Department of Manpower Utilisation.
- Decide any appeal resulting from any requirement, request or any decision taken on a particular case.
- Settle any matter referred to the court in connection with the demarcation between undertakings, industries, trades and occupants.
- Determine whether a labour practice is unfair or not.

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- Undertake compulsory and voluntary arbitrations referred to the court.
- Generally handle matters which it is legally authorised to handle.
- Advise the Minister on possible declaration of certain services as essential services.
- Investigate and report on any matter referred by the Minister regarding the aims of the Labour Relations Act. (Any 5 × 1) (5)

4.3

| | | |
|---|---|---|
| 4.3.1 | True | |
| 4.3.2 | True | |
| 4.3.3 | True | |
| 4.3.4 | True | |
| 4.3.5 | True | |
| 4.3.6 | True | |
| 4.3.7 | False | |
| 4.3.8 | False | |
| 4.3.9 | False | |
| 4.3.10 | False | |
| 4.3.11 | False | |
| 4.3.12 | False | |

(12 × 1) (12)
**[25]**

**TOTAL: 100**