higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

31 March 2020

This marking guideline consists of 6 pages.

Copyright reserved

QUESTION 1

1.1
1.1.1 True
1.1.2 True
1.1.3 True
1.1.4 True
1.1.5 True
1.1.6 True
1.1.7 False
1.1.8 False
1.1.9 False
1.1.10 False (10 × 1) (10)

1.2
- Route
- Schedule
- Dispatch
- Inspection
- Control (5)

[15]

QUESTION 2

2.1
- In every bureaucracy there is a difference between the levels of authority (hierarchy) or administration and those who are being administered.✓ There is a difference between management and factory workers.✓ (Division of labour)
- The bureaucratic hierarchy consists of a series of offices to which certain carefully defined jobs or duties are attached.✓ To such an office or position a name is given✓ such as vice-president, general manager, supervisor, etc. (Clear hierarchy)
- Most bureaucratic offices demand specialised knowledge on the part of the official.✓ Such a person must have had specialised training for such work which as a rule presupposes advanced formal education.✓ (Specialisation)
- The communication system of the administration (hierarchy) is characterised by a large quantity of documents and written reports at all levels of the hierarchy.✓ In large organisations this involves the use of complicated administrative procedures and office equipment.✓ (Standard operating procedures) (4 × 2) (8)

Copyright reserved

2.2
- Limits of control:✓ Delegation is usually limited by the availability of efficient means of control – a supervisor should delegate work only as far as he/she can exercise effective control over it.✓
- Corresponding authority:✓ When work is delegated, it is necessary that the authority to carry it out must also be delegated.✓
- Unity of authority:✓ Instructions should be received from one person only and accountability must be limited to only one person.✓
- Willingness:✓ Authority must be delegated only to a person who is capable enough to carry out the job and willing to do it.✓
- Capability:✓ To ensure that workers will be able to perform certain jobs, it is necessary for a supervisor to place and train them well and set work standards which are regarded as reasonable by the workers.✓ (4 × 2) (8)

2.3
2.3.1 tight
2.3.2 policies
2.3.3 change
2.3.4 operates

(4 × 1) (4)
[20]

QUESTION 3

3.1 A want is a desire, urge or craving✓ for certain things (products or services)✓ that must be fulfilled or satisfied✓ to ensure human existence. (3)

3.2
- Physiological needs,✓ like food, water, warmth, rest✓
- Safety needs,✓ like security, protection from harm✓
- Social needs,✓ like friends, intimate relationships✓
- Esteem needs,✓ like prestige, feeling of accomplishment✓
- Self-actualisation needs,✓ like achieving one's full potential, acknowledgement of creative achievements✓ (5 × 2) (10)

3.3
- The plan must be clear, comprehensible and available to everybody.
- The plan should be measurable to ensure that it is carried out correctly.
- Deviations from the plan must be identifiable.
- The analysis of the execution of the plan must indicate the degree of deviation.
- The evaluation of the measurement of the plan must indicate whether it is a success or a failure.
- Deviations must be brought back in line with the plan by corrective action or else the plan must be adapted to the deviations. This means that the plan must be flexible.
- The control system must be effective, applicable and executable
- The control system must elicit the goodwill of the workers and should not set high demands to the workers. (Any 7 × 1) (7)

[20]

QUESTION 4

4.1
- Self-dependency of the enterprise
- Continuity of the enterprise
- Measure of direct control by the participating of management
- Liability of participants
- Possibilities of outside capital investment
- Access to markets
- Capital requirements
- Stability of business
- Flexibility of administration
- Division of profit (Any 5 × 1) (5)

4.2
4.2.1 Interim dividend
4.2.2 Demand
4.2.3 Empathy
4.2.4 Procedure
4.2.5 Authority
(5 × 2) (10)

4.3
- Promotes personal interest
- Lays emphasis on operational work
- Centralised decision making
- Unidirectional communication
- Direct control
- Dissatisfied group members
- Lack of new ideas
- Unpredictable action
- Extrovert
- Confident
- Hard working
- Open-minded
- Observant
- Energetic (Any 5 × 1) (5)

[20]

QUESTION 5

5.1
- Intelligence
- Good sense of judgment and ability to plan strategically
- Good perception
- Good imagination
- Ability to accept responsibilities
- Good sense of humour
- Well-balanced personality
- Ability to judge fairly
- Ability to coordinate
- Ability to communicate
- Fairness
- Ability to delegate
- Ability to reflect the progress of the group
- Ability to give commands and receive messages
- Strength of character to set an example to the group
- Ability to motivate
- Courage
- Ability to make decisions
- Knowledge of the work
- Integrity
- Determination
- Perseverance
- Self-confidence
- Reliability and honesty
- Energy to perform work efficiently
- Good health
- Commitment
- Creativity
- Inspiration
- Empathy
- Accountability
- Enthusiastic
- Focus and drive
- Responsible (Any 15 × 1) (15)

5.2
- Cutting and controlling costs
- Determining possible improvement of work methods
- Cooperation with other departments
- Deciding on product-line matters
- Knowledge of payment systems
- Handling minor union problems
- Handling workers' challenges
- Maintaining discipline
- Framing work assignments
- Training workers
- Selecting workers (Any 10 × 1) (10)

[15]

TOTAL: 100

Copyright reserved