higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

SUPERVISION IN INDUSTRY N3

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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

The working conditions are very important in the workplace.

Refer to the statement above and elaborate on the following:

1.1 Working space (5)

1.2 Prevention of accidents (5)

1.3 Extinguishing of fires (5)

1.4 Name THREE classes of fire with an example of each (6)
[21]

QUESTION 2

2.1 Frederick Herzberg's motivational hygiene theory can be clearly divided into two components:

- Motivators / satisfiers
- Maintainers / dissatisfiers

2.1.1 Name FOUR motivators (4)

2.1.2 Name FOUR maintainers (4)

2.2 Define the term *motivation*. (5)
[13]

QUESTION 3

3.1 Define the term *communication*. (5)

3.2 Insubordination, like refusing to obey reasonable orders, is a direct and provocative challenge to authority.

Name THREE basic types of insubordination. (3 × 2) (6)
[11]

QUESTION 4

4.1 You as supervisor witness an accident in the workshop.

Describe step-by-step what you would do to manage the situation. (7)

4.2 As supervisor you need to earn the respect of your subordinates and maintain good relationships.

State SEVEN important actions that could jeopardise a supervisor's relations with his/her subordinates. (7)
[14]

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QUESTION 5

5.1 Distinguish between a *people-centred leader* and a *task-centred leader*.

(5 × 2) (10)

5.2 John is a new supervisor at GM Communication.

Give FIVE points of advice that will help him as a new leader. (5)

[15]

QUESTION 6

Forging records is an example of prohibitive acts/rules in a workplace.

Give TEN more examples of prohibitive acts/rules in a workplace. **[10]**

QUESTION 7

Describe the following regarding the time basis of the remunerating of labour:

7.1 THREE advantages

7.2 THREE disadvantages

(2 × 3) **[6]**

QUESTION 8

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (8.1–8.10) in the ANSWER BOOK.

8.1 Discipline is controlled and orderly behaviour that gets the employee to follow the rules.

8.2 As supervisor at a site, you must avoid unreasonable orders when dealing with an insubordinate employee.

8.3 In order to reduce tardiness and absenteeism, you as supervisor must lead by example and show appreciation for outstanding punctuality.

8.4 An employee may break the company's rules because a supervisor, who is a bad leader, shows sincere interest in the employees.

8.5 Fear of redundancy, loss of status and loss of remuneration are reasons why workers could resist changes that top management might want to implement.

8.6 When reprimanding a latecomer, you must communicate the rule and try to let the person understand it.

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8.7 Creating mutual trust and respect between management and subordinates, is not one of the objectives of discipline.

8.8 An organisation can draw up disciplinary policies and procedures that are contrary to the law.

8.9 During orientation all new employees should not read the code of conduct and sign a document acknowledging that they have read and understood it.

8.10 The two main types of discipline are proactive and reactive discipline.

(10 × 1) **[10]**

TOTAL: 100

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