higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

(4110033)

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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

1.1 Write the following abbreviations in full:

1.1.1 SABS

1.1.2 IDC

1.1.3 CSIR

(3 × 2) (6)

1.2 The International Organisation for Standardisation (ISO) is a worldwide federation of national standard bodies. The ISO series consists of five quality management standards.

State FIVE ISO series of quality systems. (5)

1.3 Name the FOUR categories in which the aims and activities of the CSIR can be classified. (4)

[15]

QUESTION 2

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

2.2 Many different parties can agree amongst themselves to form a partnership. In such situations a solid, written agreement must be drawn up.

Explain NINE particulars that must be included in a partnership agreement. (9)

[15]

QUESTION 3

3.1 Choose the correct word/s from those given in brackets. Write only the word/s next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

A 3.1.1 (democratic/bureaucratic) organisation is one with rigid and tight 3.1.2 (procedures/membership), 3.1.3 (policies/direction) and 3.1.4 (responsibilities/constraints). All 3.1.5 (bureaucracies/states) are very 3.1.6 (responsible/organised) with a high degree of formality in the way it operates. Organisational 3.1.7 (structure/work-force) provides a simple 3.1.8 (backbone/task) upon which all a company's operational policies and 3.1.9 (work-force/work processes) are 3.1.10 (built/directed). (10)

3.2 Name FIVE advantages of training and development of employees for the organisation and the employees. (5)

[15]

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QUESTION 4

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 An economic cycle is a useful framework which describes the main relationships between economic aggregates.

4.2 An economic cycle is a useful framework which shows the flow within the economy.

4.3 An economic cycle is a useful framework which can be used to identify important macro-economic concepts.

4.4 Private households own the production factors of labour, natural resources, capital and entrepreneurship.

4.5 The economic flow is influenced by consumer behaviour, production and consumption.

4.6 Economic goods are defined as unlimited quantities which is easily available whenever needed.

4.7 A want or need is defined as limited quantities that are relatively scarce and for which people are prepared to pay a price to acquire it.

4.8 Free goods are defined as an urge, craving or desire for certain things that must be fulfilled or satisfied for human existence to be ensured.

4.9 The following are typical examples of production factors:
- Communist
- Socialist
- Capitalist

4.10 The following are typical examples of economic systems:
- Labour
- Natural resources
- The entrepreneur
- Capital

(10 × 1) **[10]**

QUESTION 5

5.1 Explain the cause of a gap between operational and managerial work with the aid of a sketch. (6)

5.2 List SIX ways in which a supervisor can make and keep subordinates safety-conscious. (6)

5.3 Men and Money are two of the five M's of leadership in business.

Name the other THREE of the five M's of leadership in business. (3)
[15]

QUESTION 6

6.1 Describe EIGHT important actions that you, as supervisor, would perform in conducting an effective interview with an applicant. (8)

6.2 State SEVEN of the most important points a supervisor should remember to motivate personnel. (7)
[15]

QUESTION 7

7.1 It is the responsibility of the supervisor to show around all new employees in the workplace. That can only be done during an induction programme.

Name SEVEN important points a supervisor should remember during the induction programme. (7)

7.2 Any good supervisor should be able to know how to handle human relation problems. Good communication skills will always play a role in this regard.

List EIGHT reasons why face-to-face communication is advantageous. (8)
[15]

TOTAL: 100

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