



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1690(E)(M24)T
APRIL 2011

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

24 March (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 N5
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
 2. Read ALL the questions carefully.
 3. Start each question on a NEW page.
 4. Number the answers correctly according to the numbering system used in this question paper.
 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 When a supervisor is promoted he/she becomes an executive manager.
- 1.2 A supervisor is not involved with the planning process.
- 1.3 A good leader is someone who forces the workers to obey his/her instructions.
- 1.4 Authority is the same as responsibility.

9 Total cost does not include labour cost.

10 A supervisor may discipline a worker for submitting a grievance. [

QUESTION 2

1 Describe fully the purpose of supervision

2 State the characteristics of a natural leader.

3 Peter Drucker refers to internal problems of enterprise and management. Briefly describe the FOUR tasks he recommends in dealing with these problems. [

QUESTION 3

1 Organizational design should not be based on the employees and facilities already in place, but rather focus on an ideal design. State THREE things you may think of to create this organisational design.

2 State THREE requirements for an effective goal statement.

3 Briefly describe THREE reasons why centralized control may be important.

4 Describe THREE procedures that may be employed to fill vacancies from within the organisation.

5 Modular training requires a number of modules in order to facilitate a training program. Name FIVE items that must be specified in a module. [

QUESTION 4

1 Name FOUR types of private meetings.

2 Prepare a typical agenda for a meeting. (You may choose any club, church or business.) Include at least THREE items for discussion. (

3 State SIX technological factors contributing to productivity. -

QUESTION 5

- 5.1 State any SIX guidelines that should govern a supervisor's approach to a responsibility for quality.
- 5.2 Describe THREE basic measures of cost.
- 5.3 State SIX positive ways to improve costs.
- 5.4 Briefly describe the difference between a grievance procedure and a disciplinary procedure.

QUESTION 6

- 6.1 Briefly describe the following:
 - 6.1.1 Incident
 - 6.1.2 Accident
 - 6.1.3 Loss-control
 - 6.1.4 The principle of application
 - 6.1.5 The principle of vested interest
- 6.2 Briefly describe any FIVE characteristics of good measuring tools for a loss control program.

TOTAL: