higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T870**(E)**(J24)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

(4110033)

24 July 2018 (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. Start each question on a NEW page.
6. Write neatly and legibly.

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QUESTION 1

1.1 List FOUR companies which are part of the projects of the Industrial Development Corporation (IDC). (4)

1.2 Name FOUR special schemes offered by the IDC. (4)

1.3 Name TWO nonferrous metals that South Africa exports to other countries. (2)
[10]

QUESTION 2

2.1 Complete the paragraph below by choosing a word or words from the list below. Write only the word or words next to the question number (2.1.1–2.1.12) in the ANSWER BOOK.

limited; Pty Ltd, 80; JSE; NGO; stocks; shares; public company; more; 50; placing; private company; shareholders; limited; products

A (2.1.1) … compromises seven or (2.1.2) … shareholders and turns to the public for the (2.1.3) … of its shares and may be listed on the (2.1.4) … It has (2.1.5) … as part of its name. A (2.1.6) … does not turn to the public for the placing of its (2.1.7) …. and (2.1.8) … are not more than (2.1.9 …) Transferability of the (2.1.10) … is (2.1.11) … and the company must have (2.1.12) … as part of its name. (12 × 1) (12)

2.2 Briefly explain each of the following types of leaders:

2.2.1 Autocratic

2.2.2 Democratic

2.2.3 Laissez-faire

(3 × 3) (9)

2.3 Discuss the role of the supervisor in each of the following stages:

2.3.1 Analysis

2.3.2 Evaluation

(2 × 2) (4)

2.4 Industrial plant housekeeping means everything in its place at all times.

Define FIVE good housekeeping advantages. (5)
[30]

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QUESTION 3

3.1 Discuss the meaning and importance of labour education in South Africa, a country that faces many challenges in this field. (5)

3.2 Policies formulated by top-level management serve as a foundation for a company and restrict the decisions made by managers and departmental supervisors.

Explain SIX of the advantages of having a policy in an undertaking. (6)

3.3 Control must not be over-emphasised as this puts unnecessary pressure on the workers, which will lead to misunderstanding and even high turnover of staff.

State NINE requirements for a good control system. (9)
[20]

QUESTION 4

4.1 List EIGHT important habits a supervisor should have to develop himself/herself. (8)

4.2 Choose SIX factors from the list below that describe the weaknesses in the industrial bureaucratic system. Write the factors in point form in the ANSWER BOOK.

- Red tape
- Acceptance of new ideas
- Jealousy between departments
- Loss in production
- Assistance in training methods
- Secretiveness
- Lack of new ideas
- Inability to change
- Measuring of progress
- Setting goals and time limits
- Contradictory objectives
- Competition between departments (6 × 1) (6)

4.3 Define each of the following terms regarding a business:

4.3.1 Supply

4.3.2 Demand

(2 × 3) (6)
[20]

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QUESTION 5

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (5.1.1–5.1.12) in the ANSWER BOOK.

5.1 5.1.1 An economic cycle is useful in describing the main relationships between economic aggregates.

5.1.2 An economic cycle shows the flow within the economy.

5.1.3 The demanding price is the price the seller is prepared to ask for a product or service which at the same time the buyer is prepared to pay for that product.

5.1.4 Food, water, rest and warmth are examples of self-fulfilment needs as outlined in the hierarchy of needs.

5.1.5 The negotiated price is the price the seller is prepared to ask for a product or service which at the same time the buyer is not prepared to pay for that product.

5.1.6 An economic system is the way in which the state chooses to apply its economic principles and distribute the country's resources to satisfy the needs of its inhabitants.

5.1.7 Free goods are limited in quantity and are freely available.

5.1.8 All humans have needs or wants that are satisfied through economic activities.

5.1.9 Utility is the ability of economic goods and services to satisfy human needs.

5.1.10 Communism, capitalism and market price are three major economic systems.

5.1.11 Economic goods are limited in quantity and are very scarce.

5.1.12 Maslow developed a hierarchy of human needs.

(12 × 1) (12)

5.2 A clerk who has been hired to fill a vacancy has a limited knowledge of the new company but is willing to learn the job and get to know the company.

There is specific information and training which the supervisor will want the clerk to have.

State EIGHT training ideas and pieces of information that the supervisor should follow to initiate the clerk about his/her new job. (8)

[20]

TOTAL: 100

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