higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1700**(E)**(J29)T

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

29 July 2019 (X-Paper)
09:00–12:00

This question paper consists of 6 pages.

Copyright reserved

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. Write neatly and legibly.

Copyright reserved

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 members of the management team are the executives, supervisors, non-management employees and trade union representatives.

1.2 The supervisor should spend at least 30% of his/her time on management work.

1.3 Henry Fayol believed that outstanding achievement should be coupled with good rewards.

1.4 In the functional management structure the labour costs are often lower than other alternative management structures.

1.5 The plans of the human resources department need not be changed if the enterprise is altered.

1.6 While typing the secretary may change the technical detail of the supervisor's report.

1.7 Procrastination may cause stress.

1.8 Unsolved problems in the workshop will not cause problems in the sales department.

1.9 Corrective costs are more than preventive costs in the end.

1.10 Incident investigation is not as important as accident investigation because not all incidents lead to accidents.

(10 × 1) **[10]**

QUESTION 2: MANAGEMENT AS A SCIENCE

Discuss what Peter Drucker refers to as social and political problems with special reference to two classes in industrial society. **[5]**

QUESTION 3: ORGANISATIONAL STRUCTURE

State and describe THREE major reasons to decentralise. **[6]**

Copyright reserved

QUESTION 4: EMPLOYMENT OF PEOPLE

4.1 Define a *selection test.* (2)

4.2 Assume you are a supervisor in a workshop and you need one competent machine operator for which position you already received a number of applications.

4.2.1 Explain how you should prepare for the interviews. (5)

4.2.2 Describe THREE guidelines you would use to determine which applicant would be the most suitable for the appointment. (3)
[10]

QUESTION 5: OCCUPATIONAL HEALTH AND SAFETY

5.1 Explain what an employee should do if he/she is involved in an incident.

5.2 Discuss the functions of the health and safety representative with respect to inspecting the workplace.

(2 × 4) **[8]**

QUESTION 6: MEETINGS

Briefly discuss the duties of the chairperson and the secretary during a meeting. **[10]**

QUESTION 7: IMPROVING PRODUCTION

7.1 Briefly describe the function of the following:

7.1.1 The GANTT chart

7.1.2 The PERT chart

(2 × 4) (8)

7.2 How does the PERT chart relate to the GANTT chart? (2)
[10]

QUESTION 8: PRODUCTION COSTS

Choose the type of cost from COLUMN B that matches the description in COLUMN A. Write only the letter (A–G) next to the question number (8.1–8.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
8.1	The costs which remain constant for a given period and a given production capacity which does not change if the level of production increases or decreases	A	total variable cost
8.2	The cost necessary to produce one unit. It is calculated by dividing the total fixed costs by the number of units produced. This cost decreases if the quantity produced increases and therefore varies as production capacity changes	B	variable cost per unit
8.3	This cost changes more or less proportionally with a change in the quantity produces. A greater total quantity of raw material will, for instance, be used at a higher level of production than when only small quantities are being produced	C	total cost per unit
8.4	This cost remains constant regardless of the quantities produced. Each unit produced has the same cost as the previous one	D	fixed cost per unit
8.5	This is the sum total of the total fixed costs and the variable cost. The variable cost element causes cost to rise as more units are produced	E	total fixed costs
8.6	This cost comprises of the fixed cost per unit plus the variable cost per unit and varies as more or less units are produced. This cost decreases if more units are produced. Although the variable cost per unit remains constant the fixed cost per unit decreases	F	total costs
		G	actual costs

(6 × 1) **[6]**

QUESTION 9: QUALITY

Explain the following terms in relation to quality control:

9.1 Reliability

9.2 Defects

9.3 Tolerance

9.4 Specifications

9.5 Rework

(5 × 2) **[10]**

QUESTION 10: LOSS CONTROL

Discuss the following principles of the economics of loss control:

10.1 The principle of economic association

10.2 The principle of reciprocated interest

10.3 The principle of application

10.4 The principle of vested interest

10.5 The principle of substantial evidence

(5 × 2) **[10]**

QUESTION 11: GRIEVANCES

Compare the roles of the *workers' union representative* and the *personnel manager* with respect to the grievance procedure. **[6]**

QUESTION 12: TIME MANAGEMENT

12.1 Briefly explain the FOUR time allotment categories for setting up a time budget. (4)

12.2 Justify the importance of time management for the supervisor. (5)

[9]

TOTAL: 100

Copyright reserved