Downloaded from www.mycourses.co.za

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1610(**E)**(M31)T
APRIL EXAMINATION

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

31 March 2016 (X-Paper)
9:00–12:00

This question paper consists of 5 pages.

Downloaded from www.mycourses.co.za

Copyright reserved

Downloaded from www.mycourses.co.za

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. Write neatly and legibly.

Downloaded from www.mycourses.co.za
Copyright reserved

Downloaded from www.mycourses.co.za

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 supervisor should earn more basic salary than the subordinates because he/she has a wider range of responsibilities.

1.2 The supervisor does not perform a leadership role.

1.3 A natural leader emphasises technical work.

1.4 In a decentralised organisational structure the company can respond more quickly to customers.

1.5 An advantage of promoting people within the organisation is that it fosters higher morale.

1.6 All employees should commit themselves to the organisation's mission.

1.7 An employee submits his/her grievance to the shop steward (trade union representative).

1.8 The salary of a foreman who supervises more than one department is an indirect cost.

1.9 An incident is not as important as an accident.

1.10 A class B fire occurs in electrical equipment.

(10 × 1) **[10]**

QUESTION 2

2.1 Explain the quantitative approach to management. (5)

2.2 Differentiate between functional and product-based organisational structures. (5)
[10]

QUESTION 3

Explain the following with regards to job/task designs for motivation:

3.1 Job rotation. (2)

3.2 Job enlargement (2)

3.3 Job enrichment and state any example. (3)
[7]

Downloaded from www.mycourses.co.za

Downloaded from www.mycourses.co.za

QUESTION 4

Assume you are a supervisor and you need to conduct a job interview for a worker in your department.

Explain how you should prepare for, and conduct the interview. **[10]**

QUESTION 5

Explain the relationship between the South African Qualifications Authority (SAQA) and the National Qualifications Framework (NQF) with reference to the Skills Development Act. **[5]**

QUESTION 6

Write a technical report, for the attention of your manager, requesting a new computer system for your work area. Your motivation should be that you have noticed an increase in customer complaints where the delivery times have become problematic.

Consider the requirements of a technical report. **[10]**

QUESTION 7

7.1 State and briefly describe the FOUR categories of time allotments when setting up a time budget. (8)

7.2 State the TWO divisions in which the causes of stress are classified. (2)
[10]

QUESTION 8

8.1 One method of improving productivity is motion economy.

State the SEVEN principles of motion economy. (7)

8.2 What is creativity? (3)
[10]

QUESTION 9

Draw a neat flow-diagram to illustrate the problem-solving process used by quality circles. Start the process with gathering data and end with the follow up on solution. **[10]**

Downloaded from www.mycourses.co.za

Downloaded from www.mycourses.co.za

QUESTION 10

10.1 Explain why record-keeping is important for cost control. (3)

10.2 Employee resistance to cost-cutting changes is likely to be high and they feel that cost-cutting threatens their security.

Write down SEVEN suggestions that the supervisor may follow to cut through employees' resistance. (7)
[10]

QUESTION 11

11.1 Explain the purpose of the Occupational Health and Safety Act. (3)

11.2 State FIVE functions of a health and safety committee. (5)
[8]

TOTAL: 100

Downloaded from www.mycourses.co.za

Copyright reserved