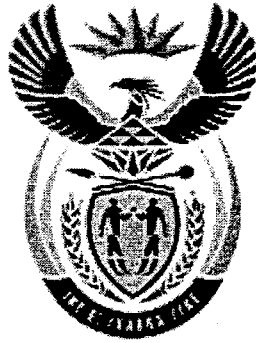


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**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1710(E)(M20)T
APRIL 2012

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

20 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. Number the answers correctly according to the numbering system used in this question paper.
 4. Start each question on a NEW page.
 5. Full marks = 100%.
 6. Write neatly and legibly.
-

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 – 1.12) in the ANSWER BOOK.

- 1.1 The supervisor should earn more than the subordinate because he/she has more responsibilities.
- 1.2 The sequence of the management process is: Organising, Planning, Leading, Control.
- 1.3 The scientific manager communicates one way.
- 1.4 The supervisor should not spend any time on technical duties.
- 1.5 The functional organisational structure makes it easier to manage work within the group.
- 1.6 The supervisor has no role in human resources planning.
- 1.7 The agenda of a meeting is written after the meeting has taken place.
- 1.8 Poor time management cannot cause stress.
- 1.9 Productivity increases if output exceeds input.
- 1.10 Entrepreneurship cannot be applied by a supervisor in a big organisation.
- 1.11 A Gantt chart is used to determine the number of workers required in a workshop.
- 1.12 The health and safety representative is solely responsible for safety in the workplace. (12 × 1) **[12]**

QUESTION 2

- 2.1 State FIVE responsibilities of the supervisor with respect to production. (5)
- 2.2 One of the characteristics of a natural leader is to emphasise technical work. Explain what this means. (5)
- 2.3 State FIVE duties of the supervisor regarding personnel management and human relations. (5)

- 2.4 Briefly describe FIVE management approach shortcomings Frederic Taylor identified. (5)
[20]

QUESTION 3

- 3.1 Describe THREE requirements of a good goal statement and write a goal statement for your department. (6)
- 3.2 Describe TWO strengths of a functional organisational structure. (4)
- 3.3 State 10 requirements of a job description and specification. (10)
[20]

QUESTION 4

- 4.1 Explain the following terms with respect to meetings:
- 4.1.1 Notice
 - 4.1.2 Agenda
 - 4.1.3 Minutes
 - 4.1.4 Proxy
 - 4.1.5 Quorum
- (5 × 2) (10)
- 4.2 Describe FIVE time wasters in your department. (5)
- 4.3 State FIVE human factors influencing productivity. (5)
[20]

QUESTION 5

- 5.1 Briefly describe THREE basic measures of cost. (6)
- 5.2 Define a *grievance*. (2)
- 5.3 Give FIVE reasons why a grievance should be in writing. (5)
- 5.4 Give SEVEN reasons why employees fail to report incidents. (7)
[20]

QUESTION 6

State EIGHT duties of the employer to their employees with regard to occupational health and safety. [8]

TOTAL: 100