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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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 moral and motivation of staff can be boosted by changing their job/work/task.

Describe how THREE changes in job design can motivate employees	(3 × 5)	**[15]**

QUESTION 2

Routine housekeeping inspection is done by health and safety staff. The report from them can demerit your division.

Before the inspection, name TEN signs of disorder that will be obvious and need to be changed.	**[10]**

QUESTION 3

Describe the following concepts in communication used in the workplace:

3.1	Active listening	(5)
3.2	Body language	(5)
3.3	Command	(3)
3.4	Communication method	(5) **[18]**

QUESTION 4

Fires in the work place can be difficult to contain.

4.1	Name the elements causing a fire.	(3)
4.2	Describe the methods you would use to extinguish the above-mentioned fires	(3) **[6]**

QUESTION 5

Personal and medical problems can manifest itself in lack of performance of the employee which can be harmful for the employee as well as the company. Missing deadlines is a sign of a troubled employee.

Record 6 other signs of a troubled employee in his/her job performance. **[6]**

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QUESTION 6

The ability to communicate can be seen as one of the qualities of a good supervisor.

6.1	Name EIGHT other qualities a good supervisor can do with	(8)
6.2	State THREE principles that the supervisor must obey in order to maintain the authority of his position.	(3) **[11]**

QUESTION 7

A Management Information Systems (MIS) can, amongst others, carry out a feasibility study.

7.1	Name FIVE other qualities of a MIS that can be of great use for a supervisor.	(5)
7.2	If an employee, who contributed towards a firm's pension fund, terminates his duty and starts working with another firm, what would happen to the contributions which he made towards the pension fund?	(5) **[10]**

QUESTION 8

You need to discipline one of your sub-ordinates whose frequent absence from work has a negative effect on the efficient functioning of your team.

8.1	What is the aim of discipline?	(3)
8.2	As the supervisor you need to identify the causes of these absenteeism's. Name FOUR possible causes.	(4)
8.3	Your discussions with the subordinate will include a verbal and a non-verbal form of communication. Discuss the non-verbal form.	(3)
8.4	Name FIVE examples of rules that are in a typical code of conduct that will result in disciplinary action followed by a possible dismissal.	(5) **[15]**

QUESTION 9

Trade unions play a big role at the workplace and amongst employees.

Discuss the role of trade unions by looking at their activities and main goals.	**[9]**

TOTAL 100

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