higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

(4110033)

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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. Use only a blue or black pen.
5. Write neatly and legibly.

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QUESTION 1

Choose a description from COLUMN B that matches a word or an item in COLUMN A. Write the letter (A–L) next to the question number (1.1–1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1	Arcelor-Mittal	A	South Africa's largest steel producer
1.2	Seamless tubes and plates	B	primary steel products and semi-finished products
1.3	Ferrous scrap metals	C	exported by metal recyclers in 2001
1.4	Iscor	D	company that was established in 1928 and deals with the manufacturing of steel supplies
1.5	ISO 9001	E	title of a document outlining requirements
1.6	CSIR	F	South Africa's largest development finance institution
1.7	SABS	G	established by an act of parliament in 1945 and is situated on its own in Pretoria
1.8	IDC	H	organisation ensuring standards to be met
1.9	SAQI	I	organisation that plays the role of an umbrella body in quality matters
1.10	AMCOR	J	strategic business units
		K	African Metals Corporation
		L	type of metals produced for usage

(10 × 1) **[10]**

QUESTION 2

2.1 Leadership may be defined as the art of motivating people in the organisation to achieve the desired results.

List the FIVE M's of business that are brought together through good leadership. (5)

2.2 Tabulate FIVE different characteristics of the people-centred leader and the task-centred leader in the workplace. (5 × 2) (10)

2.3 Discuss FIVE of the many roles of the SABS. (5)

2.4 List FIVE steel producing companies in South Africa. (5)
[25]

QUESTION 3

Indicate whether the statements, based on bureaucratic organisations, are TRUE or FALSE by writing 'True' or 'False' next to the question number (3.1–3.10) in the ANSWER BOOK.

3.1 Organisations may be structured in many ways.

3.2 Branch, department, workgroup and individual, are entities of an organisation.

3.3 Structure is very import in a bureaucratic organisation.

3.4 Organisational structure provides the backbone of a company.

3.5 Organisational charts should exist in every department.

3.6 Bureaucratic organisations are impersonal places to work.

3.7 High ranking leaders are the decision makers.

3.8 Structures can be relatively tall or flat in representations.

3.9 Bureaucratic structures can encourage creativity.

3.10 Power is concentrated in the hands of a few high-ranking members.

(10 × 1) **[10]**

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QUESTION 4

4.1 Name SEVEN effects of good supervision in the workplace. (7)

4.2 Discuss the terms used regarding work:

4.2.1 Demand

4.2.2 Utility

4.2.3 Supply

4.2.4 Market price

(4 × 2) (8)

4.3 Name FIVE steps a supervisor needs to follow to exercise control over his/her subordinates. (5)
[20]

QUESTION 5

5.1 In different situations supervisors need to apply certain qualities to resolve certain issues.

Give ONE practical example for each term that clearly shows that the supervisor has demonstrated and applied the qualities to resolve issues at work:

5.1.1 Intelligence

5.1.2 Integrity

5.1.3 Loyalty

5.1.4 Fairness

5.1.5 Knowledge of work

(5 × 1) (5)

5.2 State FIVE major supervisory styles that can be applied by supervisors. (5)

5.3 Tabulate TWO different types of companies and discuss each. (6 × 2) (12)

5.4 Discuss possible causes of dissolution of a partnership. (6)

5.5 Describe SEVEN actions to be taken to help prevent accidents. (7)
[35]

TOTAL: 100

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