higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1680(**E**)(A10)T

NATIONAL CERTIFICATE

SUPERVISION IN INDUSTRY N3

(4110053)

10 April 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
SUPERVISION IN INDUSTRY 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. Write neatly and legibly.

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QUESTION 1

Complete the following sentences regarding the advantages of proper lighting by using the words below. Write only the answer next to the question number (1.1–1.10) in the ANSWER BOOK.

safety; labour turnover; supervise; strain; fatigue; lamps; neatness; efficiency; utilisation; production; workmanship; glare; morale

1.1 Greater accuracy of … resulting in an improved product quality.

1.2 It increases … and decreases costs.

1.3 There is better … of floor space.

1.4 It enhances visibility and this leads to more ...

1.5 Maintenance is easier, promoting cleanliness and … in the department.

1.6 Eye ..... is less.

1.7 It makes it easier to … workers.

1.8 Proper lighting improves … among works.

1.9 It results in decreased …

1.10 It reduces……..amongst labour force

(10 × 1) **[10]**

QUESTION 2

Name EIGHT points of information that induction training for new employees should include. **[8]**

QUESTION 3

3.1 The extinguishing of fires relies on the principle of removing certain elements.

Briefly describe this principle with appropriate examples. (6)

3.2 Name FOUR factors in a working environment which may lead to accidents. (4)

[10]

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QUESTION 4

4.1 Define the term *injury* that is used in safety management (2)

4.2 Give FOUR reasons why good housekeeping is important and explain each reason (4 × 2) (8)
[10]

QUESTION 5

5.1 State FIVE factors that determine training needs. (5)

5.2 Describe FIVE benefits of merit rating. (5)
[10]

QUESTION 6

According to Frederick Hertzberg every human being has two motivational tracks.

Name SIX motivational and FOUR maintenance factors. **[10]**

QUESTION 7

7.1 Name FIVE factors that may reduce tardiness and absenteeism in the workplace. (5)

7.2 Give FIVE examples of rules that may result in disciplinary action and/ dismissal that can be found in a code of conduct. (5)
[10]

QUESTION 8

8.1 Describe each of the following concepts in communication:

8.1.1 Active listening

8.1.2 Body language

8.1.3 Feedback

8.1.4 Grapevine

8.1.5 Noise

(Any 5 × 2) (10)

8.2 Communication is a vital tool in problem solving.

State TWO basic conditions for effective written communication. (2)
[12]

QUESTION 9

9.1 Name FIVE warning signs of violent behaviour in an employee. (5)

9.2 List TEN requirements for good leadership. (10)

9.3 Discuss the leadership style of an autocratic leader. (5)
[20]

TOTAL: 100

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