higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1680**(E)**(A3)T

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
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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 are very important in the workplace.

Refer to the statement above and explain what is meant by the following:

1.1	1.1.1	Cleanliness	(3)
	1.1.2	Hygiene	(6)
	1.1.3	Housekeeping	(6)
	1.1.4	Lighting	(5)
1.2		Name the FOUR components of a fire.	(4)

[24]

QUESTION 2

2.1	Merit rating is considered a scientific grading used to determine salary scale.	
	Name SEVEN benefits of merit rating.	(7)
2.2	Describe what an incentive scheme is.	(6)
2.3	Name THREE types of incentive schemes.	(3)

[16]

QUESTION 3

McGregor's X-Y theory remains a valid basic principle from which to develop positive management styles and techniques.

Explain the concept/theory that Douglas McGregor maintained. **[9]**

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QUESTION 4

4.1 Misconduct includes something seen as unacceptable as well as criminal offenses. Indicate whether the following fall under LESS SERIOUS, SERIOUS or VERY SERIOUS misconduct. Write only 'less serious' or 'serious' or 'very serious' next to the question number (4.1.1–4.1.10) in the ANSWER BOOK.

4.1.1 Poor quality work

4.1.2 Not meeting deadline

4.1.3 Repetition of poor quality work

4.1.4 Not meeting deadlines even after being warned

4.1.5 Poor quality work even after formal warning

4.1.6 Leaving company premises without permission

4.1.7 Sleeping on duty

4.1.8 Being under the influence of alcohol

4.1.9 Playing around at work

4.1.10 Forging time

(10 × 1) (10)

4.2 Discipline is the quality of being able to behave and work in a controlled way, which involves obeying particular rules or standards.

Explain positive and negative discipline. (10)

4.3 Who initiates a grievance and why? (4)

[24]

QUESTION 5

You are the supervisor at Cleaning Hacks. You do not necessarily need to make friends with your subordinates, but you do need to earn their respect.

Name FIFTEEN qualities a supervisor should have. **[15]**

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QUESTION 6

Name THREE examples of each type of communication media below:

6.1 Verbal

6.2 Non-verbal

6.3 Written

6.4 External

(4 × 3) **[12]**

TOTAL: 100

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