higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SUPERVISION IN INDUSTRY N3

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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: WORKING CONDITIONS

1.1 Choose the correct term from those in brackets. Write only the answer next to the question number (1.1.1–1.1.7) in the ANSWER BOOK.

1.1.1 Good working conditions improve the morale of the staff and enables (minimum/maximum) production.

1.1.2 Adequate ventilation in the workplace is (compulsory/optional) according to Occupational Health and Safety Regulations.

1.1.3 Every employer must provide a conspicuous sign outside the entrance to the bathrooms to indicate the (age/gender) of the persons for whom the room is intended.

1.1.4 A slippery floor area is an example of an (unsafe act/unsafe condition).

1.1.5 Cluttered and poorly arranged work areas are signs of (poor/adequate) housekeeping.

1.1.6 In colour coding for safety in the workplace yellow is used to indicate (information/caution).

1.1.7 A good working environment (increases/reduces) accidents in the workplace.

(7 × 1) (7)

1.2 Why is good plant housekeeping – a place for everything and everything in its place all the time – important and desirable? (4)

1.3 Cleanliness is the first requirement for healthy workers.

Give FOUR measures that can be taken in the workplace to ensure that workers are working in a clean environment (4)

[15]

QUESTION 2: CONDITIONS OF WORK

2.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1.1–2.1.6) in the ANSWER BOOK.

2.1.1 Merit ratings can assist employers when they need to decide about salary increases for workers.

2.1.2 When a worker moves to a different company his/her pension fund may not be transferred.

2.1.3 Job enrichment means adding different tasks to an existing job at the same level of expertise.

2.1.4 Induction of new employees is vital if a company desires to establish an effective labour force.

2.1.5 The higher the job requirements for a specific position the less the salary will be.

2.1.6 A housing allowance provided by a company is an employee incentive.

(6 × 1) (6)

2.2 Explain *job evaluation.* (4)

2.3 Merit rating is a process of measuring the performance of workers in terms of job requirements.

State FIVE benefits of merit rating for the employer. (5)
[15]

QUESTION 3: COMMUNICATION

3.1 Choose a description from COLUMN B that matches a word in COLUMN A. Write only the letter (A–E) next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Receiver	A	nonverbal communication
3.1.2	Reports	B	interpreting message from sender
3.1.3	Facial expression	C	a discussion between people at the same organisational level
3.1.4	Horizontal communication	D	barrier to communication leading to misunderstanding
3.1.5	Noise	E	formal written communication

(5 × 1) (5)

3.2 Explain the difference between *listening* and *hearing.* (6)

3.3 Explain why semantics, which is the study of the meaning and interpretation of words, is important in the communication process. (4)
[15]

QUESTION 4: MOTIVATION

4.1 Name the FIVE basic needs of Maslow's theory of motivation. (5)

4.2 Briefly discuss the theory X- and theory Y-concepts of motivation according to Douglas McGregor. (10)
[15]

QUESTION 5: DISCIPLINE

5.1 Choose the correct term from those in brackets. Write only the answer next to the question number (5.1.1–5.1.5) in the ANSWER BOOK.

5.1.1 The purpose of taking disciplinary action against a worker who has broken the rules at work is to (punish/correct) behaviour.

5.1.2 An (oral/written) warning is the first step in a disciplinary procedure against an employee for a first and less serious offense.

5.1.3 Forging time cards in the workplace is regarded as a (minor/serious) offense.

5.1.4 Supervisors should never discipline employees in (private/public).

5.1.5 Controlling a worker using threats, punishments and rewards is regarded as (positive/negative) discipline.

(5 × 1) (5)

5.2 Explain FIVE ways in which a supervisor can control absence of workers in the workplace. (5 × 2) (10)
[15]

QUESTION 6: LEADERSHIP

Briefly discuss the qualities of an effective leader regarding each of the following:

6.1 Fairness (3)

6.2 Integrity (4)

6.3 Intelligence (3)
[10]

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QUESTION 7: HUMAN RELATIONS

7.1 Name FIVE benefits of implementing and maintaining good human relations in the work environment. (5)

7.2 Describe how a supervisor can set goals for subordinates without sacrificing authority. (6)

7.3 Explain how human relations are improved by giving recognition to employees when a job has been done well. (4)

[15]

TOTAL: 100

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