higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

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09:00–12:00

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. Use only a blue or black pen.
5. Write 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 should also be a leader.

1.2 Contingency management is the same as situation management.

1.3 A service-based organisational structure provides excellent career opportunities.

1.4 Task enlargement is the same as task enrichment.

1.5 The notice of a meeting may be distributed by internal e-mail.

1.6 Motion economy cannot be applied to a worker confined in a wheelchair.

1.7 Spending money on job training is a preventive cost.

1.8 The cost of labour is an example of standard cost.

1.9 A supervisor may be disciplined if an employee's grievance is not attended to.

1.10 A Class C fire may be extinguished with water.

(10 × 1) **[10]**

QUESTION 2: MANAGEMENT AS A SCIENCE

Differentiate between the *human relations* approach and the *quantitative* approach to management. (2 × 3) **[6]**

QUESTION 3: ORGANISATIONAL STRUCTURE

Describe the following in terms of the management structure:

3.1 Management emphasis

3.2 Clear lines of authority

3.3 Principle of flexibility

(3 × 2) **[6]**

QUESTION 4: TASK EVALUATION PROCESS

Draw a neat, fully labelled flow diagram to illustrate the elements of the task evaluation process. Add a brief description to each item. **[12]**

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QUESTION 5: TRAINING

5.1 State the FIVE content units specified for a training module. (5)

5.2 As a supervisor you are requested to draw up a training module for a new task in your department.

Compile this module for a task of your choice considering the content units you mentioned in QUESTION 5.1. (5)
[10]

QUESTION 6: OCCUPATIONAL HEALTH AND SAFETY

The health and safety committee shall report to the inspector incidents occurring at work.

6.1 State EIGHT types of incidents or accidents which the committee should report to the inspector. (8)

6.2 State TWO provisions under which the committee needs not report to the inspector. (2)
[10]

QUESTION 7: AGENDA

As a supervisor you have noticed that a lot of money is wasted in your organisation.

Prepare an agenda for a meeting to be attended by all senior staff in order to discuss the causes and possible solutions.

In the agenda itemise THREE ways in which you discovered that money is wasted. **[10]**

QUESTION 8: PRODUCTION

8.1 Briefly discuss how you as supervisor, can influence productivity of your subordinates considering the following human factors:

8.1.1 Work schedules

8.1.2 Motivation

8.1.3 Training

(3 × 2) (6)

8.2 State FOUR advantages of work measurement data for managers and supervisors. (4)
[10]

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QUESTION 9: COST REDUCTION

State SEVEN methods a supervisor may apply to reduce employees' resistance to cost reduction. **[7]**

QUESTION 10: QUALITY CHECKS

Explain SIX ways in which a supervisor can check quality. **[6]**

QUESTION 11: CLASSES OF FIRE

Name the FOUR classes of fires and state how each of these classes of fire should be extinguished. **[8]**

QUESTION 12: GRIEVANCE PROCEDURE

Briefly describe the FIVE steps of a grievance procedure. **[5]**

TOTAL: 100

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