



# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**T1350(E)(N18)T**  
**NOVEMBER EXAMINATION**  
**NATIONAL CERTIFICATE**  
**SUPERVISORY MANAGEMENT N5**

(4110515)

**18 November 2016 (X-Paper)**  
**09:00–12:00**

**This question paper consists of 5 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
SUPERVISORY MANAGEMENT N5  
TIME: 3 HOURS  
MARKS: 100

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**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.
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**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 A supervisor cannot delegate work.
- 1.2 The sequence of the functions in the management process is planning, organising, staffing, activating and controlling.
- 1.3 A natural leader controls by inspection.
- 1.4 A drawback of a functional organisational structure is that you need more than one department to complete a job.
- 1.5 Job enlargement means an employee moves from one routine job to another.
- 1.6 A disadvantage of modular training is that it does not offer flexibility.
- 1.7 Productivity implies getting more out than what you put in.
- 1.8 The cost of handling customer complaints is a corrective cost.
- 1.9 Buying raw materials is an example of a direct cost.
- 1.10 If a grievance remains unresolved, it is handed over to the personnel department.

(10 × 1)

[10]

**QUESTION 2: MANAGEMENT AS A SCIENCE**

Describe Henry Fayol's approach to management. (His recommended activities and guidelines are not required.)

[5]

**QUESTION 3: ORGANISATIONAL STRUCTURE**

Describe the principle of flexibility with respect to organisational structure.

[5]

**QUESTION 4: EMPLOYMENT OF PEOPLE**

The first major concern in the human resources planning process of an organisation, deals with 'Goals and Plans of the Organisation'. A manager and his/her staff cannot make useful plans for the future unless they have data on possible expansion, new products, new plants and new markets. There are important steps involved in overall strategic planning for the organisation regarding the goals and plans of the organisation.

Briefly discuss TEN steps involved in this process of strategic planning. [10]

**QUESTION 5: TRAINING BOARDS IN INDUSTRY**

Discuss modular training with respect to what it is, including the curriculum. [5]

**QUESTION 6: REPORT**

Assume you are a supervisor in a workplace with 30 staff members, machinery and computers. You have noticed that production has dropped drastically in the past two months. After investigation you determined that electricity load shedding was the cause of the production loss.

Write a report to your (very stingy) manager (not on site) to inform him of the situation, and with a request to have a generator system installed. Give some details as to how this will solve the problem. Consider the requirements of a technical report. [12]

**QUESTION 7: TIME MANAGEMENT**

7.1 One of the guidelines for better time management is to 'make up your mind fast'.

Explain what this means. (2)

7.2 State and describe the FOUR categories for time allotments in setting up a time budget. (8)  
**[10]**

**QUESTION 8: QUALITY**

8.1 Define the term *quality circle*. (4)

8.2 What are the FOUR components required by quality circles within a company? (4)

8.3 Name TWO techniques quality circle members should be trained in. (2)  
**[10]**

**QUESTION 9: IMPROVING PRODUCTION**

9.1 Explain the term *production*. (2)

9.2 Productivity can increase as a direct result of improving technology.

Explain how you as a supervisor can assist this process. Refer to the following aspects:

9.2.1 Plant and equipment

9.2.2 Raw materials

9.3.3 Motivation

9.2.4 Training

(4 × 2) (8)  
[10]

**QUESTION 10: LOSS CONTROL**

10.1 Briefly give the benefits of controlling property damage and waste. (5)

10.2 Several factors must be considered to obtain maximum effectiveness from the use of portable fire extinguishers.

Briefly explain FIVE of these factors.

(5)  
[10]

**QUESTION 11: GRIEVANCES**

State the general rules applicable to the grievance procedure.

[7]

**QUESTION 12: OCCUPATIONAL HEALTH AND SAFETY**

State the purpose of the Occupational Health and Safety Act (Act No. 85 of 1993).

[6]

**TOTAL: 100**