higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1700**(E)**(M28)T

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

28 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 6 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N5
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. Write neatly and legibly.

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QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 The sequence of management functions is planning, organising, controlling and staffing.

1.2 A supervisor should not spend less than 40% of his/her time on management functions.

1.3 The management leader decentralises authority.

1.4 A drawback of a product-based organisational structure is that it may be slow to recognise that a product should be changed.

1.5 A job analysis does not include the training of subordinates.

1.6 The notice of a meeting may be given by e-mail.

1.7 A supervisor cannot apply time management if his/her work is prescribed by his/her manager and work schedules.

1.8 A supervisor may get employees interested in quality if he/she applies disciplinary action for poor quality.

1.9 Variable costs cause total costs to rise as more units are produced.

1.10 The supervisor is the first step in the grievance procedure for a dissatisfied employee.

(10 × 1) **[10]**

QUESTION 2: MANAGEMENT AS A SCIENCE

Briefly describe FIVE internal problems of management that Peter Drucker identified. **[5]**

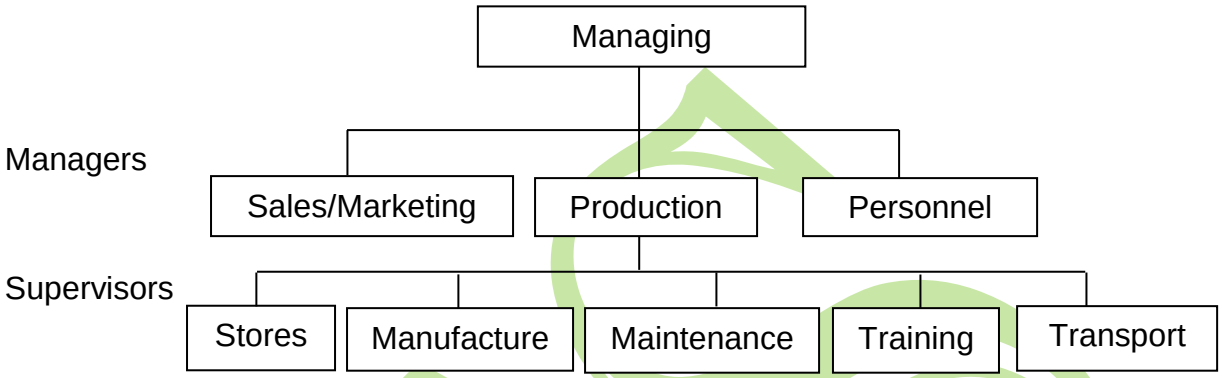
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QUESTION 3: ORGANISATIONAL STRUCTURE

Refer to the organisational structure below and briefly evaluate the following within this structure:

3.1 Span of control (3)

3.2 Flexibility (3)



[6]

QUESTION 4: EMPLOYMENT OF PEOPLE

4.1 Give FIVE advantages of filling a vacancy for a supervisor from within the company rather than appointing a person from outside of the company. (5)

4.2 Give THREE advantages of filling a vacancy for a supervisor from outside of the company rather than appointing a person from within the company? (3)

[8]

QUESTION 5: TRAINING

List THREE advantages and TWO disadvantages of modular training. **[5]**

QUESTION 6: OCCUPATIONAL HEALTH AND SAFETY

6.1 Name FOUR things that the Health and Safety Act No 85 of 1993 provide for. (4)

6.2 Explain the type of information regarding the use of substances in the workplace that manufacturers must make available to buyers who purchase hazardous substances. (6)

[10]

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QUESTION 7: MEETINGS AND REPORT WRITING

7.1 Explain each of the following terms with respect to meetings:

7.1.1 Proxy (1)

7.1.2 Quorum (2)

7.1.3 Ad hoc committee (1)

7.2 List the SIX steps that a supervisor should follow to write a clear and accurate report. (6)

[10]

QUESTION 8: PRODUCTIVITY

8.1 Define *motion economy.* (2)

8.2 Explain FOUR principles of motion economy. (4 × 2) (8)

[10]

QUESTION 9: PRODUCTION COSTS

Draw up a cost-variance report for the following expenses:

1.	Material	Budgeted:	R2 000	Actual:	R2 100
2.	Labour	Budgeted:	R3 000	Actual:	R3 100
3.	Maintenance	Budgeted:	R1 000	Actual:	R900
4.	Water/Electricity	Budgeted:	R1 100	Actual:	R1 200
5.	Rent	Budgeted:	R3 000	Actual:	R3 000

Include the variance for each expense as well as ALL the totals. **[10]**

QUESTION 10: QUALITY CONTROL

Differentiate between *corrective costs* and *preventive costs* and give ONE example of each. Explain why preventive costs will be a better option for a supervisor. (3 + 3) **[6]**

QUESTION 11: LOSS CONTROL MANAGEMENT

11.1 Explain the term *loss control.* (2)

11.2 Describe any THREE barriers (roadblocks) to the implementation of a loss control programme. (3 × 2) (6)

[8]

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QUESTION 12: GRIEVANCE PROCEDURE

In South Africa labour legislation requires that a formal grievance procedure and a formal disciplinary procedure must be introduced in every business and government institution.

Justify the reason for a grievance procedure and explain briefly the value it has for the employee as well as for management. **[6]**

QUESTION 13: STRESS AND TIME MANAGEMENT

Answer the following questions with respect to time wasters:

13.1 Explain the meaning and disadvantage of procrastination. (2)

13.2 Give FOUR disadvantages of a stacked desk. (4)
[6]

TOTAL: 100

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