higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

(4110033)

31 March 2020 (X-paper)
09:00–12:00

This question paper consists of 4 pages.

030Q1A2031

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

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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Iscor is South Africa's largest steel producer.

1.1.2 The abbreviation SABS stands for South African Bureau of Standards.

1.1.3 The Council for Scientific and Industrial Research is South Africa's central and premier scientific research and development organisation.

1.1.4 The Council for Scientific and Industrial Research was established by an act of parliament in 1945 and is situated on its own campus in Pretoria.

1.1.5 The IDC is South Africa's largest development-finance institution

1.1.6 The abbreviation IDC stands for Industrial Development Corporation

1.1.7 ArcelorMittal was established in 1928 and deals primarily with leather supply to many countries around Africa.

1.1.8 The South African Quality Instruction is a non-profit organisation that plays the role of an umbrella body.

1.1.9 Typical examples of the ISO are ISO 9100, ISO 9200, ISO 9300, ISO 9400, and ISO 9500

1.1.10 The core activity of the CSIR is to ensure that companies produce products that meet certain standards and are environmental friendly

(10 × 1) (10)

1.2 Name the FIVE basic steps of job planning. (5)

[15]

QUESTION 2

2.1 Discuss the FOUR general characteristics of industrial bureaucracy. (4 × 2) (8)

2.2 Explain FOUR conditions for delegating supervisor authority. (4 × 2) (8)

2.3 Complete the following paragraph by choosing the correct term from those in brackets. Write only the answer next to the question number (2.3.1–2.3.4) in the ANSWER BOOK.

A bureaucratic organisation is one with rigid and 2.3.1 (tight/loose) procedures, 2.3.2 (policies/membership) and constraints and the company reacts with stringent controls as well as reluctance to adapt or 2.3.3 (change/regroup). Bureaucracies are very organised with a high degree of formality in the way it 2.3.4 … (operates/constrains). (4 × 1) (4)

[20]

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QUESTION 3

3.1 Define the term *want* related to human existence. (3)

3.2 Name FIVE human needs as outlined in Maslow's hierarchy of needs and give ONE example of each. (5 × 2) (10)

3.3 Discuss SEVEN requirements for a good control system. (7)
[20]

QUESTION 4

4.1 List FIVE factors to consider when selecting an enterprise. (5)

4.2 Give one word for each of the following definitions:

4.2.1 Distribution to stakeholders that have been declared and paid before a company has determined its full year's earnings.

4.2.2 The total number of a specific item that is purchased at a specific time at a given price within a specific period of time.

4.2.3 The ability to put oneself in another's shoes and see things from his/her point of view.

4.2.4 A chronological sequence of a specific action that must be carried out.

4.2.5 Right to give orders, make decisions and enforce obedience.
(5 × 2) (10)

4.3 Besides impulsive action, name FIVE other characteristics of a natural leader. (5)
[20]

QUESTION 5

5.1 Unselfish attitude is considered to be one of the requirements of a good leader.

State 15 other requirements you would consider in a good leader. (15)

5.2 Knowledge of payment systems is considered to be a responsibility of a supervisor in the workplace.

List 10 other responsibilities of a supervisor. (10)
[25]

TOTAL: 100

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