higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

(4110022)

27 July 2021 (X-paper)
09:00–12:00

This question paper consists of 4 pages and 1 formula sheet.

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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. Start each question on a new page.
5. Use only blue or black ink.
6. Write neatly and legibly.

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QUESTION 1

1.1 Ergonomics is a scientific study done of people and their working conditions to improve their effectiveness.

List FOUR factors which are involved in ergonomics. (4)

1.2 Explain what is meant by *cost is a concept value.* (2 × 2) (4)

1.3 Describe how productivity of machines can be improved and accidents caused by machinery minimised. (4)

1.4 List Maslow's hierarchy of needs in the **correct** sequence and give ONE example of each. (5 × 2) (10)

1.5 Define the term *wealth*. (3)

[25]

QUESTION 2

2.1 Discuss the role played by age in the attitude and adaptability of men and women. (4 × 2) (8)

2.2 In applying first aid to an injured patient, it is critical to try and avoid germ infection.

State FIVE sources of germ infection when attending to the wound. (5)

2.3 Name FIVE hidden (indirect) costs that can be connected to an industrial accident. (5 × 1) (5)

2.4 List SEVEN categories that accidents can be divided into. (7)

[25]

QUESTION 3

3.1 Compare *high* and *low morale* in the work situation. (2 × 2) (4)

3.2 An endowment policy is seen as personal insurance.

Describe in detail what *endowment policies* are. (3 × 2) (6)

3.3 By means of which different ways can organisations be structured? (3 × 1) (3)

3.4 Mention TWO types of strikes commonly applied in South Africa. (2)

3.5 Name FIVE methods of communication that can be used in the workplace. (5)

3.6 Explain FIVE responsibilities of a supervisor in the workplace. (5)

[25]

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QUESTION 4

4.1 Discuss Douglas McGregor's theory X and theory Y. (4 × 2) (8)

4.2 Explain in detail FIVE functions of the Industrial Court. (5)

4.3 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (4.3.1–4.3.12) in the ANSWER BOOK.

4.3.1 The socio-economic situation in South Africa gave rise to organised labour relations.

4.3.2 Provision of personnel by management leads to interpersonal relations between management and subordinates.

4.3.3 Industrialisation became very much active in 1940.

4.3.4 The most important objective of labour relations is the establishment and maintenance of co-operation.

4.3.5 Settlement of disputes and dealing with grievances can only be achieved through collective negotiations.

4.3.6 Collective bargaining plays an important role during settling of disputes and grievances.

4.3.7 Industrial Council consists of members of management only.

4.3.8 All people, whether employed or unemployed, must belong to a trade union.

4.3.9 A trade union can be defined as a continuing, temporary organisation created by the workers to protect themselves at their workplace.

4.3.10 Management personnel are not allowed to belong to any trade union.

4.3.11 According to the South African trade laws, workers may belong to more than one trade union.

4.3.12 COATU is the second largest trade union in South Africa.

(12 × 1) (12)
[25]

TOTAL: 100

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INDUSTRIAL ORIENTATION N2

(i) $$Accident\ frequency\ rate = \frac{Number\ of\ \ lost-time\ injuries \times 10^6}{Number\ of\ \ man-hours\ worked}$$

$$Ongeluksfrekwensiesyfer = \frac{Getal\ verlore\ tydbeserings \times 10^6}{Getal\ man-ure\ gewerk}$$

(ii) $$Seriousness = \frac{Number\ of\ \ days\ lost \times 10^3}{Number\ of\ \ man-hours\ worked}$$

$$Ernstigheid = \frac{Getal\ dae\ verloor \times 10^3}{Getal\ man-ure\ gewerk}$$

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