higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

27 July 2021 (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. Only use a black or blue pen.
6. 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 sequence of the management process is: Organising, Planning, Staffing, and Control.

1.2 Frederick Taylor believed that both management and workers were unsure about their responsibilities.

1.3 A human resource forecast implies demand as well as supply of people.

1.4 Unless managers recognise the differences between their management and technical responsibilities, they will not be able to focus on their most important tasks.

1.5 An advantage of modular training is that modules are clearly linked.

1.6 A secretary may send the notice and an agenda of a coming meeting via internal e-mail.

1.7 Poor use of time may cause stress.

1.8 Quality circles may be used for participative management.

1.9 The salary of a foreman who supervises more than one division is a direct cost.

1.10 The Occupational Health and Safety Act does not make provision for customers visiting hazardous workplaces.

(10 × 1) **[10]**

QUESTION 2

2.1 Discuss Frederick Taylor's FIVE principles that are vital to achieve greater productivity. (5)

2.2 Differentiate between the strengths of a *functional organisational structure* and a *product-based organisational structure*. (5)

[10]

QUESTION 3

Assume that you are a supervisor who have been employed by a large engineering company for a number of years. Compile a neat human resources data card (personal file) for yourself that contains all the necessary data. You may use your own or any other imaginary information. **[10]**

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QUESTION 4

4.1 State any FIVE functions of the Skills Development Act. (5)

4.2 Explain what a *grievance procedure* is. (5)

[10]

QUESTION 5

5.1 State the SIX steps required for writing a good report. (6)

5.2 Explain the following terms with regard to meetings:

5.2.1 Ad hoc

5.2.2 Proxy

5.2.3 Motion

5.2.4 Quorum

(4 × 1) (4)

[10]

QUESTION 6

6.1 Discuss how work measurement data can help a supervisor to determine and control productivity.

Refer to any FIVE uses of work measurement data. (5)

6.2 Explain how the following factors can improve productivity:

6.2.1 Mechanisation (1)

6.2.2 Plant and equipment (1)

6.2.3 Scientific management (3)

[10]

QUESTION 7

Draw a neat, fully labelled break-even graph using the following information:

- Costs and sales in units of 200 to a maximum of 1 400.
- Sales in units of 100 to a maximum of 700.
- Fixed costs at 200.
- Break-even point at sales = 300. **[10]**

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QUESTION 8

8.1 What is meant by *statistical quality control*? (2)

8.2 Explain and compare TWO tools (charts) used for statistical quality control. (2 × 2) (4)

8.3 Discuss the measures that can be implemented at work with regard to quality circles as a way of succeeding in achieving quality standards. (4)
[10]

QUESTION 9

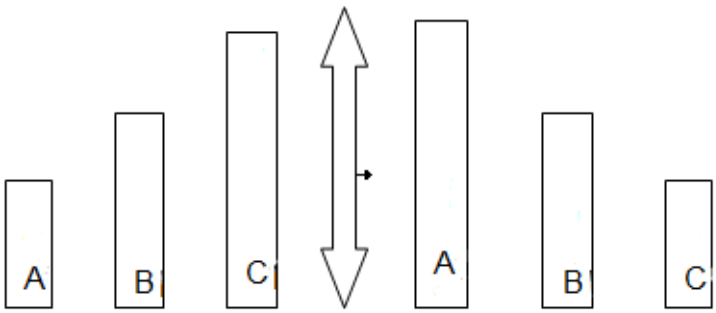
9.1 Discuss the types of incidents at work which should be reported to inspectors.

Refer to section 24 of the Occupational Health and Safety Act. (8)

9.2 Explain the term *loss-control.* (2)
[10]

QUESTION 10

Refer to the ABC analysis of the vital-few-and-trivial-many concept of time management and answer the questions that follow:



10.1 Redraw the graph above in the ANSWER BOOK and insert the following in the correct positions on the graph:

- Vital ones
- Trivial many
- Relative number of problems
- Relative importance of problems
- Very important
- Slightly important
- Many
- Few

(8)

10.2 Explain why columns A and C to the left and to the right of the arrow have different heights. (2)
[10]

TOTAL: 100

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