higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1700**(E)**(M29)T

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

29 March 2019 (X-Paper)
09:00–12:00

This question paper consists of 4 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. Sketches must be large, neat and fully labelled.
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 supervisor should earn more money than the subordinates because he/she has a wider field of responsibilities.

1.2 The supervisor should spend at least 40% of his/her time on management duties.

1.3 The scientific manager centralises authority.

1.4 Management as well as subordinates should commit themselves to the mission statement.

1.5 The agenda of a meeting should be available before the meeting takes place.

1.6 Poor time utilisation cannot cause stress.

1.7 One reason why workers make errors is lack of training.

1.8 The salary of a foreman who supervises two departments is an indirect cost.

1.9 Total loss control is concerned with injury prevention.

1.10 In an emergency an electrical fire may be extinguished with a fire hose.

(10 × 1) **[10]**

QUESTION 2: MANAGEMENT AS A SCIENCE

Fredrick Taylor encountered problems which made him realise a new philosophy and approach should be developed in industry.

Discuss briefly FIVE of these shortcomings. **[5]**

QUESTION 3: ORGANISATIONAL STRUCTURE

Differentiate between the *functional and product-based* organisational structures with reference to the strengths of each structure. **[5]**

QUESTION 4: EMPLOYMENT OF PEOPLE

4.1 Define *human resource planning.* (2)

4.2 State EIGHT important steps in strategic planning for an organisation. (8)

[10]

QUESTION 5: TRAINING BOARDS IN INDUSTRY

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

QUESTION 6: OCCUPATIONAL HEALTH AND SAFETY

Explain SIX functions of health and safety committees. **[6]**

QUESTION 7: REPORTS

Assume you are a supervisor at a construction site and it has come to your attention that materials disappear from the site. After investigation you find that something is wrong with the procedure at the store. Write a technical report to your manager to explain your findings.

Explain briefly TWO shortcomings of the present procedure and TWO ways to solve the problem. **[10]**

QUESTION 8: IMPROVING PRODUCTION

Differentiate between *technological and human* factors by addressing the following:

8.1 Name any THREE factors of each that has an influence on production. (6)

8.2 Explain briefly how you as a supervisor may apply improvement methods in your department. (4)

[10]

QUESTION 9: PRODUCTION COSTS

Draw a neat, fully labelled break-even graph.
Consider sales up to 400 in units of 50 and costs up to 500 in units of 50.
Break-even is at sales = 100 and costs = 150.
Costs at no sales = 50 **[10]**

QUESTION 10: QUALITY

Draw a neat, fully labelled problem solving flow chart used by quality circles. **[10]**

QUESTION 11: LOSS CONTROL

11.1 State FIVE benefits when controlling property damage and waste. (5)

11.2 Explain THREE characteristics of a good measuring tool for a loss control programme. (3 × 2) (6)

[11]

QUESTION 12: TIME MANAGEMENT

Explain the terms *vital few* and *trivial many* with respect to time utilisation and give ONE example of each. **[8]**

TOTAL: 100

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