



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

(4110515)

25 November (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 | The sequence of a supervisor's functions are planning, activating, controlling and organising. | (1) |
| 1.2 | The supervisor should spend a maximum of 20% of his/her time on management work. | (1) |
| 1.3 | The management leader centralises authority. | (1) |
| 1.4 | In a decentralised organizational structure the company can respond more quickly to customers. | (1) |
| 1.5 | A job analysis should contain a job description as well as job specification. | (1) |
| 1.6 | A supervisor should be sufficiently competent in writing a technical report. | (1) |
| 1.7 | Poor time management will not cause stress. | (1) |

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|------|---|------|
| 1.8 | Productivity is the output compared with the cost of the input. | (1) |
| 1.9 | The concept of quality circles is one method of participative management. | (1) |
| 1.10 | A class B fire occurs in electrical equipment. | (1) |
| | | [10] |

QUESTION 2

Name and briefly describe any FIVE particular duties and responsibilities of the supervisor. [10]

QUESTION 3

- | | | |
|-----|---|------|
| 3.1 | Briefly describe the difference between control by inspection and control by means of exception. | (5) |
| 3.2 | Henry Fayol gives attention to fourteen principles which are acknowledged as universally applicable guidelines for carrying out the management process. | |
| | State any 10 of these principles. | (10) |
| 3.3 | State FIVE factors that will influence the type of organisational structure decided upon. | (5) |
| | | [20] |

QUESTION 4

- | | | |
|-----|---|------|
| 4.1 | Define <i>human resource planning</i> . | (4) |
| 4.2 | State the SIX actions that follow the human resource planning function. | (6) |
| 4.3 | Briefly describe the purpose, value and uses of the minutes of a meeting. | (5) |
| 4.4 | In business communication, it is not recommended to use the term 'as soon as possible' (asap). Briefly discuss why it is not recommended and what may replace asap to improve your time management. | (5) |
| | | [20] |

QUESTION 5

- 5.1 Describe the FIVE guidelines that should govern a supervisor's approach to a responsibility for quality. (5)
- 5.2 Describe the following:
- 5.3.1 Total fixed costs (2)
- 5.3.2 Fixed cost per unit (2)
- 5.3.3 Total variable cost (2)
- 5.3.4 Variable cost per unit (2)
- 5.3.5 Total cost per unit (2)
- 5.3 Describe the FIVE steps in a grievance procedure. (5)
- [20]**

QUESTION 6

- 6.1 State the FIVE factors that total loss-control is concerned with. (5)
- 6.2 In addition to an inspection maintenance label on an operational fire extinguisher, a permanent file record should be kept.
- State FIVE entries that should be entered in this file. (5)
- 6.3 Describe the general duties of employers to their employees with regard to the Occupational Health and Safety Act. (10)
- [20]**

TOTAL: 100

(1)

(2)