higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T870**(E)**(M28)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

(4110033)

28 March 2019 (X-Paper)
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 N3
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. Sketches must be large, neat and fully labelled.
5. Write neatly and legibly.

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QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1–1.15) in the ANSWER BOOK.

1.1 The abbreviation CSIR stands for Council for Scientific Industrial Review.

1.2 Approximately 500 000 tons of aluminium were exported in 2001.

1.3 South Africa is the second largest steel producer in Africa.

1.4 South Africa is ranked tenth in world in the production of aluminium.

1.5 Copper, brass, lead, zinc and tin are imported to South Africa from Brazil.

1.6 Archelor Mittal South Africa is the company that was known as the JSE Securities Exchange.

1.7 The company, Archelor Mittal was founded in 2010.

1.8 Amcor stands for American Metals Corporation

1.9 ISPAT trades as Saldanha Steel LTD

1.10 The abbreviation IDC stands for Individual Development Corporation.

1.11 The IDC assists start-up and existing businesses with funding.

1.12 The South African Bureau of Standards (SABS) is an organisation established to ensure that South African Businesses meet a range of standards, especially with regard to health, safety and the environment.

1.13 The CSIR aims to contribute to the national programme of development and in all areas where research is much needed.

1.14 Iron ore was first discovered in Thabazimbi, here in South Africa.

1.15 Iscor is South Africa's largest steel producer.

(15 × 1) **[15]**

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QUESTION 2

2.1 Discuss SIX advantages of a one-man business. (6)

2.2 Tabulate the comparisons of the following types of companies:

- Public company
- Private company (2 × 2) (4)

2.3 Name FIVE forms of enterprise. (5)
[15]

QUESTION 3

3.1 State SIX possible weaknesses that can lead to industrial bureaucracy. (6)

3.2 Organisational structure allows the allocation of responsibilities for different functions and processes to different entities such as: International branches and national branches.

Describe FIVE other different entities. (5)

3.3 Choose the correct word or words from those given in brackets. Write only the word or words next to the question number (3.3.1–3.3.4) in the ANSWER BOOK.

An organisational 3.3.1 (team/structure) defines how activities such as 3.3.2 (task allocation/membership), 3.3.3 (coordination/direction) and 3.3.4 (organisation/supervision) are directed towards the achievement of organisational aims. (4)
[15]

QUESTION 4

4.1 In order for children to learn responsibility they need to do some chores at home.

Name FIVE advantages for a child that participates in family responsibilities. (5)

4.2 Draw Maslow's hierarchy of needs. (5)
[10]

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QUESTION 5

5.1 Define *Control* as a management function (3)

5.2 Discuss the basic steps taken in *Control* under the following headings:

5.2.1 Setting standards

5.2.2 Measurement

5.2.3 Comparison

5.2.4 Analysis

5.2.5 Evaluation

5.2.6 Corrective Action

(6 × 2) (12)
[15]

QUESTION 6

6.1 The decision making process is a systematic method consisting of five simple steps.

List the FIVE steps in the decision making process in the correct order. (5 × 1) (5)

6.2 List FIVE functions of a supervisor and give an explanation of each.

(5 × 2) (10)
[15]

QUESTION 7

7.1 Accidents happen in the workplace due to unsafe conditions.

List TEN causes of accidents due to unsafe working conditions. (10)

7.2 A supervisor can delegate any member to perform his duties in his absence.

State FIVE duties that a delegated member should perform in the absence of the supervisor.

(5)
[15]

TOTAL: 100

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