



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T850(E)(J26)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

26 July 2019 (X-Paper)

09:00–12:00

This question paper consists of 5 pages.

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-2-

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N1
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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(4110011)

-3-

QUESTION 1

- 1.1 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Alcohol	A	the effect of these drugs is that the user does not experience any pain, anger or hunger. he expression normally goes that it turns people into 'zombies' – the living dead
1.1.2	Heroin, morphine and opium	B	the most commonly abused drug and is found in a variety of beverages such as beer, whisky, etc.
1.1.3	Barbiturates	C	a powerful stimulant of the brain that increases confidence, elevates the mood, removes tiredness (peps you up) and produces a sense of increased alertness
1.1.4	Cocaine	D	sedatives and tranquilisers that induce sleep
1.1.5	Amphetamines	E	various parts of the hemp plant (of Cannabis family) are smoked in many parts of the world
1.1.6	Dagga	F	this group of drugs include benzedrine dexedrine and some appetite suppressants and these substances produce effects similar to those of cocaine
1.1.7	LSD, Mescaline etc. 	G	users inhale glue, solvents, dry-cleaning solutions, food sprays etc. and these have the same effect as ether or anaesthetics
1.1.8	Glue-sniffing	H	the usual term for this group of drugs is hallucinogens, but this is only part of their effect
1.1.9	Nyaope	I	a chemical substance which has a biological effect on a person 
1.1.10	A drug	J	popular drug that contains rat poison, soap powder and antiretroviral drugs

(10 × 1)

(10)

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-4-

- 1.2 Name and explain FIVE human needs as outlined in Maslow's hierarchy of needs. (5 × 2) (10)
[20]



QUESTION 2

- 2.1 When an employee gets offered a job he will receive a contract of employment.

Define what is meant by a *contract of employment*. (2 × 1) (2)

- 2.2 When there is competition between individuals or in a group situation, certain characteristics and behaviour develop.

Discuss these characteristics and behaviour under the following headings. Give your answer in table form.

- Competitive behaviour
- Co-operative behaviour (2 × 9) (18)
[20]



QUESTION 3

- 3.1 State FIVE collective bargaining mechanisms. (5)

- 3.2 Tabulate the difference between *general supervision* and *employee-centred supervision*. (2 × 4) (8)

- 3.3 A good supervisor should 'lead by example'.
Explain this statement by giving examples. (7 × 1) (7)
[20]



QUESTION 4

- 4.1 Name the official language mostly spoken in the following provinces:

4.1.1 Mpumalanga

4.1.2 Free State



4.1.3 Eastern Cape


4.1.4 Limpopo

4.1.5 Kwa-Zulu Natal


(5 × 1) (5)

(4110011)

-5-

- 4.2 State THREE factors that can cause conflict. (3)
- 4.3 Discuss factors that encourage people to belong to a specific group. (4 × 1) (4)
- 4.4 Every organisation needs a person to deal with industrial labour relations.
Discuss this statement.  (3 × 1) (3)
- 4.5 State FIVE services that can be provided by an ATM. (5)
[20]

QUESTION 5

- 5.1 Industrial accidents can happen in any workshop or factory.
Discuss TWO aspects of an industrial accident. (3 × 2) (6)
- 5.2 State factors that lead people to act in an unsafe manner in a workshop.
 (4 × 1) (4)
- 5.3 Name and describe FOUR types of respirators. (4 × 2) (8)
- 5.4 Name TWO types of firefighting equipment commonly used in the workplace. (2)
[20]
- TOTAL: 100**