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. Start each question on a new page.
5. Only use a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1: WORKING CONDITIONS

1.1 Complete the following sentences by choosing the correct word given in brackets. Write only the correct word/words next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Good working conditions include aspects such as (authority/cleanliness).

1.1.2 Positive working conditions increase staff (responsibility/morale).

1.1.3 Cleanliness in the workplace projects a (positive/negative) company image.

1.1.4 Increased staff morale helps to maximise (productivity/grievances).

1.1.5 According to OHSA regulations (contractors/employers) must provide clean drinking water in the workplace.

1.1.6 To promote hygiene, the employer must provide (washing facilities/good lighting).

1.1.7 Effective housekeeping in the workplace reduces or eliminates (accidents/ventilation).

1.1.8 (Greasy work surfaces/OHS regulations) is a sign of poor housekeeping.

1.1.9 Lighting has an impact on the (physical health/work record) and the performance of employees in the workplace.

1.1.10 Regarding colour coding, the colour (red/yellow) is used to indicate places where caution should be exercised.

(10 × 1) (10)

1.2 Working conditions are very important to the company and workers. Legislation requires that Health and Safety representatives are appointed to ensure a safe working environment.

Describe FIVE roles or activities of these representatives to ensure a safe working environment. (5)

[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 (2.1.1–2.1.10) in the ANSWER BOOK

2.1.1 To secure an effective labour force, HR must develop adequate sources of labour supply.

2.1.2 Hiring people from within the company, when a vacancy becomes available, is less costly than recruitment from outside of the company.

2.1.3 Physical examinations are compulsory for everyone who applies for a vacancy.

2.1.4 Labour turnover refers to the regular resignation and retrenchment of workers who continually need to be replaced.

2.1.5 Aptitude tests are used to check applicant's level of physical fitness.

2.1.6 An induction or orientation session is to assist new employees to adjust.

2.1.7 Special training facilities and instructional staff are required for on-the-job-training.

2.1.8 Fringe benefits is an example of indirect compensation in payment for work done.

2.1.9 Job pricing is the assignment of specific wages and salary rates to various jobs.

2.1.10 If an employee resigns from his job, he loses his pension.

(10 × 1) (10)

2.2 Describe FIVE activities that companies follow to employ a person in a vacant position. (5)

[15]

QUESTION 3: COMMUNICATION

3.1 Choose a description from COLUMN B that matches a description/word in COLUMN A. Write only the letter (A–H) next to the question number (3.1.1–3.1.8) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Poor reception	A	an example of non-verbal communication
3.1.2	Work related meetings	B	formal written communication
3.1.3	Nodding my head in agreement	C	a response to a sent message
3.1.4	The receiver	D	informal face-to-face communication
3.1.5	Sending an email to my boss	E	the person to whom the message is sent
3.1.6	Feedback	F	this happens when one keeps messages simple and straightforward
3.1.7	Having a conversation with my colleague	G	physical barrier to communication
3.1.8	Effective communication	H	this is an example of formal verbal communication

(8 × 1) (8)

3.2 When one practises good listening skills one will be able to make sense of, and understand, what another person is saying. Listening is crucial in communication.

Briefly explain EIGHT tips to improve one's listening skills for better communication. (8)

[16]

QUESTION 4: MOTIVATION

4.1 Motivated workers lead to a highly productive staff, who do well in their jobs and experience a sense of fulfilment in what they do.

Briefly discuss the Theory X and Theory Y concepts and motivation according to Douglas McGregor. (10)

4.2 Maslow's hierarchy of needs is a theory of motivation that identifies FIVE categories of needs that control human behaviour.

Name the FIVE categories of human needs according to Maslow's theory of motivation. (5)

[15]

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QUESTION 5: DISCIPLINE

5.1 Discipline in the workplace is not a means of punishment. It's all about making the workplace safe and pleasant for both employees and management.

Discuss the importance of disciplinary procedures in the workplace. (10)

5.2 Name FOUR steps that need to be followed in progressive discipline. (4)

[14]

QUESTION 6: LEADERSHIP

6.1 Complete the following sentences by choosing the correct word or words given in brackets. Write only the correct word/words next to the question number (6.1.1–6.1.10) in the ANSWER BOOK.

6.1.1 The function of leadership is to motivate all employees to contribute and work towards company (goals/discipline).

6.1.2 Good leadership will result in increased (lack of morale/production) in the workplace.

6.1.3 Flexibility, as a good leadership trait, means having the ability to (adapt/resist) a change of attitude to suit a changed situation.

6.1.4 The people-centred leader is described as a (democratic/ autocratic) leader.

6.1.5 People-centred leadership (does not/does) create employee satisfaction.

6.1.6 The task-centred leader can be described as (restrictive/unrestrictive).

6.1.7 Task-centred leadership focuses on (production/human relations).

6.1.8 Participative supervisors allow and encourage (good leadership/advice of subordinates) in decision making.

6.1.9 A supervisor who is too strict forces his subordinates to (obey out of fear of punishment/take advantage of him/her).

6.1.10 A supervisor, who is (too lenient/too strict) feels that he needs to be liked by his subordinates.

(10 × 1) (10)

6.2 Explain *integrity* as a quality of an effective leader. (5)

[15]

QUESTION 7: HUMAN RELATIONS

7.1 Working relationships between *employees* and *management* are of great value in any workplace.

Name SIX benefits of implementing and maintaining good human relations at work. (6)

7.2 Explain how recognition of an employee for a job well done improves human relations in the workplace. (4)

[10]

TOTAL: 100

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