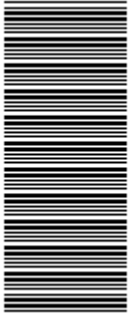


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# higher education & training

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

T1530(E)(A1)T  
**AUGUST EXAMINATION**

NATIONAL CERTIFICATE

**SUPERVISORY MANAGEMENT N5**

(4110515)

**1 August 2014 (Y-Paper)**  
**13:00–16:00**

**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 correct answer and write only 'true' or 'false' next to the question number (1.1–1.10) in the ANSWER BOOK.

- 1.1 A female supervisor is not allowed to supervise male subordinates.
- 1.2 A supervisor is not allowed to submit a grievance.
- 1.3 A scientific leader promotes group interests.
- 1.4 A centralised organisation can generally be managed with fewer resources.
- 1.5 Learnerships have replaced the old apprenticeship system.
- 1.6 An up-to-date diary is essential for planning.
- 1.7 Damaged parts are considered as a preventive cost.
- 1.8 A worker submits his grievance to the staff department.
- 1.9 A supervisor may discipline a worker for interfering with a fire extinguisher.
- 1.10 Rigorous reporting and investigation reduce accidents. (10 x 1) [10]

**QUESTION 2**

- 2.1 A supervisor, in their role in work relations, must deal with various people.  
Name and describe briefly FIVE groups of people the supervisor deals with and how he or she should fulfil that role with different groups of people in the workplace. (5 x 2) (10)
- 2.2 List SIX management techniques that Frederic Taylor applied to investigate and improve the existing management situation. (6)
- 2.3 One of the principles considered to determine whether an organisation structure is effective is known as 'the specialisation standard'.  
Explain what is meant by this principle. (4)  
[20]

**QUESTION 3**

3.1 In the human resources planning process, the goals and plans of the organisation must be considered.

Name the TEN important steps involved in overall strategic planning. (10)

3.2 The concepts of 'trivial many', 'vital few', 'important' and 'slightly important' are important aspects of time management.

Draw a neat fully labelled diagram of the ABC analysis to illustrate each of the above concepts. (10)  
**[20]**

**QUESTION 4**

4.1 What do the following abbreviations stand for?

4.1.1 SAQA (2)

4.1.2 NQF (2)

4.2 Report writing is an important task of management.

Name the SIX steps a supervisor should take when he/she writes a report. (6)

4.3 Make a list of SEVEN principles of motion economy which aid in getting a job done with the least labour. (7)

4.4 Explain briefly what is meant by *creativity*. (3)  
**[20]**

**QUESTION 5**

5.1 Explain briefly the purpose, value and uses of the minutes of a meeting. (5)

5.2 What is a *quality circle*? (5)  
**[10]**

**QUESTION 6**

6.1 What is a *flexible budget*? (3)

6.2 State SEVEN things a supervisor can do to cut through employee resistance and build support for cost improvement. (7)  
**[10]**

**QUESTION 7**

7.1 Explain the role of the personnel department in the use or application of the company or organisation's grievance procedures. (5)

7.2 Describe briefly FIVE functions of the health and safety committee. (5)  
**[10]**

**TOTAL: 100**

ENGINEERING