higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

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This question paper consists of 5 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. Use only a black or blue pen.
6. Work neatly and legibly.

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QUESTION 1

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 The supervisor's team consists of skilled workers, unskilled labour and union representatives.

1.2 The natural leader emphasises technical work.

1.3 In a functional management structure it is not easy to manage work within the group.

1.4 Learnerships use modular training programmes.

1.5 'Meetings in camera' means that the meeting is recorded on video.

1.6 Productivity is input divided by output.

1.7 A 'quality circle' is a pie chart that a supervisor prepares in order to measure quality.

1.8 An example of direct costs is the raw material used to manufacture a product.

1.9 If an employee is issued with an official disciplinary document for poor attendance, he/she may submit a grievance.

1.10 An employee should consider the health and safety of customers while performing his/her duties in a public environment.

(10 × 1) **[10]**

QUESTION 2: MANAGEMENT AS A SCIENCE

Name and explain THREE techniques that Frederick Taylor applied to investigate and improve an existing work situation. (3 × 2) **[6]**

QUESTION 3: ORGANISATION STRUCTURE

Describe the THREE factors determining a supervisor's span of control. (3 × 2) **[6]**

QUESTION 4: EMPLOYMENT OF PEOPLE

4.1 Draw up a job description and specifications for any job you are familiar with. (5)

4.2 State FIVE items required in the job description in QUESTION 4.1 and give a brief description of each item. (5)

[10]

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QUESTION 5: TRAINING

Discuss the term *learnerships* with reference to the Skills Development Act. **[5]**

QUESTION 6: OCCUPATIONAL HEALTH AND SAFETY

6.1 State the purpose of the Occupational Health and Safety Act. (5)

6.2 With reference to the Occupational Health and Safety Act, briefly describe the FIVE duties of employees. (5)

[10]

QUESTION 7: REPORTS

Assume you are a supervisor in a large construction company and you have fifteen employees under your control and all of them work on the road. You need to communicate with them on a regular basis and at present their private cellphones are being used. They are not satisfied with this arrangement and recommended company financed cellphones for their official use.

After researching the advantages and cost, you decided to write a report, addressed to your manager, requesting permission and financing to adhere to their request.

Write the report and follow the steps for a technical report. **[10]**

QUESTION 8: IMPROVING PRODUCTION

8.1 State FIVE advantages of the programme evaluation and review technique (PERT). (5)

8.2 Name THREE methods in which work is measured and give ONE example for each method. (6)

[11]

QUESTION 9: PRODUCTION COSTS

Draw a neat, fully labelled, break-even graph by using the following table as a guide:

SALES	COSTS AND SALES
0	0
20	40 (Fixed costs)
40	80
60 Break-even	120 Break-even
80	160
100	200
120	240
140	280

[10]

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QUESTION 10: QUALITY CONTROL

Distinguish between *corrective costs* and *preventive costs* and give THREE examples of each type of cost. (2 × 4) **[8]**

QUESTION 11: LOSS CONTROL MANAGEMENT

Discuss the following principles of economic application with reference to loss control:

11.1 Principle of reciprocated interest

11.2 Principle of application

11.3 Principle of vested interest

(3 × 2) **[6]**

QUESTION 12: TIME MANAGEMENT

Differentiate between the *vital few problems* and the *trivial many problems*, with respect to time management. Refer to the 20/80 syndrome.

Give ONE example from your work area that is applicable to each of the above. **[8]**

TOTAL: 100

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