higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1700**(E)**(J25)T

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

25 July 2018 (X-Paper)
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. 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 supervisor does not control the responsibility of the trade union representative.

1.2 Leadership is the ability of getting employees to willingly do what he/she wants them to do.

1.3 The management leader organises rationally.

1.4 One major reason to centralise is when decisions at local level will affect the whole company.

1.5 An advantage for recruitment for promotion from outside sources is that it fosters high morale among the employees.

1.6 A quorum means that the meeting is for a specific purpose.

1.7 If input is R40 per item and output is R30 per item, productivity is positive.

1.8 A quality circle is used when a product does not conform to specifications.

1.9 Loss control includes fire prevention.

1.10 The supervisor is not bound by the Occupational Health and Safety Act.

(10 × 1) **[10]**

QUESTION 2: MANAGEMENT AS A SCIENCE

Differentiate between the following types of approach to management:

2.1 Human relations approach

2.2 Quantitative approach

(2 × 2) **[4]**

QUESTION 3: ORGANISATIONAL STRUCTURE

Draw a neat, fully labelled block diagram of a flow chart of a product-based organisational structure consisting of the following:

Managing director, human relations manager, finance department manager, sales and marketing manager, workshop manager with three supervisors; repair, manufacturing and stores. **[6]**

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QUESTION 4: EMPLOYMENT OF PEOPLE

Assume you are a supervisor who needs to conduct an interview with a candidate who will replace a worker who retired from your department.

Discuss the following with respect to this interview:

4.1 Preparation for the interview

4.2 State FIVE things that should be avoided during the interview.

(2 × 5) **[10]**

QUESTION 5: TRAINING

Justify why a training provider should be familiar with the South African Qualifications Authority (SAQA) and the National Qualifications Framework (NQF). **[4]**

QUESTION 6: OCCUPATIONL HEALTH AND SAFETY

6.1 Explain the circumstances under which a health and safety committee should submit a report to the inspector regarding incidents and accidents. (7)

6.2 State THREE provisions that will not apply to the above report. (3)

[10]

QUESTION 7: MEETINGS

Differentiate between the *agenda* and the *minutes* of a meeting. **[8]**

QUESTION 8: PRODUCTIVITY

Name and explain FIVE questions a supervisor should ask in order to cut costs. **[10]**

QUESTION 9: PRODUCTION COSTS

Describe FOUR ways in which a supervisor may attempt to reduce employees' resistance to cost reduction. **[8]**

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QUESTION 10: QUALITY CONTROL

Assume you are a supervisor in a workshop manufacturing stainless steel shafts. You have a workday from 07:00 to 17:00 and manufacture one shaft every hour.

Draw a quality-control chart for the previous day with the following information:

The nominal dimensions are 20,00 mm and upper and lower limits are at 0,02 mm. After measurements were taken you found seven shafts within limits, two shafts below the lower limit and one shaft above the upper limit (three rejects). **[10]**

QUESTION 11: LOSS-CONTROL MANAGEMENT

11.1 State THREE benefits when controlling property damage and waste. (3)

11.2 Name and briefly explain FOUR preference areas essential to reduce fire loss control (COPE). (8)
[11]

QUESTION 12: GIEVANCE PROCEDURE

Explain the purpose of the grievance procedure. **[4]**

QUESTION 13: STRESS AND TIME MANAGEMENT

Assume you are a supervisor who took over a workshop with thirty workers and the previous supervisor informed you that he/she became stressed because the work was always behind schedule and he/she blamed the workers for not being cooperative.

Evaluate the situation from your point of view and explain how you may approach your new work situation in order not to become stressed yourself. **[5]**

TOTAL: 100

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