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. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1: WORKING CONDITIONS

1.1 Workers need to be aware of and implement good housekeeping practices in the workplace.

State SEVEN points that should be included in a checklist so that workers will consistently inspect their surrounding working area, to make sure that there is compliance to government regulations. (7)

1.2 Machines in the workplace have grown in size, power and speed. This has increased noise levels to the extent that it can be problematic to the well-being of workers.

Describe SIX measures that can be taken to control noise levels in the workplace. (6)

1.3 Name the law that governs health and safety in the workplace. (1 × 2) (2)

[15]

QUESTION 2: CONDITIONS OF SERVICE

2.1 Choose the correct word or term from the options given in brackets. Write only the answer next to the question number (2.1.1–2.1.5) in the ANSWER BOOK.

2.1.1 The job (description/requirements) include(s) a list of specific knowledge, education and experience for the advertised position.

2.1.2 Merit ratings provide a sound basis for (communication/promotions).

2.1.3 (Psychological/Trade) tests measure the emotional stability of an applicant.

2.1.4 The assignment of specific wage and salary rates to various jobs is referred to as (job pricing/job enrichment).

2.1.5 Job (specification/rotation) is implemented to motivate employees by relieving boredom.

(5 × 1) (5)

2.2 Name FOUR benefits that may be offered by companies to their employees in order to recruit and retain valuable workers. (4)

2.3 Labour turnover refers to the regular resignations and retrenchment of workers who have to be replaced continuously.

Discuss the negative impact that this can have on employees. (6)

[15]

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QUESTION 3: COMMUNICATION

3.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.

3.1.1 The channel is the method used to convey the message.

3.1.2 Messages received via the grapevine are not reliable.

3.1.3 Smiling is an example of nonverbal communication.

3.1.4 Vertical communication is an example of a barrier to effective communication.

3.1.5 Semantics is the relationship between words and the different meanings they have.

(5 × 1) (5)

3.2 Through good listening skills a person is demonstrating that he/she is paying attention to the thoughts, feelings and behaviour of the other person.

Describe how listening skills can be improved. (10)
[15]

QUESTION 4: MOTIVATION

4.1 The following TABLE refers to the communication process. Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–E) next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1.1	Douglas McGregor	A	Hygiene factors and motivator factors
4.1.2	AH Maslow	B	Aimed at self-fulfilment
4.1.3	Herzberg's motivation theory	C	Positive motivation
4.1.4	Self-actualisation need	D	Theory X and Theory Y concepts
4.1.5	Rewards and incentives	E	Security and safety needs

(5 × 1) (5)

4.2 Name FIVE motivators and FIVE maintainers according to Frederick Hertzberg that will determine the performance of workers. (5 × 2) (10)
[15]

QUESTION 5: DISCIPLINE

5.1 The aim of discipline is to correct unacceptable behaviour in the workplace. The disciplinary measures for breaking rules get increasingly hard as the condition continues or the offence is repeated.

Name and explain FOUR progressive steps in the disciplinary procedure against an offender. (4 × 3) (12)

5.2 Give THREE reasons why employees may break company rules. (3)
[15]

QUESTION 6: LEADERSHIP

6.1 The behaviour of a supervisor has an impact on employees because he/she performs a leadership role.

Explain each of the following categories on which the success of a leader depends.

6.1.1 Being punctual

6.1.2 Inspiring confidence

6.1.3 Honesty

(3 × 3) (9)

6.2 Leadership style can be based on either 'concern for people' or 'concern for production'.

Explain the difference between *people-centred leadership* and *task/product centred leadership*. (6)
[15]

QUESTION 7: HUMAN RELATIONS

7.1 Human relations involve the way people interact towards one another in the workplace to achieve company goals.

Discuss the role of the supervisor in promoting good human relations. (5)

7.2 State FIVE benefits that can be gained from good human relations in the workplace. (5)
[10]

TOTAL: 100

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