

2010/11/456



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T2420(E)(N24)T
NOVEMBER 2010

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N6

(4110526)

24 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 N6
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. Write neatly and legibly.
-

QUESTION 1: LEADERSHIP MODELS

Explain the impact certain stumbling blocks would have on effective delegating. [10]

QUESTION 2: SELF-ASSERTIVENESS STRATEGIES

State the essential stages when facilitating the aggression of other people. [5]

QUESTION 3: LABOUR RELATIONS

- 3.1 State the functions of the Commission for Conciliation, Mediation and Arbitration. (11)
 - 3.2 The Workplace Forum should perform certain functions. State these functions. (3)
 - 3.3 Explain the meaning of the term *strike*. (1)
- [15]**

PTO

QUESTION 4: PERSONNEL CARE

Explain what steps you would implement to launch an effective mentoring programme. [10]

QUESTION 5: GROUP DYNAMICS AND CONFLICT

Make a free-hand sketch of the FOUR quadrants, adding ALL the necessary applicable descriptions of the Conflict Handling Model. [10]

QUESTION 6: PROBLEM-SOLVING AND DECISION-MAKING

Discuss the conditions that should be met before any informative decision can be made. [10]

QUESTION 7: PERFORMANCE APPRAISAL AND MANAGEMENT BY OBJECTIVES (MBO)

- 7.1 When performing a performance appraisal certain terminologies are used. Explain these terms: (4)
- Job evaluation
 - Merit rating
 - Compensation rates
 - Merit awards
- 7.2 Performance Appraisals are used as an integral part of a Personnel Management System. Explain the purposes and uses thereof. (7)
- 7.3 Interviewing employees for their performance appraisals can be problematic. Discuss the problems that could arise and how they should be rectified. (4)
- [15]

QUESTION 8: INDUSTRIAL LEGISLATION

- 8.1 The following terminologies refer to the Occupational Health and Safety Act (Act No 85 of 1993). Give a brief explanation of each of the following:
- 8.1.1 Good housekeeping of a workshop or any other place of work (2)
 - 8.1.2 Ventilation of a workshop (2)
 - 8.1.3 Purpose of the Act (2)

PTO

- 8.2 Explain the characteristics of an effective measuring tool when referring to a loss-control programme. (10)
- 8.3 Distinguish between the following terms when relating to (Loss Control Management): Incident and Accident (4)
[20]

QUESTION 9: COMPUTER AND MANAGEMENT INFORMATION SYSTEM (MIS)

Explain the requirements that need to be in place when implementing a Management Information System. [5]

TOTAL: 100

