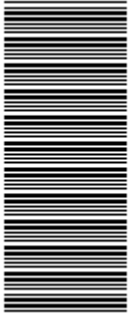


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1540(E)(A6)T
AUGUST EXAMINATION

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N6

(4110526)

6 August 2014 (Y-Paper)
13:00–16:00

This question paper consists of 4 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N6
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 main question on a NEW page.
 5. Write neatly and legibly.
-

QUESTION 1

Discuss FOUR advantages and FOUR disadvantages of group decision making. [16]

QUESTION 2

Draw an organogram and use this to discuss the processes that make management by objectives (MBO) ideal for use as a performance appraisal tool. [20]

QUESTION 3

Name and describe the THREE basic styles of leadership. [6]

QUESTION 4

What does the ACT (Occupational Health and Safety Act, 1993) stipulate regarding the number of health and safety representatives in case of shops, offices, and other workplaces? [6]

QUESTION 5

Define and expand on the qualities and skills that you would want to find in a supervisor under the following:

5.1 Skills

- Persuasion
- Influence
- Rapport

5.2 Quantities

- Mission
- Self-denial
- High character
- Job competence
- Good judgement
- Energy

(9 x 2) [18]

QUESTION 6

Discuss how you would facilitate a successful brainstorming session in order to inform and train your colleagues. [20]

QUESTION 7

7.1 The first step in loss of control is to identify and analyse the losses that have occurred and the hazards that caused those losses.

Distinguish between *loss analysis* and *hazard analysis*. (8)

7.2 Explain the THREE classes of hazards in the workplace environment and give a practical example of each. (6)

[14]

TOTAL: 100