higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SUPERVISION IN INDUSTRY N3

15 April 2020

This marking guideline consists of 5 pages.

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QUESTION 1: WORKING CONDITIONS

1.1
1.1.1 maximum
1.1.2 compulsory
1.1.3 gender
1.1.4 unsafe condition
1.1.5 poor
1.1.6 caution
1.1.7 reduces

(7 × 1) (7)

1.2
- Time looking for goods, articles and tools cut down
- Space saved by packing everything away
- Clear walkways prevents injuries
- Fire hazards reduced by storing combustible materials correctly
- Increased production due to better and safer working conditions
- Quality of work improved due to better and safer working conditions
- Improved staff morale due to better and safer working conditions.

(Any 4 × 1) (4)

1.3
- Daily removal of dirt in all workshops, offices, passages, staircases, bathrooms and any other places
- Notices reminding workers to keep working place clean
- Notices warning against spitting in working areas
- Waste-paper bins and baskets placed conveniently within easy reach of workers
- Bins emptied and cleaned every day preferably outside working hours
- Pest control to prevent infesting of workplace
- Bathrooms and toilets cleaned and sanitised regularly
- Workstations and offices cleaned daily (Any 4 × 1) (4)

[15]

QUESTION 2: CONDITIONS OF EMPLOYMENT

2.1
2.1.1 True
2.1.2 False
2.1.3 False
2.1.4 True
2.1.5 False
2.1.6 True

(6 × 1) (6)

2.2 Job evaluation is a systematic method✓ for appraising✓ a job done✓ and not the person who performs it.✓ (4)

2.3
- Basis for pay increase
- Basis for promotions, selection for higher training, transfer or layoffs
- Checks the effectiveness of recruiting, training, and placement of employees
- Basis for job reassignment when employees have been improperly placed
- Promotes a desire for improvement by showing workers that management rewards performance
- Increases staff morale by rewarding work well done
- Guides and aids employees with regard to self-improvement. (Any 5 × 1) (5)

[15]

QUESTION 3: COMMUNICATION

3.1
3.1.1 B
3.1.2 E
3.1.3 A
3.1.4 C
3.1.5 D

(5 × 1) (5)

3.2 Listening is a conscious, active process✓ of obtaining information by paying careful attention to what is being said✓ to understand the message✓ whereas hearing is the awareness of sounds and noises✓ unintentionally because your sense of hearing picks it up✓ and it does not require the effort or need to understand what is being heard✓ (6)

3.3 Semantics refers to difference in meaning of words used in communication.✓ Many words have more than one meaning depending on the context in which they are used.✓ Misunderstanding results when a speaker/sender uses a word meaning one thing but the receiver understands something different.✓ Thus semantics can be a barrier to communication.✓ (4)

[15]

QUESTION 4: MOTIVATION

4.1
- Physiological needs/Basic needs
- Safety and security
- Social needs/Companionship
- Self-esteem
- Self-actualisation (5)

4.2
- THEORY X: A negative approach to human relations✓ in which management presumes that most people do not like to work,✓ avoid responsibility and prefer job security.✓ Because of this dislike of work most people must be controlled or threatened with punishment✓ to achieve company goals.✓
- THEORY Y: A positive approach✓ in which management presumes that most people view work as being natural and they try hard to achieve.✓ They can learn to accept and even look for responsibility.✓ They will exercise self-direction and self-control✓ if they understand their part in achieving company objectives.✓ (10)

[15]

QUESTION 5: DISCIPLINE

5.1
5.1.1 correct
5.1.2 oral
5.1.3 serious
5.1.4 public
5.1.5 negative

(5 × 1) (5)

5.2
- Be aware of the importance of absentee control✓ and ensure that workers are aware that it is strictly monitored.✓
- Make sure the records are accurate and take measures to prevent individuals✓ from finding a loophole to fake attendance.✓
- Make sure that every worker understands✓ the policy regarding absenteeism and the procedure✓ that must be followed.
- Enforce rules such as the need for a doctor's note,✓ be aware of false doctors' notes and if you are suspicious contact the doctor✓ to ensure that the note is authentic.
- Workers must keep track of their attendance so that they know how much leave has been used✓ and how much is available.✓
- Take note of workers who develop chronic absenteeism.✓ It may be a troubled worker.✓ (Any 5 × 2) (10)

[15]

QUESTION 6: LEADERSHIP

6.1 Unbiased and impartial✓ showing no favouritism in dealing with workers. Not to be prejudiced about race, religion, gender, et cetera.✓ Respecting the rights of all employees✓ (3)

6.2 Consistency of actions, values, methods, measures, principles, expectations and outcomes.✓ Commitment to do the right thing✓ for the right reason✓ regardless of the circumstances.✓ (4)

6.3 Ability of the mind to comprehend and use thought and reasoning for problem solving.✓ The ability to acquire knowledge and use it practically.✓ Intelligence enables the supervisor to think clearly and rapidly✓ (3)
[10]

QUESTION 7: HUMAN RELATIONS

7.1
- Increased production
- Reduced personnel turnover
- Develops good relations with employees
- Benefits company policy
- Teaching supervisors to recognise short comings and to minimise them
- Enhanced motivation
- Less absenteeism
- Trouble is avoided/Less grievances and disciplinary measures (Any 5 × 1) (5)

7.2 The group must believe that what they do is to their advantage as well as to that of the supervisor.✓ The group must be allowed to set goals with the supervisor which can be attained through team work.✓ The supervisor may feel that allowing this would be sacrificing authority, but that is not true.✓ The supervisor retains a veto power.✓ Ground rules for their participation must be set beforehand.✓ It must be clear that although each member of the team provides input, the supervisor retains the last say.✓ (6)

7.3 Employees respond to appreciation expressed through recognition of their work.✓ People want to be respected and valued by others for their contribution.✓ Everyone feels the need to be recognised as an individual or member of a group✓ and to feel a sense of achievement for work well done or even for a good effort.✓ (4)
[15]

TOTAL: 100

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