



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1710(E)(M27)T

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N6

(4110526)

27 March 2018 (X-Paper)

09:00-12:00

This question paper consists of 4 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N6
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.
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QUESTION 1

Define *trade unions* and give examples of their activities.

[11]

QUESTION 2

Management Information Systems (MIS) continue to improve.

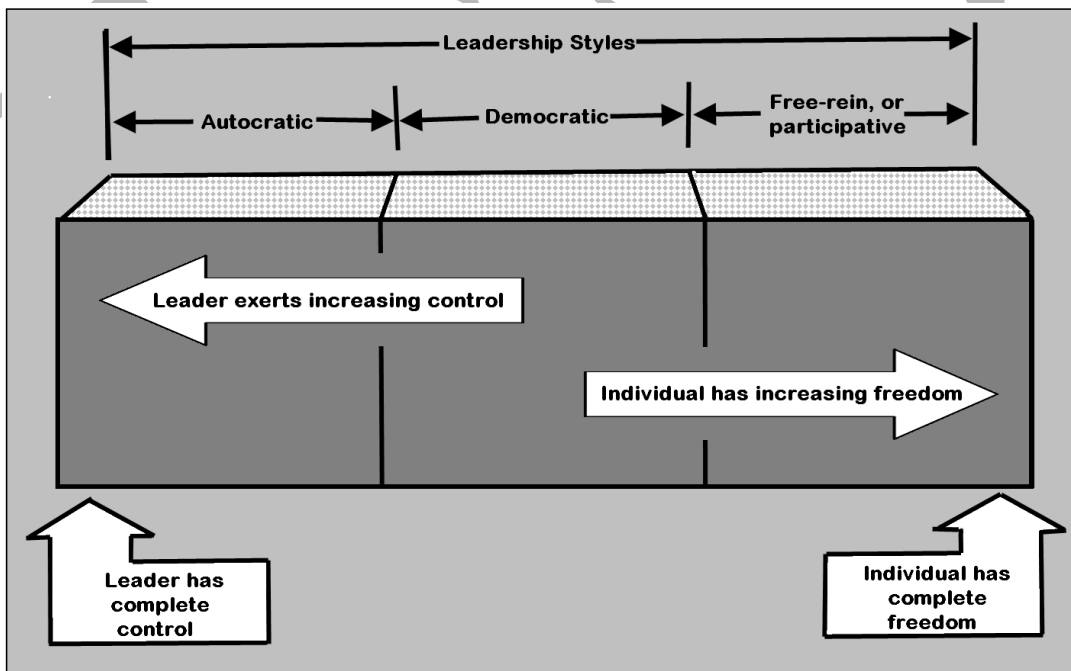
Name 10 actions that you would take before implementing a MIS.

[10]

QUESTION 3

Different leadership styles are shown in the diagram. Using these key concepts in the diagram explain the different leadership styles based on the following:

- Newly formed department
- Fully matured group
- Emergency
- Team work
- Employee personalities



[30]

QUESTION 4

Delegation is a good management tool, how would you delegate to an employee?

[10]

QUESTION 5

Employees reach maturity, this has nothing to do with age. Discuss this term. **[8]**

QUESTION 6

In South Africa the safety and health of employees is governed by law. Name this law. **[4]**

QUESTION 7

Safety, Health and Environment (SHE) officers have emergency duties, name seven duties. **[7]**

QUESTION 8

The quality of employees' work life is very important.
How would you improve the quality of their work life? **[20]**

TOTAL: 100