



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1710(E)(J26)T

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N6

(4110526)

26 July 2019 (X-Paper)

09:00–12:00

This question paper consists of 4 pages.

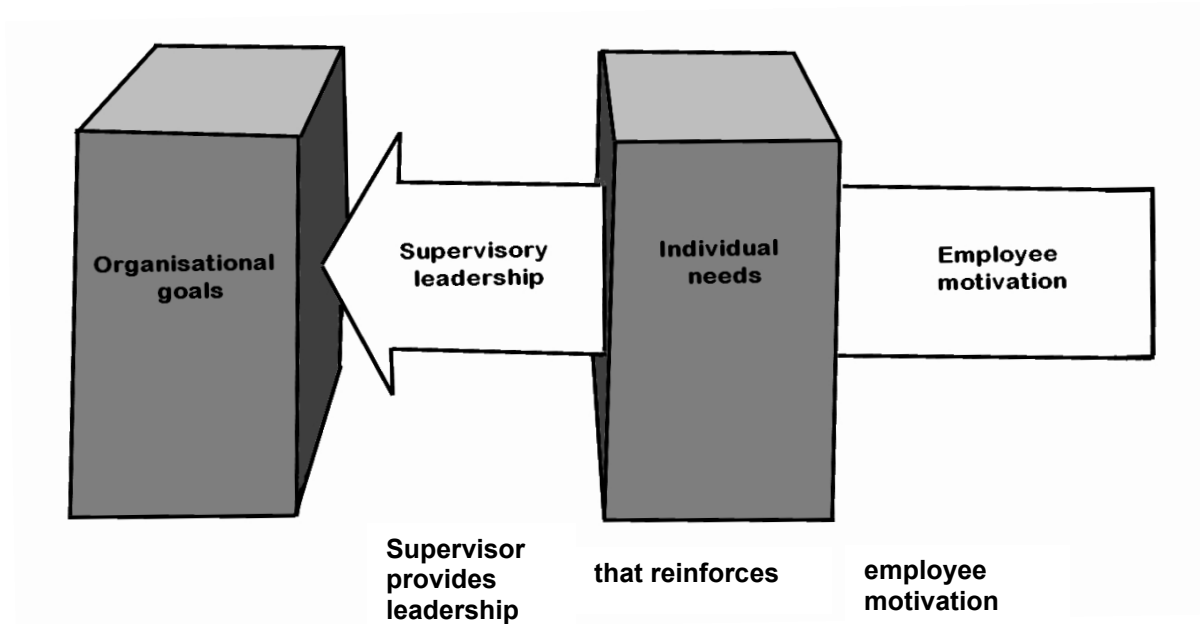
DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N6
TIME: 3 HOURS
MARKS: 100

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

Analyse the relationship between leadership and motivation based on the diagram below.



[20]

QUESTION 2

Give the disadvantages of groups in the workplace.

[10]

QUESTION 3

Which accidents are typical results of poor housekeeping?

[10]



QUESTION 4

Explain the term *workplace forum*.

[8]

QUESTION 5

State the functions of a shop steward as the official representative of a trade union.

[15]

QUESTION 6



Which employees may be appointed as health and safety representatives in terms of the Occupational Health and Safety Act No. 85 of 1993?

[8]

QUESTION 7

Define the purposes of the Skills Development Act No. 97 of 1998 as amended. **[12]**



QUESTION 8

Listening is an important technique to deal with conflict.

Discuss this statement by referring to listening skills. **[9]**

QUESTION 9

Discuss the steps to consider when preparing for an appraisal interview. **[8]**



TOTAL: 100